LIBRARY SERVICES AND TECHNOLOGY ACT EVALUATION REPORT 2003 - 2007

"Knowledge for Everyone"

North Dakota STATE LIBRARY

Liberty Memorial Building
604 East Boulevard Avenue – Department 250
Bismarck, North Dakota 58505-0800

March 2007

Report Compiled By:

Dr. Richard D. Ott
Cardinal Coordinating Services
2962 Ontario Lane
Bismarck, North Dakota 58503

Table of Contents

SUBMISSION STATEMENT

Throughout this SUBMISSION STATEMENT, four terms are used that need definition in order to better understand the processes being described. These terms are:

1. 2003-2007 PLAN: The five-year plan created by the North Dakota State Library (hereinafter, NDSL) in accord with directions from officials of the Institute of Museums and Library Services (hereinafter, IMLS).

2. GENERAL REPORT: The entire report comprised of the six SUBREPORTS included in this effort. This is also the evaluation report.

3. SUBREPORTS: The six reports addressing each of the areas for which NDSL receives funding through Library Service and Technology Act (hereinafter, LSTA).

4. PLAN-GOALS: The four goals specified in the 2003-2007 PLAN generated by NDSL. The four goals each relate to an LSTA goal.

As stated above, this GENERAL REPORT is a compilation of six SUBREPORTS. These six SUBREPORTS are:

1.	GOAL 1 (Plan Goal): GRANTS TO LIBRARIES

2.	GOAL 1 (Plan Goal): INTERLIBRARY LOAN/REFERENCE

3.	GOAL 2 (Plan Goal): TECHNICAL ASSISTANCE

4.	GOAL 3 (Plan Goal): TRAINING

5.	GOAL 4 (Plan Goal): MASTER OF LIBRARY SCIENCE
			GRANT PROGRAM

6.	GOAL 4 (Plan Goal): DISABILITY SERVICES.

Each SUBREPORT is treated in a separate segment of the GENERAL REPORT. The format used for these six segments follows the structure offered by IMLS.

To effectively integrate the findings of the GENERAL REPORT into the regular functions of NDSL, each SUBREPORT has been linked to one of the four PLAN-GOALS, (with accompanying objectives and activities), that are included in the 2003-2007 PLAN.

As the gathered data was treated, it became evident that nearly everything within the survey was interrelated. All four PLAN-GOALS seemed to fit into each SUBREPORT AREA. This probability not withstanding, the AREA/PLAN-GOAL relationship as originally assigned has been retained and presented throughout the GENERAL REPORT. Normally, conclusions would be presented at the end of the report(s). As information was

assembled however, it seemed that general conclusions could be offered for all six SUBREPORTS and are so presented below:

1. Those using the services of NDSL are generally very satisfied with the quantity and quality of what they are receiving.

2. The relatively small number of respondents to all questionnaires indicates that NDSL must do more to publicize the services being offered.

3. The smaller school and public libraries seem to be the primary users.

4. The functions of NDSL and its services are the heart of its existence.

5. The evidence would lead to the belief that NDSL is making progress toward goals to each of six service areas selected for reporting.

6. The staff of NDSL is doing an effective job of serving the user population and the respondents so verify.

7. All services are accessible to patrons, and the role of NDSL in the state's cultural life is recognized and appreciated.

It should be noted that many responses from patrons are included with this report. It should also be noted that no editing to these responses was done. All responses are included—none were deleted, and they are presented exactly as they were received.

All objective data obtained through this project is presented in tabular form. No attempt was made to assort or tabulate the subjective data.

This GENERAL REPORT (Evaluation Report) is hereby respectfully submitted for consideration and subsequent action by IMLS.

Introductory Statement and Summary of Impact of Institute of Museum and Library Services (IMLS) funds to Support State Library Services

The Institute of Museum and Library Services (IMLS) administration of Library Services and Technology Act (LSTA) funding has made a profound measurable impact in the development and delivery of library services to citizens in North Dakota. Long-term federal support has allowed the concepts of "Library Development," "Resource Sharing and Access," and "Technology Expansion" to be put into action, creating high functioning students and transforming citizens into life-long learners.

The sustained support of LSTA by IMLS, Congress, and the Presidents has created a continuum of increasingly sophisticated library and information services that have allowed the citizens of North Dakota to embrace the challenges of the twenty-first century. Higher levels of federal support have encouraged State Libraries to keep proven programs and establish new ones to meet the evolving needs of their patrons.

A fourth grader doing a science project in Bowman or a business woman establishing a new business in Crosby both have the same access to 3 million books online in North Dakota because LSTA grant funds have electronically linked school, public, and academic libraries' catalogs and provided computers to search them. LSTA funding has enabled North Dakota State Library professional staff to train hundreds of school and public librarians to teach patrons the intricacies of searching the Online Library Resources and ODIN (Online Dakota Information Network). LSTA funds have supported the establishment of an excellent Talking Book library where over 2,000 North Dakota citizens with visual or physical disabilities have their library and information needs met by trained, caring staff.

LSTA funds have facilitated the North Dakota State Library in implementing its "Vision" of leading the way in information opportunities and in carrying out its "Mission" of providing access to information for all North Dakota citizens. Sustained, adequate, and increasing federal funding has empowered the State Library in promoting and advocating library awareness, in developing programs that anticipate and meet the evolving needs and requirements of an increasingly sophisticated and technology astute citizenry, and in developing the skills of librarians statewide.

Progress has been made in many aspects of library services in the state because of the funding that LSTA has provided. But the job is not done. Eighty-three percent of public libraries have Internet capability and computers to utilize it. The goal is to have computers functioning in 100 percent of the public libraries. Hundreds of librarians have been trained; hundreds more need training in all aspects of librarianship and access. One hundred and fifty libraries statewide are linked electronically; dozens more have expressed the desire and commitment to automate their library. Technology continues to evolve—libraries will continue to need equipping to keep up with the available technology. Our aging population is increasing and will require the newest in talking book services and format. Innovative programming has no limits.

The North Dakota State Library is committed to continued excellence in the delivery and development of library programs and information dissemination. It will partner with IMLS, Congress, and the federal government to sustain progress in reaching every North Dakotan to meet their information needs.

Goal 1: Grants to Libraries

LSTA Goal: Establishing or enhancing electronic linkages among or between libraries.

Goal: Create a statewide community of libraries working together to provide quality library services in North Dakota. Libraries must rely on cooperation and networking of all material, staff, and electronic resources to meet the information needs of North Dakota citizens. Twenty-first century libraries working together will enable North Dakotans to face the growing challenges of global interdependence and global competition; the ever-increasing information explosion; the continuing evolution in computer and communications technologies; and the increased need for lifelong learning, job retraining, and recreation.

Objectives:
- o Develop a comprehensive statewide electronic bibliographic database.
- o Promote statewide resource sharing.
- o Promote networking among all types of libraries.
- o Provide training to library staff and citizens in using information resources.
- o Provide shared electronic resources accessible to all citizens in all locations.

Grants to Libraries

Partners: North Dakota State Library; North Dakota Library Coordinating Council; Online Dakota Information Network (ODIN), Central Dakota Cooperating Libraries; and North Central Library Authority.

Stakeholders: Public, academic, and school libraries and librarians in North Dakota; public library boards, school superintendents, administrators, and principals; North Dakota students and citizens.

What do stakeholders want to know: How to access information and materials from and through libraries in North Dakota. How to become more skillful in gaining access to the statewide online resources and catalog.

Program purpose statement: Grants are competitively awarded to libraries to increase access to materials and information through and from North Dakota libraries. The purpose of many grants is to increase library services to citizens in local communities,

demonstrate new services to citizens in counties without library services, and allow libraries to participate in the statewide online library catalog.

Progress towards goal: Made progress toward this goal.

Strategy: The guidelines for this grant program are written by the North Dakota State Library and the members of the North Dakota Library Coordinating Council. Priorities are set annually based on the LSTA Five Year Plan, the needs of the state, and the goals of the library community. The grant cycle included the advertising of the opportunities through a direct mail of the guidelines to all types of libraries in the state; placing the guidelines on the agency Web site; sending them out on the listserv; and sending the information about the opportunities to the newspapers in the state.

Activities: The State Library works with all interested grant applicants to develop their grants, answer questions, and give information to help complete their applications. All grants are reviewed by the North Dakota Library Coordinating Council members, scored, and given recommendations to fund or not fund. Successful grant recipients complete all levels of paperwork, and many are asked to make presentations at the annual North Dakota Library Association conference.

Overall impact, outcome, and benefits of this goal in the delivery of library services: Those surveyed were asked to respond to eight items.

1. List the changes in your community that have occurred because of the grant from the State Library.

Beulah P.S. - The changes that we have had in our schools because of this grant would be that students have used the new computers for their research because they can access resources so much faster. They are using the online services on the ND State Library Web site more extensively now. They research other libraries if we do not have the sources that they need. They realize how far they can go to get the information that they need. They have learned and are more willing to do the research themselves.

Bismarck P.L. - The grant provided videoconferencing, a new service available to the community-at-large using the statewide government-funded network. Bismarck Public Library is located centrally in this community and available for convenient use seven days each week. We supply local access to college level distance education courses from NDSU, UND, and Minot State University. This allows individuals to pursue specialty courses and advanced degrees without having to travel great distances. Several higher education courses have been offered at this site over recent semesters.The ND Public Service Commission held one hearing using this site to connect throughout the Site; the ND Attorney General's office has used the site for a meeting with remote locations; and the Central Dakota Library Network libraries (spread across four counties)have held several meetings during inclement weather, resulting in a savings in gasoline and travel time.

Carrington P.S. - We have added a few community people to our patron list. We have also hosted the Genealogy Club and helped them search for information.

Casselton P.L. - This grant was awarded to increase our computer lab capacity from two to three computers. This computer is situated at our service desk. This allows us to serve more patrons in less time, while still serving patrons at the service desk. This is particularly important since 90 percent of the time there is only one librarian on duty. Previously we had patrons waiting to check out materials while we were at the other end of the library assisting patrons on the computer.

Because we have patrons who are not computer literate, they often ask us to do searches for them. This unit allows us to do so without leaving the desk, keeping the other two units free for other patrons. It also allows for more privacy because of where the computer is situated. The unit is secure from the general public's use in that it is behind the service desk and accessible only with the librarian's permission. This unit enables the librarians to work online, keep records, order books from NDSL, and do other tasks without worrying about the privacy of our files.

Clara Lincoln P.L., Bowman - There has been more access to the Internet for everyone in the community, including students.

Divide Cty. P.L. - We now have direct line access to the Internet.

Dunseith H.S. - Changes in our community include more students and adults using the library because of the computers purchased.

Fargo P.L. - The LSTA grant allowed us to create a ten workstation computer lab which has been heavily used by the public. The funds for this grant paid for tables and furnishings for our new computer lab and allowed us to leverage a technology grant from the Gates Foundation to create a state of the art facility. As a result of this new lab, we have been able to play host to a number of training sessions for the public on such topics as computer basics, searching the Internet, and genealogical research. We are able to offer our citizen's greater access to information technology resources than ever before, this has had a beneficial impact on many of Fargo's poorest and most vulnerable citizens who have been able to find jobs, start a small business, or research various health problems using the equipment paid for with this grant.

Hazen P.L. - We have only had three videoconferences held (one more will be held in two days). These three videoconferences were library conferences that covered the following: Info*lynx internal items, a class on the magazine index, and a class on Internet security. There really have been no community changes.

Hettinger P.S. - Our students and teachers are viewing library services in a more comprehensive manner. Students now look both in the physical stacks for information as well as go to the State Library and utilize the LaND resources. I have been emphasizing the Big6 research process with students in grades 4-12. Sixth grade students are now able to look at a question and go through the process of researching it. The inclusion of newer

computers has created an atmosphere of exploration and access which we were lacking in our library before.

Hillsboro P.S. - Our grant was for putting our elementary library on ODIN so that both libraries would be on the same system. As a result, our patrons are able to see what is available in both libraries. Another plus is that anyone with Internet access in our communities can now see what is housed in the elementary library. They could not do this before. The students move from using the elementary library to using the high school library more comfortably because both libraries are on the same system. In the past, there was a lag time when the students moved to the high school building because the system was new to them.

Killdeer S. & P.L. - After announcing our successful bid for a library grant in the Dunn County Herald, we have increased our patronage by 18 percent over the past year. The new computers make accessing the global information network faster.

Larimore P.S. - No changes, just in the phase of making copies of books to be put on ODIN. Over 50 percent completed.

Leeds P.S. - The students in our school like to use the computers for research. The students find it much easier to research with faster computers and a printer hooked to those computers.

Mandan P.S. - Through the grant, we have been able to link students and teachers to the resources they need. Our library community may now access our library resources at home. They can also search for books at home, place holds on books from home, and search the databases of the participating ODIN libraries in the consortia. We have also been able to provide students with the opportunity to learn how to order supplemental materials from remote locations which meet their learning needs.

Milnor P.S. - There have not been many changes in the community, but many in the school. Students have been using these two PCs in the library a lot. They have access to them all day and after school. Our lab is locked unless there is a teacher in it, so having these machines in the library has been a big help especially during science fair and geography fair when the seniors do their stocks with reports during study halls.

Minot P.L. - With the grant, we are able to provide training to individuals, library staff, and librarians in this area of the state. Many of the people participating in the training are senior citizens. After the training, we have noticed that these individuals are now using the library's online catalog and even placing reserves from their home. We are also able to provide computer lab training for staff on the use of the various databases the library provides.

Napoleon P.S. - Our students are able to find a wider variety of resources for leisure reading and research. Those who use ODIN are amazed at what is available to them and have been pleased with the system.

Pembina S. & City L. - Our students have been able to do much of their research at home using the online access to materials from other libraries and the databases. I know that they, in turn, have taught their parents how to use the system to find information they may want. Recently, a preschool opened in our community, and the teacher needed to easily find books and other information. She was thrilled with the quick access and ability to find what she needed.

Scranton P.S. - The library is being utilized at a more frequent basis by both our student population and adult community. Classroom teachers are bringing in their students to the library for research and study.

Velva S. & P.L. - Many patrons in our community come to the Velva School & Public Library to do research, purchase items on e-bay, pay bills, check e-mail or just find a book or audio tape. This sentence represents 2,000 libraries. Because of this grant, we now have a library that is available 24 hours a day—7 days a week. We added our Velva records to ODIN, a large network of libraries, and now the Velva community enjoys a library of the 2000's.

Walhalla P.S. - Our community would be the Walhalla Public School, grades K-12. In the elementary grades, the additional computers gotten from the Vision 2010 grant enabled me to do classroom instruction on how to use the online card catalog for our school. I am now able to have a single student on the computer while another student goes and looks for the book they found on the computer program. Previously we had three to four students on each computer.

In the high school, we now have entire classes in to do research. This is so important with ODIN and other Internet sources of information needed for research papers. The study halls are sending more students to do homework on the computers where before they had to go to the computer lab and see if there was space for them to work.

Wishek P.S. - We have seen more adults use our computers to access the Internet than what we had seen in the past.

2. Did this project result in any new partners for your library; and if so, describe them and how they benefit your community.

Bismarck P.L. - Certainly has resulted in greater awareness in the university community of the benefits of collaborating with a public library site. The community is accustomed to "one-stop shopping" at the library for so many things and this provides one additional available service. The Bismarck Public Library now has contacts with NDSU, UND, and Minot State University.

Carrington P.S. - We have been able to get information from libraries outside our community to help fill a need for our students and for community members.

Casselton P.L. - This unit has not directly added new partners for our library.

Clara Lincoln P.L., Bowman - I don't feel we have any new partners in the community because of the grant.

Divide Cty. P.L. - No.

Dunseith H.S. - No new partners.

Fargo P.L. - Yes, as a result of the creation of the computer lab, we established a partnership with Job Service North Dakota to provide training on the basics of using a computer and searching the Internet; more than 200 people have benefited directly from this partnership. We have also strengthened our existing partnerships with the Fargo Public Schools by making them aware of the print and electronic resources we offer and by providing training sessions and workshops for many of their teachers in the lab facility. These workshops have made the Fargo Public Schools teachers more aware of the resources we offer and have helped build a synergistic relationship between us and the schools. The computer lab has also been used extensively by the Emporia State University distance education program to train a new generation of librarians in providing informational services not just to residents of Fargo, but across the state and region.

Hazen P.L. - No new partners.

Hettinger P.S. - As far as partnerships with people or organizations outside of the school, it did not result in new partners. However, the teachers are now aware of the offerings of the State Library and have a reliable means of accessing it.

Killdeer S. & P.L. - No new partnerships were established because of this grant funding.

Larimore P.S. - Not as of yet.

Leeds P.S. - This project did not result in any new partners for our library.

Mandan P.S. - We have developed partnerships with other participating ODIN libraries. We've done this through our participating in the interlibrary loan process. The list-serv has also been an avenue for members of the consortia to discuss issues of concern and discuss questions of interest to the circ users and reference users group, especially now that we have been migrating to ALEPH. Through the consortia, we have also been able to participate in the decision making processes regarding the selection of licensed resources.

Mayville P.S. - No.

Milnor P.S. - No.

Minot P.L. - During the last year, we provided training for the Sons of Norway, Alliance of Foundations, and Grant Writers Group. As a result, members of these organizations have used the resources of the library for books on grant writing, research granting sources, and using our genealogy online database (Ancestry Plus).

Napoleon P.S. - No, there are not any new partners.

Pembina S. & City L. - When we started the process of applying for the grant, we also combined with our city library at the same time. The system has allowed our local patrons, as well as the students, to have infinitely more materials available to them. Community members are extremely proud of our "up-to-date" technology.

Scranton P.S. - Various teachers within our school district and neighboring school districts were trained in the use of the Big6 program. There is now a network of teachers who are willing and able to work together to enhance the education of their students using the philosophy of the Big6.

Velva S. & P.L. - New partners—all the many new patrons we can share our materials with in North Dakota.

Walhalla P.S. - No. We don't get any outside help for our school library.

Wishek P.S. - The grant has not established any new partners for our school/city library.

3. How have you promoted this service and informed your target audience of its availability?

Beulah P.S. - We have e-mailed staff and instructed both staff and students about the availability of the new computers and faster connectivity to the Internet and State Library site. We developed a brochure for our libraries informing our patrons of all the sources they could be using. We have instructed our patrons on the online resources available to everyone through the State Library site.

Bismarck P.L. - Service has been promoted on library Web site, which is linked to the City of Bismarck site. City department heads were initially invited to use service as needed. Service is also promoted on in-house video information screens available at all times for public viewing. Service has been listed in library newsletters and handout literature. Because of our state-supported telecommunications and previous legislative restrictions, we have promoted usage so as not to "compete" with the private sector. Usage is slowly picking up. Other "connected" CDLN libraries include: Mandan Public Library and Beulah and Hazen Public Libraries.

Carrington P.S. - We have offered a class to the public to help them learn how to use ODIN and the Internet. We have also sent letters home to the parents telling them how to connect to ODIN through our Web site and how their children can now research from home. We have also had an article on its use in our district newsletter.

Casselton P.L. - We promote this service in our brochure which is given to all new residents and is available at various places of business in the community.
Clara Lincoln P.L., Bowman - The service has been promoted by word of mouth. Workers at local restaurants have spread the word to residents and travelers alike. An open house is being planned during Library Week.

Divide Cty. P.L. - Yes.

Dunseith H.S. - We have put up posters around the community letting patrons know that we have an open library.

Fargo P.L. - We have promoted the computer lab with press releases and with a variety of paid print advertising for various programs using the facility. (Please see #2 on how this has been done with the Fargo Public Schools.) We have also used word of mouth to promote the lab, and it has quickly become a very popular and integral part of our library services. In one particular instance, the lab was filled to overflowing with representatives of various local nonprofit agencies who attended training on the use of our FC Search grant software; a number of these individuals expressed their delight in finding out about this resource and the other resources available through the library.

Hazen P.L. - We attended a Chamber of Commerce meeting and explained the use of it and how it could enhance the training and cut travel costs for local businesses and service organizations. We also put two articles in the local newspaper, the Hazen Star. The first article was about being awarded the grant and what the grant was for. The second article was explaining the use of the videoconference equipment when the equipment was activated. We also put an ad on our local community access television channel.

Hettinger P.S. - I consistently offer classes utilizing our new hardware and the LaND resources. For high school students, these courses occur approximately once every semester; for junior high students, once every nine weeks; and for elementary students, approximately once per month.

Killdeer S. & P.L. - After announcing our successful bid for a library grant, our local newspaper was prompted to send a reporter and do a more complete story on the school/community library and the new computers purchased with grant dollars. Additionally, we advertise our library hours on our local cable access channel and have covered the story of the new library technologies in our school newsletter.

Larimore P.S. - An in-service was held with all staff on 1-17-2005.

Leeds P.S. - We have informed patrons by handing out information at Parent-Teacher conferences. We also sent information home with students. This information has also been included in the superintendent's newsletter. It was also in the Leeds Board of Education meeting minutes. The link to the State Library is also on the Leeds Public School Web site, which is also linked to the City of Leeds Web site.

Mandan P.S. - Our students in grades 3-12 are instructed in how to search the online catalog using basic searching techniques, how to use the electronic licensed resources, and also how to integrate these resources into their research. We have also worked with the

staff to inform them of resources available for curriculum-related materials and full-text articles for classes they may be taking.

Mayville P.S. - Our target audience was the elementary students and staff. The service is basically promoted when the students and staff come in weekly for library classes. When staff and students are looking for particular items, the promotion becomes a one-to-one situation. These times encourage them to become a more independent user.

Milnor P.S. - Just by having the PCs in the library, the students can see if there is someone using them or not. I have not had to promote these computers much. The students have done that themselves.

Minot Catholic S. - Talk to the teachers one on one; publish in Minot's brochure.

Minot P.L. - We promote training in the use of the Library Online Catalog, databases the library subscribes to, using the Internet for doing research, and using email by distributing flyers at the library and sponsoring promotional booths. We have promoted the training at the annual Tech Show and two shows for senior citizens. Using these two methods of promotion, we have a waiting list for training.

Napoleon P.S. - I have posted signs in the library on how to use the system and have also instructed students and faculty on the many features of the system.

Pembina S. & City L. - As the high school English teacher, I teach accessing information on the databases and finding sources in other libraries to our students. As I mentioned in #1, students are very good about sharing with other community members how to learn the same skills. We have also published articles periodically in the local newspaper promoting the library and its technology, as well as held open houses.

Scranton P.S. - Each month in our school newsletter, the librarian keeps the community abreast of all the new technology available through the library. The Bowman County Pioneer is another tool in which area patrons are informed of all updates. In-school reading programs have promoted the use of the grant items. The librarian, through the use of the school's intranet system, keeps the local teachers current of all new upgrades and information.

Velva S. & P.L. - Promoted the Velva service through the "Velva Area Voice," and the librarian has been a guest at several community groups in Velva–Velva Women's Club, Lions, Senior Citizens, Chamber of Commerce, Homemaker group, and church groups.

Wallhalla P.S. - First of all, I took pictures and had a write up about our new computers in our local paper. Then I took your training workshops offered in Fargo both last spring and this fall on the use of the license resource section of ODIN. When we got the computers, I brought all the classes into the library and showed them the computers and explained how their classroom could use and benefit from them. I especially spent time with the English teachers and their classes to make sure they knew how to use the research section and the new EBSCO section of ODIN. This has also increased the use of our library computers. Now our students know how to find and utilize the programs that they will not only need now, but in the future when they are in a college setting.

Wishek P.S. - We hosted an open house for our community in the spring of 2004. I have also invited adults that were taking an adult computer class into our computer lab, to feel free to use our library computers. We also promote our library in our school newsletter.

4. Identify the funding and staffing you have committed to continue this project.

Beulah P.S. - We have committed to automating our library and have gotten a grant through the State Library to get our libraries online so they will be accessible 7 days a week and 24 hours a day for our patrons. We have committed to fund whatever is necessary to continue automating when the initial grant is completed.

Bismarck P.L. - We remodeled a storage room for our Executive (video) Conference Suite. The room was gutted, cleaned, painted, carpeted, and given a new ceiling and high efficient lighting. We designed and built a custom rack to house the equipment. The room was also given a whiteboard and computer. Our total cost for materials and labor was around $3,000. Ongoing support funding will come from the library operating budget. The library Technology Coordinator handles scheduling of videoconference site and readies equipment as needed. Repeat use groups receive necessary training to perform basic use functions.

Carrington P.S. - A line item has been added to our school district budget to cover the costs of ODIN.

Casselton P.L. - We are available to assist patrons with searches such as map quest, Casselton School District site, ODIN, travel planners, and other searches from our desk area.

Clara Lincoln P.L., Bowman - There has been no new staffing. Immediate staff helps individuals when necessary. There has been more funding for connections.

Divide Cty. P.L. - We are using Internet funds; we charge so much for using the Internet, plus so much per copy.

Dunseith H.S. - We received funding from Title II, Part D, through the Bottineau County Consortium to help purchase the five computers. Staffing for the open library hours after school is through the 21st Century grant.

Fargo P.L. - The library has a regular technology replacement budget which is used to maintain and expand our computer offerings and to replace machines as they fail. We work closely with the staff of the City of Fargo Information Technology department to insure that the computers are kept up and running. In addition to this, the library has a full-time staff member who is primarily dedicated to managing the library's IT resources, troubleshooting, and installing upgrades.

Hazen P.L. - Our staff coordinates all scheduling through Vern Mastel at Bismarck Public Library, and he sets up the routing, etc. Because of our consortium (CDLN), his funding is

part of our annual system fee.

Hettinger P.S. - Our school district has committed to maintain the services of this grant through our technology and library budgets. I have requested, but not yet received, the dollar value of these amount.

Killdeer S. & P.L. - We have been able to maintain our staffing and have improved our connectivity to the new library computers with high-speed switches. We are also making the move toward wireless network resources.

Larimore P.S. – The general fund will continue with the project after the grant is done. Library staff will not change.

Leeds P.S. - The funding to continue this project will come as a part of our technology budget. We have a 5-mill technology levy to be used for technology software, hardware, training, and upkeep.

Mandan P. S. - Our school board is committed to continuing our relationship with ODIN. Our IT department has committed to maintaining and installing software and network upgrades as needed and updating student and staff accounts.

Mayville P.S. - One full time librarian, l.5 library aides, and postage.

Milnor P.S. - We will keep buying the ink cartridges for the color printer. As librarian and technology coordinator, I will do maintenance on these machines.

Minot P.L. - Approximately $3,000 per year; 250 hours of staff time/year.

Napoleon P.S. - The school spends approximately $1,800 a year for the project. I am the only staff, a K-12 librarian who also teaches two social studies classes.

Pembina S. & City L. - The school and city share expenses for the library. I cannot tell you exactly the dollars we spend on the library—I do not have to deal with the financial part of it. But, I do know that between the superintendent of our school and the library council, I have received everything I have asked for in the library. This includes hundreds of books, new shelving, new computers, scanner, printer, and a new preschool section. Our school board and city council have committed themselves to making this one of the top small school libraries in the state. We have one librarian for when the library is open to the public; one librarian for the school; and five volunteer student aids. We are also in the process of hiring someone part-time to assist during the school day. I feel we would then be adequately staffed for our needs.

Scranton P.S. - A part-time librarian is available throughout the school week along with a full-time technology coordinator to keep the community and school staff educated on all upgrades and updates to the system. These two individuals are paid solely through the school district's funding. All hardware and software are also paid through these same funds. With the implementation of the Big6 workshops, there are on staff teachers who are

able to be a resource for the community.

Velva S. & P.L. - Funding & Staffing—Because of the extended service, we continue to need extra full time staff and to continue, we need to continue to budget funds for the ODIN system for cataloging our books.

Walhalla P.S. - Our school contributed the wiring for our computers networking system and licenses for the programs like Library Pro and Accelerated Reading, as well as our Microsoft use and our security systems. We are responsible for the installation and upkeep of the computers and have also provided the computer desks that were needed for the new computers. Our technical person has done a great deal of work to see that everything is running correctly and all the programs were put on the computers in a timely manner so we could begin using them as quickly as possible.

Wishek P.S. - The Wishek Public School continues to provide maintenance on the computers. We also provide supplies for the new printer.

5. Did this project result in new patrons using your library?

Beulah P.S. - More students and staff have used these new computers because of their faster connectivity to the Internet and all the resources and multiple databases they have available in this way.

Bismarck P.L. - Definitely yes. Some of the college (nursing) students would otherwise not directly connect to this library. Government officials would not be in this facility in an official capacity without this new method for conducting business (i.e. Public Service Commission and ND Attorney General's office).

Carrington P.S. - Yes, a few community people have asked for library cards and our ILL requests from other libraries have increased.

Casselton P.L. - While we cannot say that this project has resulted in new patrons, we can say that our regular patrons have benefited from it.

Clara Lincoln P.L., Bowman - Yes. When individuals come in to use the computers, they also look around the library and may check out materials or find something to use in house.

Divide Cty. P.L. - No.

Dunseith H.S. - Yes—more students and some community patrons. Our teachers are bringing students in to do research.

Fargo P.L. - Anecdotal evidence would suggest yes. In the two years since the lab became operational, the overall usage of the library has increased dramatically. Following the

opening of the lab, our number of computer users nearly doubled and growth has continued to be strong.

Hazen P.L. - Not really, although it brought over some librarians who had never been in our library before.

Hettinger P.S. - Yes, our usage has increased in both junior high and high school. Teachers are now requiring a research-based project for semester tests at a higher rate than before.

Killdeer S. & P.L. - There is a mix of both new patronage and more usage by the established patron base.

Larimore P.S. - N/A at this time.

Leeds P.S. - I do not think any new patrons are using the library, but the patrons are using the library more for research purposes.

Mandan P. S. - Through interlibrary loan, we have patrons not in the consortia requesting materials from us as well.

Mayville P.S. - Since the elementary children come in once a week for class, the usage among that group is mainly unchanged. The increase has been seen with teachers, special ed. staff, head start staff, etc….because it is easier to find a list of materials to fit their curriculum needs. Some teachers use ILL more often because the material is sent to the elementary school.

Milnor P.S. - No. It did result in many more students and staff in the library using the computers and color printer.

Minot P.L. - About 40 percent of the individuals taking training already have a library card. Another 30 percent have signed up for a library card since taking the training, but in spot checking the use of their library card, no circulations have resulted. They may be using the library or the computers but not checking materials out. Others may be using the library's database from their home.

Napoleon P.S. - While the project really didn't result in new patrons, it did result in the current patrons using the library more due to the availability of ODIN.

Pembina S. & City L. - I think we have added new patrons. Our community is so small that many people who would go to the library already did. Where I think we have increased traffic is from people going through town. We are situated right on the Canadian border. Between people going through the border and increased traffic due to Homeland Security, we have many people using our library who wouldn't have used it before. Partly because it is new and more accessible, but mainly because we are technologically up-to-date. Also, I believe students come into the library more in the summer and after hours. This was almost unheard of before.

Scranton P.S. - The majority of the library use is from our student population. However, a few adult community members are using the grant facilities to further their education.

Velva S. & P.L. - New patrons—many. I'd say the younger patrons enjoy it <u>most</u>. Many times students bring parents to the library to show them how to use the library.

Walhalla P.S. - Since the entire school has always used the library, it did not result in new patrons, but it has definitely created more use of the library from everyone in grades K-12. In the past I might have two to three periods a day when no one came into the library, but since we got the new computers, the library is busy almost every period, if not from study hall then from a class looking up information.

Wishek P.S. - More visitors to the community have been using the library because of the new computers and the access that we provide. Tourists to the community have been using the computers to access business contacts while on vacation. People with relatives in the hospital and retirement home also have used the library for business purposes. Others have used the computers for accessing e-mail and reading online newspapers.

6. By what percent has this project increased the usage of your library?

Beulah P.S. - Our students have to sign in to use the computers in the library. The percentage has increased about 20 percent. We serve about 820 K-12 students and 122 staff, and most of the students do one type of research or another during the month. The staff uses Web sites and the State Library for classroom enhancement.

Bismarck P.L. - With an average of 6,000 users coming into the library for all purposes each week, the numbers impact of this service is negligible.

Carrington P.S. - ILL requests have more than doubled.

Casselton P.L. - While we cannot say that this project has resulted in new patrons, we can say that our regular patrons have benefited from it.

Clara Lincoln P.L., Bowman - We estimate an increase of 25 percent in the usage of the library—mostly in-house use.

Divide Cty. P.L. - None.

Dunseith H.S. - Our after school usage has improved by 5 to 10 percent and classroom usage has improved up to 50 percent.

Fargo P.L. - As mentioned in #5, the number of people signing up to use the Internet increased by nearly 100 percent when the computer lab opened.

Hazen P.L. - N/A

Hettinger P.S. - Specific assignments which utilized the Big6 criteria in grades 7-12 increased by around 8 percent.

Killdeer S. & P.L. - As stated in #1, our patronage usage has increased 18 percent over the past year. The use of technology (computers) in the library has increased as follows: 45 percent increase in usage in the high school; 25 percent increase in usage in the elementary school; teacher utilization of library computers is up 12 percent over baseline numbers; and public patron usage is up over 7 percent as the public has become aware of the availability of new computers.

Larimore P.S. - N/A at this time.

Leeds P.S. - Twenty-five percent.

Mandan P.S.. - Our circulation reports would reflect an increase of in-house usage of our libraries, though it does not show use at home.

Mayville P.S. - About 5 percent.

Milnor P.S. - I am not sure but I would say around 30 percent.

Minot P.L. - We have increased usage from existing customers taking the training and from individuals taking the training given on genealogy resources and the Foundation Grant Center Database. Use of Ancestry Plus has increased substantially, and more people seeking grants are using our Grants Materials and the grants database in house.

Napoleon P.S. - I would say about 15 percent of the books I check out are interlibrary loans. Students also use the available research databases.

Pembina S. & City L. - It is hard to determine how the project has increased the usage because the city and school combined libraries the same time the grant began. Based on a count kept by the city library during her hours, use has increased about 25 percent. Use during the school day by students has increased about 150 percent simply because they can use the technology to search for materials. This is also due to various assignments by teachers, but they have altered their requirements because the students have the access now.

Scranton P.S. - Prior to this grant, the library did not have any computers available to the students. After one year, the usage of the equipment was up 100 percent. However, by the next year, the usage tapered down due to restriction of usage by the administration and librarian. Misuse of the system should not be considered in the overall percentage.

St. Leo's S., Minot - Twenty-five percent.

Velva S. & P.L. - Estimate—20 percent.

Walhalla P.S. - I think the use of the library has improved by about 40-50 percent. Computers are such an important part of libraries today and were needed so desperately

that it has doubled the amount of time people spend in this room. We are now servicing students who went to the computer lab or worked at home on their personal computers.

Wishek P.S. - The increase in library usage is about 30 percent.

7. How many people does this project serve in a month?

Bismarck P.L. - Number served each month averages approximately 75-100 persons.

Carrington P.S. - Approximately 500.

Casselton P.L. - We do on average, one personal search per day including the State Library.

Clara Lincoln P.L., Bowman - The project serves about 75 people per month, mostly computer usage.

Divide Cty. P.L. - Approximately 10-15, depending on the time of year.

Fargo P.L. - Based on our total number of Internet users and using the 10 workstations in the lab as a percentage of our total number of workstations, I would estimate that the total number served in a month averages between 1,500 and 2,000.

Hazen P.L. - It's very streaky. Many months none, a few months 12 to 15 or so.

Hettinger P.S. - The project is available to around 410 patrons per months.

Killdeer S. & P.L. - This project serves about 46 public patrons and about 1,340 (67 per day—20 school days per month) school patrons each month.

Larimore P.S. - 528 K-12 students and approximately 60 adults. Once online, the number of adults should rise as they access at home.

Leeds P.S. - This project serves our school population—grades 7-12, students and faculty—approximately 130 people daily.

Mandan P.S. - Our district population consists of 3,600 students and 200 staff members. Through the English/Language Arts and Library/Technology curriculum standards, students are served by our school libraries.

Mayville P.S. - About 220 students and adults.

Milnor P.S. - In the month of February 2004, there were 190 students that used the two computers and 105 staff. This was the month of Science Fair so the printer was being used for the color graphs and pictures a lot also. We are at Science Fair time again, so the computers are being used for looking up science projects and soon for printing the projects. Then we will be at the Geography Fair time, and they will be used much more again.

Minot P.L. - Thirty-six individuals.

Napoleon P.S. - There are 117 students and approximately 30 staff being served by the project.

Pembina S. & City L. - This project serves approximately 198 patrons a month. Our community population is approximately 625 people.

Scranton P.S. - The Scranton Public School library serves 166 students, 32 staff and auxiliary staff members, and the patrons of the school district which includes the cities of Scranton, Gascoyne, and Reeder.

Velva S. & P.L. - This is an estimate—700-800 traffic. There is a larger amount of usage during the school year. (Not everyone checks out material.) But it's more about "service"…e-mail, or available-not available. In many cases the word is spreading of "services" available.

Walhalla P.S. - Our student body is about 300 students in grades K-12. Because of the accelerated reading program that we have for grades K-12, every student uses the computers at some time or another during the month.

Wishek P.S. - These computers are available to over 100 students daily, as well as the community.

8. Share stories of how your library's services supported by the grant have made a difference to patrons in your community.

Beulah P.S. - We have no specific stories other than favorable comments made by students when they are able to use the new computers—"faster," "more sources to get to for their research," and "fun to use."

Bismarck P.L. - College and post graduate students access advanced courses scheduled here because other area facilities were booked up. Opportunities of this system offer promise for those seeking advanced and specialized degrees and, also, to smaller organizations seeking to expand training horizons. CDLN libraries have held several meetings already during inclement weather (winter) and one scheduled technical training workshop which was attended in all locations.

Carrington P.S. - It has made more resources readily available to our students and their families. This in turn has made it easier for out students to do their homework and research for special projects.

Casselton P.L. - One great advantage has been that we can now do State Library searches from our desk and the patron will know immediately whether or not a particular item is currently available, and we now are able to do searches in a more timely matter, not waiting for one of the other computers to become free. Several of our patrons regularly

request searches for addresses, travel information, and more. We even have checked E-bay for a patron.

Clara Lincoln P.L., Bowman - More people are able to send personal and business e-mails. Several have come to the library when their own computers are not working. They hardly ever have to wait. Some have used them for college courses including tests. People have even done their banking from the library.

Fargo P.L. - Many people have complimented us on the computer lab and how helpful it has been. A number of the patrons who attended the workshops offered by Job Service North Dakota were elderly and this constituted their first experience with the computer. I remember one particular individual who was very excited and happy because now she would be able to send and receive e-mail to her grandson who was serving in Iraq. I don't know the particular names, but I do know of at least a couple of individuals who have found employment using our computers at Fargo Public Library. The lab has been used by librarians from across the state for taining as well as by the Fargo Police and Fire Departments. I would say the overall impact on our citizens has been considerable and having the lab has allowed us to better fulfill our mission to the public.

Hazen P.L. - The videoconference we held on the magazine index, which was put on by Christine Kujawa of Bismarck Public Library, gave our staffs (libraries within the MMRL system) a good hands-on lesson in utilizing the index which, in turn, we offer to our patrons when they come in with reference questions. Our Internet security/safety conference, which was put on by Vern Mastel of Bismarck Public Library, gave all of us in attendance the tools needed to maintain the computers not only our libraries, but our homes, in secure fashions. This will also enable us to share this information with our patrons and probably, in the future, put on an Internet security videoconference by Vern and open it up to our patrons and the business community. I wish I could say we have used the equipment bunches of times, but as the technology is new to people here, it will take time to get people used to it.

Hettinger P.S. - The teachers that utilize the computers that this grant was able to purchase love having new computers which the students can operate. They feel it has lessened the frustration level for both themselves and their students, allowing access to explore topics more thoroughly. I have utilized the computers on a regular basis emphasizing the use of LaND for research and for evaluation of Internet and other resources.

Killdeer S. & P.L. - The following examples have occurred within the last month. One patron in our community was very interested in the religious aspects of the Middle East and how these aspects were playing a part in the war in Iraq. Although he was an older gentleman and had no computer experience, he was able to find the information, print it out, and take it home with him to read and digest at his own pace. Another patron uses the library computers to complete the homework she is doing for a college computer class because she does not have a computer available to her at home. A third patron is using the

library computers to access information to complete a college course that she is taking concerning the Israeli/Palestine conflict in which she needs to complete a 25-page paper.

Larimore P.S. - N/A at this time. Once online with books and patrons learn how to use the system, patron use will increase.

Leeds P.S. - Students come to the library first rather than going to the computer room first to do research.

Mandan P.S. - Students and staff are not leaving the library empty handed when they come in to do a research quest. Our offerings have expanded with the interlibrary loan feature and our increased access to online databases has given instantaneous and seemingly limitless information. When we have to tell a student that "no, we don't have that book," it is nice to be able to add "but I can get it for you through interlibrary loan."

Mayville P.S. - Because their barcode IDs stay with them from K-12, students know they can check out materials from either library. EIE students borrow books from the elementary library to read in their classrooms. One upper elementary student became interested in Sherlock Holmes, and after he read the books in the elementary library, he checked out books from the high school library. A 7th grade student is coming to the elementary library to check our Lemony Snicket books. A mother of a preschool child comes to check out books using her local patron ID.

Milnor P.S. - There are times when students are waiting to use the machines in the library. They know that these machines are always available to them. There were some very nice science fair and geography fair projects done in color last year. We do try to limit the color printing to when it is necessary. Our college English class uses the computers to check their grades from their teacher. Before school there are always students using these machines to check stocks, quickly finish a report, or for looking up things. By having these computers in the library, we have helped students be able to complete their school work. Staff members can also use these computers during their prep time if they lose their room to another class.

Minot P.L. - The following are short stories about people who registered for and attended a complete session of computer classes at the Minot Public Library. They were first-time users of the public library and did not have library cards.

Harold Braaten is approaching retirement age and has been actively involved in a local investment club. When Mr. Braaten attended beginning computer classes at the library, his goal was to locate Internet sites which presented information on values of stocks. He continues to use the basic computer skills he learned to more actively participate electronically in the activities of the local investment club.

Deb Pearce is a mother / daughter who gives care to her elderly mother while raising her young children. She registered and completed beginning computer classes at the Minot Public Library so she could learn how to research a family health problem. Both she and her mother have breast cancer. After each class, we privately showed her some Internet sites she could check out that might have pertinent information. She used the knowledge she learned in classes to become a more informed patient when visiting the doctor.

Harold Stolt is a retired English professor who registered for and completed beginning computer classes at the Minot Public Library. These classes make a difference in how he locates current research information in his field. He is able to retrieve the information faster and more cost efficiently. Because Dr. Stolt is more computer literate, he is able to converse with his peers concerning technological research methods.

Spouses registered and attended beginning computer classes. Mert and Anna Indergaard and Roger and Ruth Bullene were interested in communicating with their grandchildren through the computer. They purchased home computers and wanted to actively use them every day to establish electronic communication with their extended family. After learning how to use the library catalog and searching subscription databases, they became more confident in their computer skills and could troubleshoot their home computer set up problems. Mert delighted us by logging onto an association Web site of which he was a member.

Bob and Molla Romine helped one another during beginning computer classes at the Minot Public Library. Bob helped Molla use the mouse effectively (her hand would shake) and Molla could point out links more effectively on the computer screen to Bob (his vision was slightly impaired). They learned together and became a team when searching subscription databases during classes. The Romine's learned how to use their home computer more effectively.

Napoleon P.S. - One such instance would be with my social studies teaching. I often borrow videos and books for my classes through ILL to expose my students to a wider variety of information than what is available in their textbooks. I have teachers that borrow books for lesson plans through ILL. Many students borrow through ILL for research materials for classes and speech, as well as for personal use. Another instance would be students using the magazine databases for research in classes.

Scranton P.S. - Students would not be using the library as a research tool without the use of the computers. Our library is unable to supply the most up-to-date hard copy reference and research tools that the students need. This grant enabled many students who do not have a computer or the Internet at home to fulfill school requirements. An adult student uses the library to take college online tests. The librarian is able to integrate classroom studies into her library lessons. The teaching of our own library's Alexandria system and the State Library's system is now a reality.

Velva S. & P.L. - Velva School & Public Library is like every library…to some patrons, we are their best friends. So these friends of the library like to show off the Velva library. One Velva patron brought a visiting friend from Washington in. The visiting friend is very familiar with the Gates Foundation. They were very pleased to see Gates computers while they utilized the $30,000 ODIN grant at Velva. Thank you…for without this grant the new 24 hours a day, 7 days a week library would not be available in Velva. We are getting used to the new word now—"Aleph."

Walhalla P.S. - One of the ways that this has really helped our composition class is that the teacher had to split her time from the computer lab and the library (the computer lab is five

rooms down the hall from the library). Now with the extra computers, she is able to stay in the library and work with her students in whatever form of research they are trying to use. Our journalism class has found the newspapers and magazines on EBSCO and the Gale Group very helpful in looking at and comparing the different formats of each paper. They have been able to discuss how one topic is shared and or written differently by different papers.

All of this was not possible before our new computers and we definitely thank you for choosing the Walhalla Public School Library for this grant. My main concern now is what will we do when these computers become old and need to be replaced. Hopefully there will be another grant because small schools do not have the funds to continually supply the essential needs of technology that are required to educate students in today's modern educational system.

Wishek P.S. - Some patrons are using the library computers to learn a foreign language. Others who don't own a computer are learning how to use a computer. Students without computers at home are coming in during public library times to do research and write papers.

This page has been intentionally left blank.

Goal 1: Interlibrary Loan/Reference

LSTA Goal: Establishing or enhancing electronic linkages among or between libraries.

Goal: Create a statewide community of libraries working together to provide quality library services in North Dakota. Libraries must rely on cooperation and networking of all material, staff, and electronic resources to meet the information needs of North Dakota citizens. Twenty-first century libraries working together will enable North Dakotans to face the growing challenges of global interdependence and global competition; the ever-increasing information explosion; and the increased need for lifelong learning, job retraining, and recreation.

Objectives:

- Develop a comprehensive statewide electronic bibliographic database.
- Promote statewide resource sharing.
- Promote networking among all types of libraries.
- Provide training to library staff and citizens in using information resources.
- Provide shared electronic resources accessible to all citizens in all locations.

Interlibrary Loan/Reference

Partners: University, school, public, and special libraries in North Dakota; ODIN and MINITEX.

Stakeholders: All types of libraries in North Dakota; state employees and legislators; nursing homes and care centers; and citizens of North Dakota.

What do stakeholders want to know: All of the stakeholders want the ability to borrow material from any library in the state as well as other states to meet the needs of their patrons. The stakeholders need to know they can count on the North Dakota State Library to fulfill these needs and to respond to reference requests on a consistent and timely basis. Requests for information are received in various ways and for a variety of information and materials, including requests for large print materials for nursing homes, inquiries about bio-diesel from farmers, requests for research materials from homeschoolers, and requests for reference assistance for libraries. Extensive research is

done for state employees; information is provided on legislative issues that affect libraries; and a free public computer lab is available.

Program purpose statement: To promptly and accurately meet the information needs of state government, the library community, and the citizens of North Dakota. NDSL is committed to supplying an information network and training to facilitate the loaning of materials with reciprocal borrowing and improved connectivity. NDSL supports resource sharing, cooperation, and collaboration among all types of North Dakota libraries. The expectation of this program is to supplement the needs that libraries have when they are unable to meet the demand for particular items due to budget and space constraints. Interlibrary Loan facilitates connections between libraries to increase access to information. Unique collections are now available to a wider patron base than an individual library could provide. The expectation of sharing a collection of resources is fulfilled through interlibrary loan and reference services.

Progress towards goal: Made progress toward this goal.

Strategy/Activities: A survey was sent to all public and school libraries in the state. Both regular mail and e-mail were used to disseminate the survey. Two specific services were addressed in this area:

1.   Interlibrary Loan through NDSL.
2.   Reference Services through NDSL.

This area survey will respond to the following six items:

1.   How often have you used the State Library's interlibrary loan and/or reference services during the past five years?
2.   How often have you used the State Library's interlibrary loan and/or reference services during the past year?
3.   What is your overall evaluation of the service?
4.   How would you replace the service(s) if it were not available through the State Library?
5.   What difference has it made in your community?
6.   Please include a real-life story that demonstrates how this service has benefited a person in your community.

It was determined that the best way to address these six questions would be to include the actual narrative responses from those surveyed. By so doing, the constituency, rather than an interpreter, is making the evaluation of the targeted services being provided. It is also difficult to assign numerical treatment to subjective responses. All unedited responses are reproduced below.

There is a temptation to respond to some of the concerns that are expressed by users, but this is not being done in this report with the exception of the "dog-eared paperback" story included in Question 3.

Overall impact, outcome, and benefits of this goal in the delivery of library services: Those surveyed were asked to respond to six items.

1. How often have you used the State Library's interlibrary loan and/or reference services during the past five years?

Public Libraries

Adams Cty. L., Reeder	Twice.
Aneta P.L.	Quite often.
Cando Comm. L.	I don't know—we have gotten a few books when someone requests a book we don't have.
Carrington City. L.	Estimate – 250.
Casselton P.L.	At least once a week. More often during the school year, especially for homes schoolers.
Dickinson Area P.L.	230.
Divide Cty. P.L., Crosby	Since my hiring, November 2005, 188.
Dunn Center P.L.	Once.
Ellendale P.L.	Approximately 150-200 times in the last five years.
Enderlin M.L.	There were approximately 2,400 ILL requests between September 27, 2001, and September 27, 2006.
Glen Ullin P.L.	I've used it every year, several times.
Griggs Cty. L., Cooperstown	About 200 regular requests and 15-20 large print books every 2 months.
Hankinson P.L.	We use your services at least 20 times a year.
Hazen P.L.	Each week I have used the service of interlibrary loan.
Heart of America L.	There were 1,935 actual transactions of materials. Many more requests were made for information by telephone, but these were not tracked.
Killdeer S. & P.L.	We use the interlibrary service weekly.
Lake Region P.L.	Interlibrary loan = 1,541, reference services = 154 (est.), Total = 1,695.
Lakota City Lib.	35 books or videos have been sent out.
Leach P.L.	Daily—during open hours.
Maddock Comm. L.	30 times.
Mayville P.L.	Because this is a college town, most people order ILL through the college; we have used both ILL and Reference services on occasion.
Minnewaukan P.L.	We use it very often to get books for our patrons we do not have on hand.
Minot (postmark)	Approximately 65 times.
Morton Cty. L.	Approximately once every three months.
Bottineau Cty. P.L.	Probably hundreds of times…whenever we haven't found items in the ODIN database.

NDYCC, Mandan	1-5 times per month.
Rolla P.L.	Several times; maybe once a month; maybe even more; it depends on what is needed.
Satre Mem. L.	2 or 3 times a month.
So. Central Area L., Edgeley	Approximately 300 items.
Stutsman Cty. L.	More than 1,000 times.
Turtle Lake P.L.	Average 5 days.
Valley City Barnes County	300-400 times a year.
Velva S. & P.L.	Several times a week.
Walhalla P.L.	Approximately once a month.
Ward Cty. P.L.	50 times approximately.
Washburn P.L.	On the average: 15 times per year.

Schools

Beach P.S.	Daily for one year – new librarian.
Beulah H.S.	I am new to this library but by looking back at records, this library did use this service several times.
Bismarck P. Schls.	About once a month.
Carrington E.S.	5 years ago, very limited use.
Cavalier P.S.	On Average, 10-20/yr.
Christ the King., Mandan	0.
Dakota Prairie E.S.	Not very often—probably 100 times.
Dakota Prairie H.S.	Several thousand times!!
Devils Lake P.S.	0-- I did use it a few times when I was the library media specialist at St. Joseph Elementary School ten years ago.
Dickinson H.S.	I am part of the ODIN ILL system so I borrow and lend books throughout the state, throughout the school year. The service is always prompt and accurate. The staff is always very helpful and friendly.
Divide Cty. S., Crosby	This is used in combination with our public library.
Drayton P.S.	About 50.
Edinburg P.S.	50-100 times—possibly more often.
Eight Mile Sch.	Interlibrary loan a lot – 30-40 books a year.
Ellendale P.S.	Approximately once a month—September-May; weekly/daily – October/November.
Enderlin P.S.	Approximately once a week during the school year.
Fargo Sch. (?)	I have only been the librarian for one year—see below.
Fessenden P.S.	This is my 2nd year as librarian. Last year we used the ILL at least a dozen times. Students, staff, and community had access to ODIN 24/7.
Grenora P.S.	We enjoy the use of interlibrary loan on the average of 1-2 times per month from our very small school

	library.
Hagen Jr. H.	Often—but this is only my 2nd year as a LMS.
Halliday P.S.	On a weekly basis during the school year.
Hankinson P.S.	Last year was my first year as librarian. I used ILL between 75 and 100 times last year.
Hazen P.S.	Twice; school year 2005-2006.
Hebron P.S.	Approximately 40 times, but Mr. Feist's English class orders many books when they do their research papers in Nov./Dec.
Hillsboro P.S.& L.	We have used ILL extensively—for students doing term papers.
Kulm P.S.	The usage has increased every year from several times a semester to monthly to bimonthly.
Lewis & Clark/Plaza	3 to 20 times per school year.
Lewis & Clark/Ryder	I am new to the Lewis & Clark--Ryder Elementary library. I cannot answer these questions! Sorry.
Lidgerwood P.S.	2 yrs./10-15 times.
Lynch Immanuel	0.
Mandaree P.S.	50.
Maple Valley P.S.	50-100 times.
Minot Sch.	I am new to ND teaching—I haven't used these services yet.
Minot Catholic S.	1 or 2 times.
Minot H.S.	50-75 times (includes a # of phone calls).
Minot H.S.	3 times.
Mt. Pleasant Sch.	30/year.
New Rockford P.S.	At least 160 different requests were processed and received.
Pinegree-Buch. H.S.	Very often—4-5 times a school year, ordering up to 20 books each time.
Red River H.S.	12.
Robinson Elem.	2.
Roosevelt/Jefferson Schls., Fargo	None.
Rugby P.S.	We have borrowed at least 100 books through the ILL services for our students. This has decreased in the last 2 years as we encourage our 12th graders to obtain their own card and borrow their own materials.
Scranton P.S.	Once or twice a week.
Sheldon P.S.	10-12 times.
Simle Middle Sch.	Once.
St. John P.S.	Approximately 5-10 a year.
St. Joseph E./Mdn.	Probably about 5-7 times.
Stanley Comm. Sch.	At least once a week, sometimes more often.
Steele-Dawson P.S.	During the school year 2-3 times a month, on average.

Sterling P.S.	Less than ten times.
Surrey P.S.	Several.
Viking E.S.	I am a brand new librarian/teacher this year! Cannot give much feedback.
Wahpeton H.S.	66 times.
Walhalla P.S.	Every week during the school year.
Warwick P.S.	Very frequently, both for books and electronic resources.
White Shield S.	I have been at White Shield P.S. for 1 month. In this time I have not used services. The previous librarian did—how often?? I did at my previous library.
Williston H.S.	Several times.
Wyndmere H.S.	On a regular basis—probably monthly.
Zeeland P.S.	We use the interlibrary loan service on a regular basis throughout the school year.
Unidentified School	We use ILL throughout the whole school year. Statistical information is available through the State Library as to how many requests we have made yearly.
Unidentified School	3-4 times weekly during the school year.

Unidentified

I use it on a weekly basis--approximately 200 ILL's per year. I use it less now than five years ago since e-books and the Online Services have really beefed up their offerings.
Five years ago my figures were closer to 400 per year.
Every week we have at least request.
Frequently, I really haven't kept track.
Probably about a hundred and ten times.
We have ordered many books through interlibrary loan.
We average 27 to 30 requests per month.
I think I have used the State Library's interlibrary loan service about five times during the last five years.
8-10 times.
Several times a year.
Don't know—don't keep stats that long.
Once.
Daily.
I've only been at the library since June, so I'm not sure I know anything about the interlibrary loan and reference services. Can you send me some information on it? (Fargo postmark—no identification on where it came from.)

2. How often have you used the State Library's interlibrary loan and/or reference services during the past year?

Public Libraries

Adams Cty. L., Reeder	Once.
Aneta P.L.	Probably 200 times.
Bottineau Cty. P.L.	Dozens of times.
Carrington City L.	67 times year to date.
Casselton P.L.	At least once a week. More often during the school year.
Dickinson Area P.L.	33.
Divide County P.L.	Since my hiring, November 2005, 188.
Dunn Center P.L.	N/A.
Ellendale P.L.	Approximately 15 to 20 times this last year.
Enderlin Mun. L.	480 times.
Glen Ullin P.L.	We've used it extensively for books to complete term papers. It's an absolute necessity for our students.
Griggs Cty. P.L.	46 individual book requests plus 15 large print books requested every two months.
Hagen Jr. H.	I used these services quite often in my 1st year as librarian to fill in gaps in educational materials and secure books requested by students and teachers or tapes needed for special education students.
Hankinson P.L.	We use your services at least 20 times a year.
Hazen P.L.	Since I have been on Horizon I have found most of all books I need and have not used State Library interlibrary loan as much. Once a month.
Heart of Amer. L.	There were 415 actual transactions of materials received.
Killdeer S. & P.L.	We average about 115 loans per year.
Lake Region P.L.	Interlibrary loan = 232, reference services = 23 (est.), Total = 255.
Lakota City L.	14 books and books on tape.
Leach P.L.	Daily—during open hours.
Maddock Comm. L.	20 times.
Mayville P.L.	14 or 15 times possibly.
Minnewaukan P.L.	We use it usually once a month or so!
Minot (postmark)	Approximately 12 times.
Morton Cty. L.	Approximately once every three months.
NDYCC, Mandan	1-5 times per month.
Rolla P.L.	I use the State Library's interlibrary loan services several times a month. Whenever a patron needs books just for themselves to pleasure read or if a patron is looking for something specific and we don't have it.
Satre Mem. L.	Many times!
So. Central Area L., Edgeley	Since January 1, 2006, we have ordered 62 items.

Stutsman Cty. L.	More than 200 times.
Turtle Lake P.L.	4 years.
Valley City Barnes County	300 times.
Velva S. & P.L.	I do not have the number, but estimate 90 times or more.
Walhalla P.L.	12.
Ward County P.L.	10 times.
Washburn P.L.	Approximately 5.

Schools

Beach P.S.	Daily.
Beulah H.S.	Several.
Bismarck P. Schls.	About 12 times.
Carrington E.S.	Once or twice a week.
Cavalier P.S.	Twice—as we just began the school year. I anticipate the same usage as before
Christ the Kg., Mdn.	0.
Dakota Prairie E.S.	25 times.
Dakota Prairie H.S.	350 times—particularly online databases.
Devils Lake P.S.	0.
Dickinson H.S.	Last year was not a normal school year because I only did ILL starting in February. Statistics from past years are borrowing 20-30; lending 115-125.
Divide Cty. S.	This is used in combination with our public library.
Drayton P.S.	About 6.
Edinburg Sch.	5-10 times.
Eight Mile Sch.	30-40 a year.
Ellendale P.S.	Approximately once a month—September-May; weekly/daily – October/November.
Enderlin P.S.	App. once a week during the school year.
Fargo Sch.	Approximately 10 times.
Fargo Sch.	ILL once a week.
Fessenden P.S.	No ILL yet this year but students and staff are using ODIN for research. I personally used ODIN to research censorship.
Grenora P.S.	We used the interlibrary loan services about 18 times last school year. We use the online references often. I can't say how often!
Halliday P.S.	Weekly.
Hankinson P. S.	Last year was my first year as librarian. I used ILL between 75 and 100 times last year.
Hazen P.S.	2 times.
Hebron P.S.	Several; maybe 3.
Hillsboro P.S. & L.	Through ODIN we request items daily during the school year.

Kulm P.S.	Weekly—sometimes daily.
Lewis & Clark/Plaza	3 to 20 times per school year.
Lidgerwood P.S.	Min. 10 times.
Lynch Immanuel	0.
Mandaree P.S.	10.
Maple Valley P.S.	10-20 times.
Minot Catholic S.	Maybe once.
Minot H.S.	4?
Minot H.S.	Once.
Mt. Pleasant Sch.	30 – I don't really keep track but am dependent on the help and material.
New Rockford P.S.	Sixteen (16) requests were made and received during the 2005-2006 school year of nine (9) months.
Pinegree-Buch. H.S.	Very often—4-5 times a school year, ordering up to 20 books each time.
Red River H.S.	3.
Robinson E.S.	0.
Roosevelt/Jefferson-Schls., Fargo	None.
Rugby P.S.	We have borrowed 20 books/audio materials since September 2005.
Scranton P.S.	Once or twice a week.
Sheldon P.S.	Couple of times.
Simle Middle Sch.	None.
St. John P.S.	2005/6: 7 times.
St. Joseph E., Mandan	2 times.
Stanley Comm. Sch.	At least once a week, sometimes more often. Both teachers and students make use of ILL—service is great.
Steele-Dawson P.S.	A dozen or more times.
Sterling P.S.	0.
Surrey P.S.	Once or twice.
Wahpeton H.S.	42.
Walhalla P.S.	Every week I'm ordering something.
Warwick P.S.	6 or 7 times a month.
White Shield S.	I have not – my usage for previous year was sent in for each month.
Williston H.S.	25 times (+).
Wyndmere H.S.	On a regular basis—monthly.
Zeeland P.S.	Last year we requested 46 items through the interlibrary loan.

Unidentified

Approximately 200 times per year.
Every week!
I know that we borrowed 76 items this last year and loaned out 33.

About 15 times.
I would say we use it at least once a week or more.
We have been averaging 31 per month.
I haven't had to use this service yet this year.
A week doesn't go by that we don't have to do an ILL through the State Library ODIN network because our Union Catalog doesn't have the material requested.
20+ times.
2 or 3 times.
I have used your ILL over 15 times since Aug. 25, 2006.
10—OCLC requests were filled by the State Library for us. Haven't needed MINITEX lately.
None.
331 items.
Haven't.

3. What is your overall evaluation of the service(s)?

Public Libraries

Adams Cty. L., Reeder	Good.
Aneta P.L.	Excellent.
Bottineau Cty. P.L.	It is fast and efficient.
Cando Comm. L.	No opinion.
Carrington City L.	Very satisfied. In the past year, it seems to take longer to receive the items.
Casselton P.L.	Now that Carrington, Cavalier, and Cooperstown don't get my books and I don't get theirs, much better. Quick turnaround in most cases. In fact, I recently ordered Romanian language tapes on Monday and received them on Tuesday. I do however have a terrible time using the new system. Sometimes, I just give up and call the request in. Especially if the patron is standing here waiting for me. I hate looking dumber than I really am.
Dickinson Area P.L.	Excellent.
Divide Cty. P.L.	If I understand correctly, if the State Library owns a book and it's out, it will not be requested from another library. Again, this slows down the ILL delivery date to the library's patron. If it's available from another, it should be borrowed so ILL patrons can be served quicker. Ill—to slow for about 8 months, leaving this library's patrons believing we were not providing the best service. Tech service – wonderful.
Dunn Center P.L.	Excellent help.
Ellendale P.L.	I consider the service we get from the interlibrary loan dept. as EXCELLENT.

Enderlin Mun. L.	Excellent.
Glen Ullin P.L.	Excellent!!
Griggs Cty. P.L.	Reliable, supplying the needs that a small, rural library can't afford.
Hankinson P.L.	The patrons really like the option of ordering the books, if we don't have them.
Hazen P.L.	I like it when we can't find what a patron needs. Service is very helpful.
Heart of Amer. L.	It is an excellent service in all of the areas. Our public library could not function as well as it does without them.
Killdeer S. & P.L.	The State Library is very helpful. The new online ODIN system is slower than the old system and not as efficient. It is my understanding that the "bugs" are still being worked out.
Lake Region P.L.	Excellent.
Lakota City L.	Slow, but State Library reps are always courteous to us. I was floored when they were going to charge us $51.00 for a dog-eared paperback. Luckily the nursing home finally finished reading it to residents and our letters and book crossed in the mail. Our library board was appalled 25 years ago when Grafton was charging us $20.00 for a paperback that normally cost $1.25 at that time, so we bought the book for them which we expected to do. It's making us think twice about using the State Library and within budget limits, buy our own when we have a request that we can't handle. (Let's say the $51.00 got our attention!!)
Leach P.L.	Good, once we learned the system.
Maddock Comm. L.	Very helpful for a library with a limited collection.
Mayville P.L.	Excellent.
Minnewaukan P.L.	Overall evaluation of this service is excellent! We always get prompt and complete information.
Minot	The service is very good and NDSL staff are very helpful.
Morton Cty. L.	Excellent service on interlibrary loan.
Mt. Pleasant Sch.	Fantastic.
NDYCC, Mandan	Very efficient.
Rolla P.L.	Excellent.
Satre Mem. Lib.	Great!
So. Central Area L.	Very good.
Stutsman Cty. L.	Excellent.
Turtle Lake P.L.	I like it.
Valley City Barnes Cty. L.	Excellent!
Velva S. & P.L.	Outstanding.

Walhalla P.L.	Excellent.
Ward County P.L.	Very useful. Very efficient and timely.
Washburn P.L.	Happy with it—even though a little confusing.

Schools

Beach P.S.	Great!
Beulah H.S.	I have not used it yet.
Bismarck P. Schls.	Good!
Carrington E.S.	Good.
Cavalier P.S.	I began to use confirmation mail as some of our returns were misplaced. I liked the old ODIN system better—it seemed easier.
Dakota Prairie E.S.	Excellent.
Dakota Prairie H.S.	Excellent!
Devils Lake P.S.	Good.
Dickinson H.S.	Excellent. I think the ILL system through ODIN is fantastic.
Divide County S.	Excellent.
Drayton P.S.	Excellent!
Edinburg Sch.	I feel the service has been excellent.
Eight Mile Sch.	Now with the new system it would take 2 weeks to receive an item compared to the old of 2-3 days.
Ellendale P.S.	Good.
Enderlin P.S.	Good. There have been a few problems with the new library software, but as a whole the service is good.
Fargo Sch.	Good.
Fargo Sch.	We have been frustrated by the length of time it takes to receive materials. Research papers for last spring were difficult due to the time it would take to receive the materials—most teachers only give 2-3 weeks for a paper.
Fessenden P.S.	Excellent.
Grenora P.S.	We are very pleased to be able to use the services you offer as our budgets for purchases are very limited! Your materials/services are very organized and easy for us to use.
Hagen Jr. H.	It is a wonderful service and for the most part materials have arrived in a very timely fashion.
Halliday P.S.	Excellent.
Hankinson P.S.	Excellent – they have <u>always</u> been there to help me!
Hazen P.S.	Excellent.
Hebron P.S.	Services have been great. I always get the materials in a short or reasonable amount of time.
Hillsboro P.S.& L.	They always try to fulfill requests.
Kulm P.S.	Very satisfied.
Lewis & Clark/Plaza	Good.
Lidgerwood P.S.	Sometimes great/fast; others – slow and no notification that ILL was cancelled.

Lynch Immanuel	N/A.
Mandaree P.S.	Excellent.
Maple Valley P.S.	Good.
Minot Catholic S.	Good.
Minot H.S.	I have no complaints.
Minot H.S.	Good.
New Rockford P.S.	The library services provided are wonderful. The online services the past five years have enhanced the services our small rural public school offers our students and staff as well as to me as a librarian.
Pinegree-Buch. H.S.	Excellent and prompt.
Red River H.S.	Excellent.
Robinson E.S.	Not sure what you have.
Rugby P.S.	This is a great service for our students. We are able to borrow materials that we do not have access to in our district. The materials are received in a timely fashion.
Scranton P.S.	Prior to 2005-2006 it was great. Last year it was a nightmare!
Sheldon P.S.	Excellent.
Simle Middle Sch.	Hard to use.
St. John Sch.	Overall excellent—I have had problems previously where materials were returned but not check in.
St. Joseph E., Mandan	I am impressed and I think they do a fine job.
Stanley Comm. Sch.	I am very pleased with the service. I can check our account(s) which I find helpful.
Steele-Dawson P.S.	Fairly good. Some times it took longer than expected to receive a book. And, there might not be a notice that a book would not be sent. That can be improved on.
Sterling P.S.	Excellent – everyone has always been helpful.
Surrey P.S.	There was confusion about who was lending from you between myself and the vision teacher.
Wahpeton H.S.	Excellent—great service, friendly staff.
Walhalla P.S.	Very good.
Warwick P.S.	Fairly good, some difficulty with lag time between sending in materials and account being credited.
White Shield S.	Very good—prompt, helpful (my previous experience).
Williston H.S.	Good.
Wyndmere H.S.	Excellent!
Zeeland P.S.	The service is very good. It is easy for me to order online and the material usually arrives within 2-5 days.
Unidentified Sch.	I am finding it harder to use the new ODIN but I am slowly learning. I do not have the success I had in the past. I encourage all my juniors and seniors to get their own library card, so they access state from home to research, so I do not know about their usage. Also most of my faculty have their own cards. It is not as fast as it was a few years

	ago.

Unidentified

It works very well for me; I have rarely experienced any glitches.
I believe they try hard to find books in our "state" collection and even going out of state. We have gotten books that were supposed to go to other libraries with similar name and our requests have gone to other libraries!
Very good. Timely in sending out items; we usually had the material in 3 days.
We are very pleased with the service. The State Library does a great job!!
Excellent.
I believe the State Library and its services are of great value to me and to all rural communities. It gives a connection with many other libraries that can provide us with information that we do not have here in our small library.
Excellent.
In the past service of interlibrary loan has been much faster, lately it has taken over 3 weeks and many materials are already checked out, we continue to try.
Some delays.
The service has been wonderful this year. Last year it was extremely slow and sometimes we wouldn't get material or reply.
The staff is very helpful—not crazy about the "double shipping." Would prefer to direct ship rather than through the State Library. Double postage and time shipping and returning.
Very good.
Constant staff turnover has created a loss of rapport.
Sounds like something I would be interested in and willing to try.

1. NOTE: The person preparing this report was interested in the comment about the $51.00 "dog-eared" paperback. It was learned that this was either a state document or a rare book. The replacement price is not necessarily set by the North Dakota State Library but rather by the library which owns and must replace the item. Any charge for lost items is based entirely upon what it costs to replace them.

4. How would you replace the service(s) if it were not available through the State Library?

Public Libraries

Adams Cty. L., Reeder	None.
Aneta P.L.	Pretty hard (no major funding).
Bottineau Cty. P.L.	I don't think we could replace the service we get through the State Library; we rely on them to find things that we are unable to locate.
Cando Comm. L.	No.
Carrington City L.	I'm not sure we could replace the service. We would probably have to do without some things.
Casselton P.L.	We either would not get the items or if they were items we thought we would use often, we would have to purchase

	them. We also could send the patrons to W. Fargo or Fargo.
Dickinson Area P.L.	Internet; ILL through OCLC.
Divide County P.L.	I don't think I could find a replacement.
Dunn Center P.L.	Barnes & Noble or local bookstore.
Ellendale P.L.	I just don't know how we would replace this service!!
Enderlin Mun. L.	These services would be replaced (and are currently augmented) by my personal collection and my out-of-state library affiliations.
Glen Ullin P.L.	Not sure.
Griggs Cty. P.L.	They would probably not be replaced.
Hankinson P.L.	We couldn't replace the program.
Hazen P.L.	I would go to Horizon.
Heart of Amer. L.	Most of the services could not be replaced for various reasons. Local budget would not cover the expense required. The library budget could not staff the technical people necessary for the services. The community would not experience what is available in larger communities.
Killdeer S. & P.L.	There would be no replacement.
Lake Region P.L.	ILL – send e-mails to libraries that have materials in ODIN; Reference services – spend lots of wasted time looking for answers (on Internet, I suppose).
Leach P.L.	We couldn't—we wouldn't.
Maddock Comm. L.	Check a few local options—local libraries (within 30 miles) or just tell patrons that I can't help them.
Mayville P.L.	We would have no replacement.
Minnewaukan P.L.	There would not be a way to replace this service! Our patrons would not be able to obtain titles we don't have or can't afford to buy.
Minot	Searches would need to be done through individual libraries which would be very time consuming. (Our library has only one employee.)
Morton Cty. L.	Don't know.
NDYCC, Mandan	I'm not sure. If I had to search other libraries, I don't know if they would loan items to me and I would probably have to pick up the items.
Rolla P.L.	The library would probably order the books from a book ordering place like Barnes & Noble or Amazon or go out of town.
Satre Mem. Lib.	Not sure if that is possible.
So.Central Area Lib.	I don't know.
Stutsman Cty. L.	With reference service we would try to do the best we can with what we have. Without ILL through the State Library, we would most probably not do much with ILL in which case, our patrons would be truly lacking.
Turtle Lake P.L.	We wouldn't.

VCBC	I don't know.
Velva S. & P.L.	We could not afford this service.
Walhalla P.L.	Unknown.
Ward County P.L.	Probably would not have the service.
Washburn P.L.	Would only be able to use regional resources.

Schools

Beulah H.S.	Not sure.
Bismarck P. Schls.	Would not be able to replace the State Library system.
Carrington E.S.	Call neighboring schools—or invest in particular titles.
Cavalier P.S.	It is irreplaceable in rural areas.
Dakota Prairie ES	Couldn't replace service.
Dakota Prairie HS	Impossible!
Devils Lake P.S.	Staff would have to use alternative titles that covered the same topic.
Dickinson H.S.	N/A. Since I am an ILL library. But I want to say that it was the State Library that trained me on the new ILL system and they were very thorough and patient. They always remain helpful.
Drayton P.S.	I don't know.
Edinburg Sch.	We would not be able to replace it, as any other service would be too expensive.
Eight Mile Sch.	We do have a consortium in which we share sources within our 7 libraries, but the St. Lib.-ODIN is so handy.
Ellendale P.S.	I don't know.
Enderlin P.S.	I would have to develop some sort of a network in the area. It would be a nightmare.
Fargo Sch.	I have been calling local libraries in the area and accessing books that way.
Fessenden P.S.	We could not afford to. We would not be able to replace these services.
Grenora P.S.	Beg, plead, borrow, and steal! I do not know. Our students really use them!
Hagen Jr. H.	I have no idea at the present how these services could be replaced.
Halliday P.S.	We would not be able to replace these services.
Hankinson P.S.	I don't know. I would need to research this question – would I order the books from a vendor as needed?
Hazen P.S.	WorldCat, BUT it would not be as convenient.
Hebron P.S.	Not sure.
Hillsboro P.S. & L.	We could not afford all the material available to our patrons in terms of dollars spent as a public school/public library.
Kulm P.S.	I couldn't.
Lewis & Clark/Plaza	I don't know! Bookmobile services or do without!

Lidgerwood P.S.	Public library checkout.
Lynch Immanuel	N/A.
Mandaree P.S.	I don't know. It's not economical to have everything such as books and magazines and journals in our little library. We would have to go without.
Maple Valley P.S.	Unsure.
Minot Catholic S.	Local libraries (North West Consortium).
Minot H.S.	We would be unable to replace them.
Mt. Pleasant Sch.	We wouldn't have anything because our budget would not allow.
New Rockford P.S.	They would not be replaced at the local level.
Pinegree-Buch. H.S.	As a small, rural school library, we would have to rely on the Stutsman County Bookmobile, which is limited.
Red River H.S.	Grand Forks Public Library
Robinson Elem.	Not sure.
Rugby P.S.	We would have to try to anticipate or restrict the choices of research topics that our students make so that we could purchase materials.
Scranton P.S.	It would be very difficult. It is almost impossible to receive a library card from all the libraries throughout the state since they require you to live in their lending area. Therefore, how would I be able to get these books for my patrons?
Simle Middle Sch.	Make it more user friendly to find what you need.
St. John Sch.	We would have to purchase more materials—many of which would be one time usage; this would be cost prohibitive for our small school.
St. Joseph E., Mandan	I would have to go through Bismarck or Mandan Public Library.
Stanley Comm. Sch.	I do not know for sure.
Steele Dawson P.S.	I wouldn't.
Sterling P.S.	Don't know.
Surrey P.S.	I wouldn't replace it. I just felt frustrated explaining the mix up.
Wahpeton H.S.	Difficult to replace! Hopefully the Internet.
Walhalla P.S.	We wouldn't have near the materials available to us— we couldn't replace it!
Warwick P.S.	Would not be able to replace the service, provides materials that are vital to curriculum and students' learning.
Williston H.S.	I would have to purchase the materials or students and staff would have to go without access to those materials.
Wyndmere H.S.	Not sure—trying to stay connected to other libraries to get info.
Zeeland P.S.	I don't know that we would be able to. We are a very small school with a small library budget. Without access

	to materials from other libraries our teachers would be more limited in what they could do in their classes.
Unidentified Sch.	I don't know of any other service that could replace it. I guess we would have to go back to borrowing from neighboring schools that would be willing to do this and use the telephone to communicate.

Unidentified

I would not be able to replace the service, my patrons would do without.
Could not replace.
It is not replaceable, out patrons would just not have this information available to them. I cannot afford to purchase materials to be used by just a couple people in a year.
We wouldn't be able to fill the patrons request as we couldn't afford to buy the books that are requested.
We wouldn't be able to replace this service.
We would not be able to replace this service.
I would not be able to replace these services since the funding would not be available to me.
If we can't get a book through our Union Catalog, we go to the State Library. If that wasn't available to us, we would probably have to do without.
More $ spent on purchases; it would be very difficult. Our library has limited funds—the students would not have as much offered I'm afraid.
This is a service that is extraordinarily useful to ND schools – it is irreplaceable!!
We do most of our borrowing through OCLC and our local consortium database, Internet access and online periodical databases available.
Probably not.
Services are irreplaceable. (Devils Lake postmark)
I'm sure we wouldn't. (Fargo postmark)

5. What difference has it made in your community?

Public Libraries

Adams Cty. L., Reeder	None.
Aneta P.L.	Gives patrons the use of books and materials they couldn't otherwise afford.
Bottineau Cty. P.L.	I'm sure it has impacted our whole community as all the libraries—school, public, and academic—rely on the State Library to deliver any and all materials that we need.
Cando Comm. L.	Not much.
Carrington City L.	Offers options to people; ease in receiving items.
Casselton P.L.	My home schoolers especially appreciate it. It has brought great diversity to our readership. We are able to get items that we either would never or could never purchase.
Dickinson Area P.L.	Allowed our patrons access to materials that we do not have

	in our collection.
Divide County P.L.	More people coming in because they've heard this library has the State Library to request materials from. ILL wasn't used much prior to my hiring.
Dunn Center P.L.	The patron served was highly impressed with the service.
Ellendale P.L.	To be able to order/request virtually any book that is needed or wanted by a member of our community is remarkable and amazes many of our patrons!
Enderlin Mun. L.	The difference is that we are able to meet user's information needs. These satisfied users spread the word in their family and social circles, thereby generating more interest in library services.
Glen Ullin P.L.	It's enabled both adults and students to get material needed for research, to complete class assignments, as well as leisure reading.
Griggs County L.	Patrons have wide access to books that we can't purchase. Sight-impaired patrons have many more books to choose from.
Hagen Jr. H.	I think it makes a great deal of differences in our communities by giving people living in more rural areas away from larger metropolitan centers access to resources that they wouldn't ordinarily have.
Hankinson P.L.	It's made a big difference; they are able to get a book/audio that we don't have available in your library.
Hazen Lib.	It has made a big difference to our community to get almost any book for our patrons.
Heart of Amer. L.	Patrons are able to request materials that would not be purchased for a public library of our size. Highly technical books and journals are now requested by our patrons. These would not be a part of our media budget.
Killdeer S. & P.L.	It is helpful to both the students within the school doing research and to community members that are interested in a book that we do not have in our system.
Lake Region P.L.	Helped people with genealogical requests, start businesses, make investments, assist education, etc.
Leach P.L.	Tremendous—many people choose to use ILL over purchasing a book. We offer it as soon as we find that we don't own it.
Maddock Comm. L.	More patrons are coming in and requesting material so it increases traffic and usage. Our reputation grows as we are able to say yes to requests of patrons.
Mayville P.L.	Another excellent resource for the community to utilize library services.
Minnewaukan P.L.	This has made a big difference—books of any source are available with a phone call or online!
Minot	A patron who was originally from India, was studying to become a U.S. citizen. Through interlibrary loan from the

	State Library, I was able to borrow a videocassette that provided the patron with practice questions and other useful information to help her prepare.
Morton Cty. L.	We have home school families that request certain items based on the curriculum they are using. It is nice to be able to search many library collections for the items.
NDYCC, Mandan	It has been very beneficial to our patrons, as they are not allowed to leave the premises.
Rolla P.L.	It has made a big difference to our community. If we don't have the books, we use the interlibrary loan services.
Satre Mem. Lib.	It improves the community.
So. Central Area Lib.	We've been able to provide our patrons with books/videos that we would not have purchased for lack of dollars.
Stutsman Cty. L.	In addition to providing ILL services to our folks in rural Stutsman County, we especially help the local branch of the State Prison that is located in Jamestown. We order their ILLs.
Turtle Lake P.L.	Our patrons use the library more.
Valley City Barnes Cty.	Patrons are pleased to obtain a title we do not own in a timely manner. Many exclaim when it comes from a far-off state.
Velva S. & P.L.	Especially important for REAL academic material, people working on masters, doctors, etc.
Walhalla P.L.	It makes more materials available to our patrons that we can have the assistance of NDSL to get things we don't have on our shelves.
Ward County P.L.	Patrons know they can get the item through ILL if other means fail.
Washburn P.L.	Wider range of materials for patrons.

Schools

Beach P.S.	Information now.
Bismarck P. Schls.	Important for students doing graduate study.
Carrington E.S.	It's been a tremendous plus for our school community. Teachers appreciate the service.
Cavalier P.S.	I believe our community is a richer place because of this service.
Dakota Prairie E.S.	It has provided materials we couldn't afford.
Dakota Prairie H.S.	Students have access to databases and materials that aren't available in our library.
Devils Lake P.S.	People have access to a greater selection of material.
Dickinson H.S.	Here at our high school, some of our advanced classes use interlibrary loans for higher level research.
Divide County S.	A huge difference.
Drayton P.S.	Our H.S. students and staff have felt it is excellent.

Edinburg Sch.	It has helped our students with assignments and reports and in writing papers.
Eight Mile Sch.	A way to get out of print books. I cannot order any more for my collection.
Ellendale P.S.	Support from ILL/reference has allowed our students access to research not available in local libraries.
Enderlin P.S.	It gives our students and teachers access to needed information and books that would otherwise not be easily available. We are a small school and a small community lacking in resources to provide our patrons with all that is needed in educating students.
Fargo Sch.	I don't believe we would notice it at our school.
Fessenden P.S.	It definitely has a very positive impact on education and providing a variety of resources and opinions to students and staff.
Grenora P.S.	Outside of our school, I can't say. Our teachers and students both have accessed material for educational activities, educational and personal growth. Having access to well-organized information and services is vital to us!
Halliday P.S.	Community members are able to order books from the State Library when they do not have a library card or Internet access.
Hankinson P.S.	This resource has helped students – especially when doing research projects and papers.
Hazen P.S.	Provided nice, easy access to specialized materials.
Hebron P.S.	Some parents have also made requests through me as well as our teachers. I also use it personally.
Hillsboro P.S. & L.	It helps make our patrons happy when we can get material we don't have.
Kulm P.S.	My students understand how much more is available to them.
Lewis & Clark/Plaza	Uncertain.
Lidgerwood P.S.	Community – none; school – increased availability for reports/research.
Lynch Immanuel	N/A.
Mandaree P.S.	Students that go to Fort Berthold Community College can do their research here and not have to travel 70 miles.
Maple Valley P.S.	It has broadened our library.
Minot Catholic S.	Probably made a difference more at the public library than our school library.
Minot H.S.	The service has made a number of our students happy and enabled more complete research projects.
Minot H.S.	It has been helpful to a few people.
Mt. Pleasant Sch.	I only know about our school but we have enjoyed resources that we would not have had.
New Rockford P.S.	The teachers and students using the services of interlibrary

	loan are dependent on supplementary materials for their classroom and research that our school library does not have available. Many of the students and teachers have applied for their own library cards as a result of using interlibrary loan or our school's subscription to the Gale Resources through the State Library.
Red River H.S.	Enhances our ability to serve our clients.
Robinson E.S.	Some people have used it.
Rugby P.S.	ILL services have allowed us to provide materials for our students that the district would not be able to finance.
Scranton P.S.	Not as much as I would like. Students in the school system take advantage of the service. Adults in the community are not as eager or are unable to come to the school library for this service during school hours. That is why I encourage them to get a State Library card. If our community had a public library this service would be utilized more. I do believe the adults go to the public library in Bowman to use this service.
Simle Middle Sch.	N/A.
St. John Sch.	Patrons have been able to pursue many individual interests which they otherwise would not have been able to do.
St. Joseph E., Mandan	I have been able to fill a couple requests for teachers.
Stanley Comm. Sch.	Not so much that I can see. In my new position at the HS lib. I have informed students and some are using the loan services.
Steele-Dawson P.S.	The more people know about it, the more they take advantage of it. They have gotten books that our library never would order.
Sterling P.S.	Given more access to materials.
Surrey P.S.	I used or tried to borrow books for a student in school.
Wahpeton H.S.	This service allows our students access to thousands of materials that we otherwise could not afford.
Walhalla P.S.	It has helped our school's research program.
Warwick P.S.	It has helped enrich the school, staff, as well as student learning.
White Shield S.	I don't know for White Shield – a great help where I was previously to school staff and students.
Wyndmere H.S.	It helps get access to more books than we have.
Zeeland P.S.	Teachers have access to a wide range of materials. Most often they use it to obtain videos to show to classes. Students will use the service to find sources for research reports.
Unidentified Sch.	Our students have access to just as many resources as students in larger districts; they really appreciate and use this service for research and entertainment.
Unidentified Sch.	Students are able to get research materials in a timely and

	inexpensive manner.
Unidentified Sch.	I put in requests from patrons in our community besides my school staff and students.

Unidentified

We have many people who participate in distance and online educational opportunities. These people use the ILL service before having to buy book for classes and research papers.
I know that people in our community access state from our public library – I do not know how often. I have been able to help a few.
It is a valuable service to our community. We are able to receive most of the request materials.
We have patrons using the free material (LP) for the visually impaired and they are very appreciative.
Students and adults alike are now able to tap into these resources for all kinds of information. The books are usually available and are sent out in a time manner.
The community has not used it.
As both the school and community (public) small town library, community patrons access our library and I often am using the State Library to get books and/or help with reference questions.
I live in a larger community so the impact is less now than it was when I was in a smaller town. Then we were much more dependent on NDSL!
We have community members who do use the service—especially history and geography areas.
Not very much.
Large print – Able to provide service as needed in a short time. (Devils Lake postmark)
I don't know. (Fargo postmark)

6. Please include a real-life story that demonstrates how this service has benefited a person in your community.

Public Libraries

Adams Cty. L., Reeder	Teacher who comes home for summer used it. Does not have to go all over looking for books she needs.
Aneta P.L.	One man was pursuing his doctorate in education and used NDSL to get "required reading" materials that were quite expensive.
Bottineau Cty. P.L.	Many of our instructors are the heaviest users of ILL through the State Library as they often request materials that we do not own. This service has especially been beneficial to any and all of our professors who are working on advanced degrees.
Casselton P.L.	We have one family in particular who are home schoolers and they are able to borrow almost every book recommended by their association for their curriculum. They are so appreciative of this service. We also have

	several patrons, who perhaps incorrectly, are thought to read more heady stuff than the rest of us, and we have been able to get about 90 percent of the books they are looking for. This is a really huge benefit for us.
Divide County P.L.	One of our patrons is disabled and living in a nursing home. He requests many ILL books each month. Being able to access more material he wants to read has improved his quality of life.
Ellendale P.L.	We have a fellow in town (considered a genius) who is "heavy" into solar heating, organic gardening, and a variety of eclectic activities. There is no way that we would be able to accommodate his needs if we didn't have the interlibrary loan service!
Enderlin Mun. L.	Two weeks ago two students from an area university stopped in for assistance with their papers for a particular class; fortunately, the papers were not due immediately! Resources from the local collection and ILL items met their needs. I do wonder, however, why they drove a 90 mile round trip in the middle of the week instead of using their university library services.
Glen Ullin P.L.	Students need more reference or information to successfully complete class work than is available in our small collection. Adults have used books to complete home projects. One mother received enough information to help make a determination if her child suffered from a mental illness.
Griggs Cty. P.L.	We have a sight-impaired patron that is also hard of hearing, so large print books are his favorite pastime. As a small library, we cannot supply his needs so we order 15 large-print Westerns for him every 2 months.
Hagen Jr. H.	I was able to help a teacher in my school access texts that she needed for a graduate school even though she was taking classes long distance. As more teachers become aware of these services and how they can benefit them and their students, they will be able to teach and model for their students additional ways of securing resources.
Hankinson P.L.	I have a patron that is in a nursing home that is not able to get around, and so that patron tells me what materials he would like to read. I look them up using the online catalog, they usually send them in 1-2 weeks, and a person from the home comes and picks them up for him. If our library didn't have this service, he wouldn't be able to check out books that interest him.
Hazen P.L.	We have a patron that likes to do research on World War II and it helps to go interlibrary loan to find this patron's books.
Heart of Amer. L.	Medical information has been obtained for a family needing

	help with their doctor's diagnosis. Many books were requested and received to help explain the condition and also on how to copy with the aspects of the condition. These specialized books would not have been a part of our library collection.
Killdeer S. & P.L.	One example would be one of our older patrons that still loves to read but has failing eyesight. She often requests large print books and most often we are able to get them for her through interlibrary loan.
Lake Region P.L.	Sorry.
Leach P.L.	We have many instances in which we have a lot of home-schooled families, and they tend to use books that are older in copyright and we can usually find them in the system so we order them in as they don't always need to have one in their possession.
Maddock Comm. L.	A high school student who is a bit of a "loner" requested books in his area of interest. He has increasingly used this service and been more involved in the library and opened up more to people since then. A young mother wanted information to help her children deal with grief at the loss of their grandfather.
Minnewaukan P.L.	One of our patrons loved to read, but her vision was getting worse! For many months, we obtained large print books for her to read and she was absolutely thrilled!
Rolla P.L.	There is no specific person who has benefited from this. This service has benefited the ones who use it. There are some patrons who use this service several times depending on what they are requesting. Most of it is for leisure reading or watching a movie, or listening to an audio book. That is the main reason this service is used for.
Simle Middle Sch.	N/A.
So. Central Area L.	We have a man who is very interested in hunting and the cougar, since one has been spotted near us in N.D. Our selection is very limited, so he has asked for several books—we have ordered and received 13 different books he has asked for. We would not have been able to provide him with these materials if not for ILL.
Turtle Lake P.L.	A patron wanted the last book in a series and we didn't have it. We got it from ILL.
Valley City Barnes County	A patron has received textbooks for an online class she was taking and was pleased that she did not have to purchase them. A patron will often request mechanic repair books for a certain vehicle and proceed to do his own repair. Hobbies, how-to books, home-schooling help books… these are all areas that we have received material through interlibrary loan. Keep up the good work!
Velva S. & P.L.	The North Dakota State Library staff are very helpful. They

	make me look REAL good. I often tell library patrons we can get any material needed…and—yes—NDSL staff have solved some major reference questions, found the impossible books, and made many Velva patrons happy. I always remember our patron who had purchased a horse at a big horse sale. She loved the horse and she had an accident and the horse was killed. The horse had a "BRAND." We described the horse, the Brand, etc. and found the owner in another state. Our library patron was able to purchase more of this type of horse. Happy Story. ☺
Walhalla P.L.	Unknown.

Schools

Alexander P.S.	I have not used the library as of yet. It is a good program and once the representative comes on October 6, I am planning on having my students use the service for papers throughout the rest of the year. I will have a better idea of all the services after our training in October.
Beach P.S.	Up-to-date information on cancer.
Beulah H.S.	On a personal level, I have used the interlibrary loan to get materials necessary for working on my LMO2 credential.
Bismarck P. Schls.	Many graduate students have used the State Library system with our help to know how to first use online application and then how to search the databases.
Carrington E.S.	It provides weekly help to our teachers as well as those taking college graduate studies classes.
Cavalier P.S.	I know a great grandma, who can't get out anymore, enjoys a particular author; ILLs make her happy and connected.
Christ the Kg., Mandan	This is my first month as librarian at Christ the King school or any school, so not much help. Sorry.
Dakota Prairie E.S.	We have a learning disabled student who was able to use audio books for reading assignments.
Dakota Prairie H.S.	Several students are taking dual credit classes which require reading materials on a college level. Several students have successfully completed coursework, thanks to materials available online!
Devils Lake P.S.	A fourth-grade teacher had a specific book that she liked to use at the beginning of each year that is no longer in print so cannot be purchased. Students were also able to get material for their science fair projects.
Dickinson H.S.	Here at Dickinson High School, our AP Literature class does a special in-depth paper on Margaret Atwood. The type of research the students need for this assignment isn't materials that we would have in our high school book collection. The students research the entire ODIN card catalog for informational books for their research. We then

	interlibrary loan books from many of the universities from across the state. This works out extremely well for supplementing the teacher's curriculum for this literature class. The experience for the students doing this research is invaluable.
Divide County S.	There are teachers in this school system who have used this service. Sometimes, there are materials that would be impossible to find, but were available.
Drayton P.S.	Our high school history teacher writes a considerable amount for the local paper. Much of his information is gleaned from interlibrary loan materials.
Dunn Center P.L.	A patron raised sheep and wanted books in weaving with wool, etc. We had no resource at that time and turned to the State Library for books on that subject. They were sent and the patron was delighted with books sent which helped make decisions with the wool.
Edinburg Sch.	In the last two years some of our students have needed specialized information to complete their reports for science fair projects. We were able to access information for them through book loans and online resources. Our students won many awards for their projects on the regional and state level.
Fessenden P.S.	The English teacher and the Social Studies teacher use the ODIN resources quite a bit and place ILL orders on a regular basis. This benefits many students as our library does not have much material to support current high school curriculum. One of our teachers went through years of caring for an aging parent who eventually was diagnosed with Alzheimer's. Through ODIN and ILL this teacher researched Alzheimer's to learn how to understand, deal with, and come to terms with Alzheimer's. After the passing of her mother, she went on to start an awareness and support group through the local hospital and conducts fundraising memory strolls for the Alzheimer's Foundation.
Grenora P.S.	We have many students that request materials we do not have in our collection; one has used the service to finish reading a series of books that we could only offer the first two titles of. She was so excited to be able to borrow these as she could not find them anywhere around here to borrow or purchase and doesn't shop online.
Halliday P.S.	An elderly lady was looking for a story about a little red school house which she remembered from her childhood. Our library was able to find this story for her by using interlibrary loan through the State Library.
Hankinson P.S.	Our English teacher brings his class to the library when grade 12 students complete their term papers. They search for books and use the online resources (periodicals). From

	their research for books, I am able to request books.
Hazen P.S.	Sorry, neither student who borrowed books for reports commented on them other than to say they did use them.
Hebron P.S.	The wife of our previous Baptist minister contacted me about a book she wanted to read and I did an interlibrary loan for her with you. She was very pleased.
Hillsboro P.S. & L.	We have patrons who want to read all the books by a certain author. Through ILL we are usually able to provide what the patron wants.
Kulm P.S.	We have a small school library with a small budget. Evelyn is a voracious, jr. high school reader. She especially loves books that are in series, so she orders books from the NDSL to satisfy her appetite for reading. The NDSL has been so helpful to her and other students.
Lewis & Clark/Plaza	One elementary student came in looking for information on feeding cattle for a science fair project. We could not keep such specifics. The State Library provided resources—for the success of his project!
Maple Valley P.S.	The 5th grade students have an assignment to do / report each year. Our library is not large enough to have all of the materials so the students are taught how to use ILL to get more information.
Minot H.S.	A young man, a bit of an outsider, was a huge Charles Bukowski fan. Through ILL, I was able to keep him happy for months.
Minot H.S.	An instructor at our school was looking for books he needed for a graduate class. He was able to get them through ODIN.
Mt. Pleasant Sch.	Because of the materials available through the State Library, our students can learn to write better papers. They can begin to learn about research projects and processes which will be a definite benefit to them in college.
New Rockford P.S.	A most recent experience took place this past week when one of our teachers was injured and needed a substitute for several weeks. The substitute was able to request a video through interlibrary loan to supplement this teacher's lesson plans to provide instructions to her students in her absence.
Red River H.S.	Our associate principal was an amateur magician. He had seen a presentation in which the presenter (magician) had referred to a book. The book was out of print and the only place I could find its record was at the LOC. I entered the information on an ILL request, and shortly thereafter received the book from a library in California. My principal was "blown away!"
Scranton P.S.	Each year most students are required to participate in the science fair or science Olympiad. Our library is not equipped to handle the wide variety of projects that are covered. We turn to the State Library interlibrary loan

	system for help.
St. Joseph E., Mandan	I have found a couple books through ILL that were beneficial to the teachers in our school. I have also used ILL for myself for library courses through VCSU.
Stanley Comm. Sch.	Budgets are tight in our public school so funds to purchase library materials are low. At our Jr. High/Sr. High school students are using ILL to get books we do not presently have. They are so appreciative that I can honor their requests, most of the time. It has broadened their usage, making so many books available to them.
Steele-Dawson P.S.	Had a young man repairing snowmobiles who came in, and we were able to locate 2 repair manuals for him.
Wahpeton H.S.	A student was doing research on an obscure subject and we were able to find information for him through the State Library's interlibrary loan system.
Walhalla P.S.	Our Composition class is required to order at least one book from the State Library. We want them to become familiar with the College Card Catalog system. We have had several students that would have had to pick a different topic without books they got through ODIN and magazine articles they got from the databases.
Warwick P.S.	We are trying to do a project based on the life story of Owney, a postal dog in Albany, New York. The students are writing postcards to each state that Owney will be visiting. The project helps students to interact and learn the geography of their country. We requested the book A Small Dog's Big Life: Around The World With Owney as the basis of the project.
White Shield S.	I don't know here. I do know that the H.S. principal here ordered books for her course of studies. The principal in my previous school used interlibrary loan a lot for books in his masters/doc. program. One student requested art books for his class.
Wyndmere H.S.	I use this to get books for students doing research projects.
Unidentified Sch.	I cannot give one specific story; the ILL service has benefited countless students that need to find additional research materials for course work; the ILL service has allowed them a broader collection from which to work.
Unidentified Sch.	This past week I have borrowed four books on interlibrary loan for students and faculty. These are books required for a college bound class dual credit she is taking at our high school. She was very pleased and I could not afford to buy them just for her use.
Unidentified Sch.	We have a number of students that are taking online college courses and they need reference materials that we are able to get through interlibrary loan. It is a much needed service for our area.

Unidentified Sch.	I had a patron who asked me to do an interlibrary loan for her. Since she reads a lot, I suggested that she get her own library card so that she could borrow books herself. She lives in the country so it saved her trips to town or calls to me. She seemed really satisfied with the service she got. I used ILL to obtain books about stars/constellations and planets for a day care in our town. My school library did not have many books on this subject for this level for early childhood providers.
Unidentified Sch.	We have a student in our high school setting that is EMH. He has found that through interlibrary loan there are many book titles that can be found on tape and movie format about his passion for wilderness and the outdoors. We have seen a new excitement come from being able to access these materials for him to use in his specialized setting. He also used these materials at home with parents and siblings. His attitude has changed, and these books are so helpful due to his disabilities.
Unidentified Sch.	One of our teachers is a religion instructor at her church. She was able to interlibrary loan several books for her classes. These books were not available anywhere locally.

Unidentified

Big community asset!
We bring LP books to local assisted living complexes. The residents are so grateful for the <u>FREE</u> service.
Large print books made a huge difference for elderly, visually limited residents. Also, the books on tape—a way for elderly blind to maintain some independence.
One of the adults here was doing so much ILL activity that he chose to get his own card so that he could access from home.
Recently called your reference desk and asked for help locating tapes of English as a second language. "You" found some at another library for us. Personal service is so much nicer than a machine!
Patrons are amazed where the books are located.
Margaret, the previous librarian has cancer and is too sick to share information or stories with me.

This page has been intentionally left blank

Goal 2: Technical Assistance

LSTA Goal: ***Establishing or enhancing electronic linkages among or between libraries. Assisting libraries in accessing information through electronic networks. Targeting 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.***

Goal: Strengthen the North Dakota State Library in its role of coordination, extending, and improving library service in the state. The State Library proactively extends library services throughout the state by making all information resources accessible to all North Dakota residents.

Objectives:
- Assess the needs of constituents and adapt services and training to meet those needs.
- Lead in encouraging and assisting the development of partnerships for resource sharing, upgrading of library services, and fiscal efficiency.
- Foster communication and cooperation among all types of libraries in North Dakota.

Technical Assistance

Partners: North Dakota State Library staff; Online Dakota Information Network (ODIN); Central Dakota Cooperating Libraries; North Central Library Authority; and MINITEX.

Stakeholders: Public, School, Academic, and Special Libraries; Librarians and Library staff; Public Library Boards; and City and County Commissioners.

What Stakeholders want to know: Stakeholders want to know numerous aspects of librarianship. This includes how to catalog materials, how to organize and manage a library, how to provide reference services, how to develop and write grants, how to develop and monitor budgets, how to manage and direct personnel, how to raise funds, how to increase mill levies and establish bond issues, and how to provide leadership and advocacy for their libraries. Libraries also want to know how to best collaborate to improve resource sharing.

Program purpose statement: The purpose of technical assistance is to provide information, direction, skills, and the "how to" for all aspects of organizing and managing a

library, and delivering library and information services. To work with librarians, library boards, and city and county commissioners to develop, expand, and improve city and county library services. To develop and expand cooperation between the three established consortiums. To establish, expand, and foster communication between libraries and library staff in North Dakota. State Library staff is trained in various areas of expertise to provide the technical assistance needed to develop and improve library services to the state.

Progress towards goal: Made progress towards this goal.

Strategy: Providing technical assistance to libraries, librarians, and library related persons is an important and emerging goal for the State Library. Librarians know that they may call or communicate with State Library staff to answer questions ranging from how to catalog a particular book to where to find the Online Library Resource for which they are searching. The State Library's professional staff is trained to answer these questions in an efficient and effective manner.

Activities: State Library staff receives detailed training in their area of responsibility. They attend workshops and training conferences to equip themselves to answer librarian questions, provide technical assistance, and prepare information that is distributed via the Web site and direct mail. Staff also offer technical assistance directly through site visits and local workshops.

Overall impact, outcome, and benefits of this goal in the delivery of library services:

A survey was sent to all public and school libraries in the state. Both regular mail and e-mail were used to disseminate the survey. The introduction to the survey identifies seven forms of technical assistance provided by the State Library. These are:

1.   Development of selection policies.
2.   Technology assistance.
3.   Statistical information for reports.
4.   Facilitating retrospective conversion for libraries participating in the statewide online library catalog.
5.   Facilitating contracts for the statewide Online Library resources.
6.   Providing a unified voice for legislative issues.
7.   Assistance with cataloging.

Those being surveyed were asked five questions. The questions and summary of responses follows:

1. Are you using any of these services?

Public Libraries	Yes - 19 (86%)	No - 3 (14%)
School Libraries	Yes - 35 (63%)	No - 21 (37%)

Public Libraries

Adams Cty. L., Reeder	No.
Aneta P.L.	Yes.
Bottineau Cty. P.L.	Yes.
Cando Comm. Lib.	No.
Carrington City L.	Yes.
Casselton P.L.	All of the services except conversion and development. We will hopefully get to that point soon.
Dickinson Area P.L.	Yes.
Divide County P.L.	We're currently in the process of automation.
Dunn Center P.L.	We are using ProQuest through technology assistance. Called about grant help and information to apply for new computers.
Enderlin Mun. L.	Yes.
Glen Ullin P.L.	Not at this time.
Griggs Cty. P.L.	Yes.
Hazen P.L.	When I can't find a book in our system I will go to interlibrary loan to search for it. I have called to the State Library also.
Heart of Amer. L.	Yes, the ones used most often are development of selection policies, technology assistance, facilitating contracts for the statewide Online Library Resources, and providing a unified voice for legislative issues.
Killdeer P.S. & P.L.	Yes.
Lake Region P.L.	Databases—training available. Free training to community (last spring '05) and this October '06.
Leach P.L.	Yes.
Maddock Comm. L.	Yes – assistance with cataloging.
Mayville P.L.	Yes we have had help for technology assistance, development of selection policies, and providing a unified voice for legislative issues.
Minnewaukan P.L.	Yes, we are using your technology services through the IT program. I can call any time with my questions.
Minot	No.
Morton County Lib.	Not at this time.
NDYCC, Mandan	Yes.
Rolla P.L.	No.
Satre Mem. Lib.	Yes.
So. Central Area L.	Yes.
Stutsman Cty. L.	Yes.
Turtle Lake P.L.	Assistance with cataloging.
Velva S. & P.L.	Yes—all of the services.
Walhalla P.L.	Interlibrary loan service at present. We are a small

	library with a staff of one with a substitute librarian on standby.
Ward County P.L.	Yes.
Washburn P.S.	Technical assistance / assistance with cataloging.

<u>Schools</u>

Alexander P.S.	I am not using any of the services as of this time. I am looking forward to using the State Library and am hoping that the students and community find them useful tools.
Beach P.S.	Yes.
Beulah H.S. Lib.	Assistance with cataloging.
Bismarck P. Schls.	Yes, cataloging, statistical information for reports, legislative issues.
Carrington E.S.	Yes.
Cavalier P.S.	We are presently involved with cataloging services.
Christ the Kg., Mandan	No.
Dakota Prairie E.S.	Yes.
Dakota Prairie H.S.	Yes.
Devils Lake P.S.	Assistance with cataloging.
Dickinson H.S.	Yes. (Technology assistance, Statistical information for reports, Facilitating contracts…Resources, Assistance with cataloging.) Note: Many years ago when I first became part of the ODIN system, the State Library assisted me in every step of the way. They had representatives come to Dickinson for meetings. They helped with cost estimates and were a tremendous help with retrospective conversion.
Divide County S.	We are in the process of the conversion and cataloging.
Drayton P.S.	No.
Edinburg P.S.	Not at this time.
Ellendale P.S.	No.
Enderlin P.S.	No.
Fargo Sch.	Online Library Resources through ODIN.
Fessenden P.S.	Yes.
Grenora P.S.	I use it as the librarian to help me with cataloging often, for help in creating a selection policy for our library, and to find statistics occasionally. Online resources regularly.
Hagen Jr. H.	I use the Online Library Resources with students.
Halliday P.S.	Yes.
Hankinson P.S.	I have requested information on selection policies and (hopefully in the future) automating on ODIN.
Hazen P.S.	No.

Hebron P.S. Lib.	No, not too much. I do use the site as a reference on cataloging when I have questions.
Hillsboro P.S.	Yes.
Kulm P.S.	Not directly. I have attended some workshops on these topics offered by the NDSL.
Lewis & Clark/Plaza	No.
Lidgerwood P.S.	No.
Lynch Immanuel	No.
Mandaree P.S.	Yes, Online Library Resources.
Maple Valley P.S.	Assistance with cataloging. Technology assistance.
Minot Catholic Schs.	Yes, Online Library Resources.
Minot H.S.	Not directly, but I have participated in surveys for choosing databases and appreciate the efforts with the legislature. I have been assisted when connections to databases have been broken.
Minot H.S.	No.
Mt. Pleasant Sch.	We use the Online Resources constantly. Some of our teachers have incorporated this resource into lessons. I use First Search almost every time we get new material.
New Rockford P.S.	Yes. I often check on the marc records of a book title when cataloging an item. The reference staff from the North Dakota State Library came to our school to provide a training session for our teachers on accessing and searching the electronic resources of the State Library.
Red River H.S.	Online Library Resources.
Roosevelt/Jefferson-Schls., Fargo	We use the Online Library Resources and count on legislative lobbying from the State Library.
Rugby P.S.	The Online Library Resources are very important to our district. I have also used technology support at the State Library. I have used ODIN to assist me in some of my cataloging issues.
Scranton P.S.	Yes.
Sheldon P.S.	No.
Simle Middle S.	No.
St. John Sch.	We make wide usage of the Thompson-Gale databases available through ODIN.
St. Joseph E., Mandan	No.
Stanley Comm. Sch.	No.
Sterling P.S.	No.
Surrey P.S.	Technology.
Viking E.S.	I am a brand new librarian/teacher this year! Cannot give much feedback.
Wahpeton H.S.	No.

Warwick P.S.	Unable to complete this—sorry.
White Shield S.	Not yet. I did not before either.
Williston H.S.	No.
Wyndmere H.S.	Not currently.
Unidentified Sch.	Yes.
Unidentified Sch.	We use the Online Library Resources / databases constantly. We use ODIN if we can't find books and/or videos through our Union Catalog. This year we received a technology grant that will help us purchase computers for the library which are greatly needed.
Unidentified Sch.	ODIN – I use MARC records to help me in cataloging for my library! I call ~ communicate with the State Library on technology, cataloging, and legislative issues. (Facilitating contracts…Resources / plan on using this year.)

Unidentified

Not at this time.
Technology assistance – with problems we have with networking, statistical information, and inquiry into statewide Online Library Resources.
Assistance with cataloging.
I have used the technology assistance and of course support them on the unified voice for legislative issues. I did not know about cataloging assistance, but will be taking advantage of that in the future.
Yes.
Yes, but we use your interlibrary loan service the most. Develop. of selection policies – (other policies); Tech. assist. – (yes); Stat. Info. for reports – (on occasion); Facilitating retrospective conversion…catalog – (no, but got us started on our own with Precision One and Winnebago. Grant for technology received); Facilitating contracts…catalog – (unable to use); Providing…issues – (I hope this will pay off for state grant next year); Assistance with cataloging – (I use State Library catalog to verify cataloging of books, especially ND items).
No.
Facilitating contracts…resources, and providing…issues = very much!
Not really.
No.
Technology assistance, Statistical information for reports, Facilitating contracts for the Statewide Online Library Resources, and Providing a unified voice for legislative issues.
Yes, assistance with cataloging.
Not as many as I should. Our library has been out of touch with services available. Too busy to explore other ventures. (Devils Lake postmark)
Technology assistance, assistance with cataloging and statistical information for reports. (Fargo postmark)

2.   If yes, what is your overall evaluation of the service(s) you are using?

Public Libr. Very Positive - 16(84%)   Positive - 2 (20%) No Opinion – 1 (6%)
School Libr. Very Positive - 33(95%) Positive - 2 (5%)   No Opinion – 0 (0%)

Public Libraries

Aneta P.L.	Great.
Bottineau Cty. P.L.	The State Library has always provided excellent and timely service.
Cando Comm. Lib.	No opinion.
Carrington City L.	Very helpful and beneficial.
Casselton P.L.	Good to excellent.
Dickinson Area PL	Excellent.
Divide County P.L.	Thorough, competent, and ready to quickly answer any question we may have.
Dunn Center P.L.	Excellent.
Enderlin Mun. L.	Satisfactory.
Griggs County L.	Good.
Hazen P.L.	They are find and easy to use.
Heart of Amer. L.	Our overall evaluation of the services the library is using is excellent. Positive results have been obtained whenever possible. This has given small libraries wonderful guidelines also.
Killdeer P.S. & P.L.	Very good.
Lake Region P.L.	Excellent from NDSL; turnout last spring not so hot (2 "civilians" and 4 library employees).
Leach P.L.	Great.
Maddock Comm. L.	Sometimes the online response is slow and confusing but I usually can find the help I need.
Mayville P.L.	Very good.
Minnewaukan P.L.	It is fine—it works—and the children are not able to go online to undesirable sites.
NDYCC, Mandan	Very good results—I use the cataloging service.
Satre Mem. Lib.	It has been very helpful.
So. Central Area L.	Very good.
Stutsman Cty. L.	Excellent.
Turtle Lake P.L.	Very good.
Velva S. & P.L.	Outstanding.
Walhalla P.L.	Excellent.
Ward County P.L.	Very useful.
Washburn P.S.	Good.

Schools

Beach P.S.	Great.
Beulah H.S.	Very helpful.
Bismarck P. Schls.	Excellent!
Carrington E.S.	Great.
Cavalier P.S.	Great job!
Dakota Prairie E. S.	Very helpful.
Dakota Prairie H.S.	Great resources.
Devils Lake P.S.	Excellent.
Dickinson H.S.	Excellent!
Divide County S.	We are pleased.
Fargo Sch.	It is fabulous—we utilize the database with classes several times a day.
Fessenden P.S.	I am very pleased with the professionalism and helpfulness of staff. Any questions are answered well and thoroughly. NSDL provides free training for ODIN which is great for our students, staff, and community. Our school library received grant funds for computers and a printer in support of our subscription to ODIN.
Grenora P.S.	Very pleased.
Hagen Jr. H.	I think this is a wonderful service provided by our state to schools and residents throughout our state.
Halliday P.S.	Very good.
Hebron P.S. Lib.	Very helpful; you have so much to offer our small rural libraries and communities.
Hillsboro P.S.	We are very pleased with the overall assistance that the State Library gives us in the technical areas.
Lynch-Immanuel	N/A.
Mandaree P.S.	Excellent.
Maple Valley P.S.	Great!
Minot Catholic Schs.	Fantastic—I use it when researching information for speeches and term papers for students (teach them how to use it).
Minot H.S.	Good.
Mt. Pleasant Sch.	Wonderful.
New Rockford P.S.	Very good---excellent!
Red River H.S.	Excellent.
Roosevelt/Jefferson-Schls., Fargo	With the limited services we ask for, we are very happy.
Rugby P.S.	They are great and have been very useful. I still have a few issues with the new ODIN format. Not as easy to use.
Scranton P.S.	I greatly appreciate the cataloging service.
Simle Middle S.	Excellent—I have had only positive experiences.

St. John Sch.	The programs are excellent.
Stanley Comm. Sch.	N/A.
Steele-Dawson P.S.	No.
Surrey P.S.	Class teaching me how to use the various online resources was good.
Unidentified Sch.	I use the online catalog quite a bit to check on dewey numbers for books I catalogue. Sometimes when the books are older, that's the only way I can find a number for them. It's simpler than having to make up a number on my own.
Unidentified Sch.	Excellent.
Unidentified Sch.	Satisfactory or better.

Unidentified

| When asking about Online Library Resources and "joining" the state's online card catalog—person wasn't sure of initial cost or ongoing cost when given estimate of items. We decided not to do it. |
| Excellent; very speedy and easy to work with. |
| State is always courteous, helpful, and makes you feel like you are not asking a "stupid" question and is good to follow-up to see that they gave you the right information. |
| Good. |
| Excellent. |
| Critical for residents of ND! |
| Useful—have always received fast help from the State Library. |
| Excellent. |
| Administrative and financial information is always provided promptly when requested. |
| Great, making labels for our cataloging makes our files neater. (Fargo postmark) |

3. What difference has the service(s) made in your library?

Public Libraries

| Aneta P.L. | Made items available to patrons (including filtered services). |
| Bottineau Cty. P.L. | The greatest contribution the State Library has made to our library was during our automation phase about 12 years ago. Without their guidance and expertise, we would never have been able to accomplish that project. The help we received was phenomenal as they assisted with advice about weeding our collection as well as training us in how to convert our records to MARC format. Since we are not a full OCLC library, the State Library provides us assistance with our CatExpress as they negotiate a contract for all small libraries and keep |

	us informed about any procedures that we need to know to use this service.
Cando Comm. Lib.	Not much.
Carrington City L.	Answered questions; provided information.
Casselton P.L.	Made my work much easier, nice to have an expert at the end of the phone line.
Dickinson Area P.L.	It has enabled us to grow, keep up with technology, fill our users' needs, and save money through sharing resources and cooperative purchasing.
Divide County P.L.	It's totally changing our library for the better.
Dunn Center P.L.	All the difference in the world. Library was knowledgeable in areas of needing help or advice. It has made a big difference to patrons who seek computer access information.
Enderlin Mun. L.	Assistance with the conventional library areas is helpful; additionally, the North Dakota perspective is generally interesting in and of itself.
Griggs Cty. P.L., Cooperstown	The Online Library Resources have provided rural students with research access from their homes.
Hazen P.L.	It helps us because we are a rural library and have to go to larger library's to find what our patrons need.
Heart of Amer. L.	Our library is able to implement these services locally. This raises standards for our small rural/urban community. State of the art services are at our fingertips daily.
Killdeer P.S. & P.L.	Having someone to refer to with questions is very important when you are a small library in western ND.
Lake Region P.L.	Unknown—can't tell (haven't asked) how many have used the Lake Region Public Library's MINITEX databases (# times used unknown).
Leach P.L.	We are able to offer more services as well as enhance the existing ones.
Maddock Comm. L.	It has helped me, as a librarian, catalog more efficiently and precisely.
Mayville P.L.	We were able to obtain a computer way back in 1989 or 1990 through a grant and that needs to be updated. We haven't updated due to budget cuts (State Aid, etc.).
Minnewaukan P.L.	The children were upset their games were blocked, the games being quite violent! But they understood why!
NDYCC, Mandan	It has made the library more efficient and streamlined the processing of books and other library materials.
Rolla P.L.	N/A.
Satre Mem. Lib.	Online Library Resources is a must for a small library with limited resources.
So. Central Area L.	It has saved us $, as we would have to pay for these

	services ourselves if not for the help and grants from the State Library.
Stutsman Cty. L.	Having our collection in the statewide online library catalog has been of great benefit to our patrons who live out in the rural areas of Stutsman County, and we've been able to share our collection with other folks in the state via ILL. Our library could never be able to provide by itself the Online Library Resources that the State Library contracts for all of us. Providing a unified voice for legislative issues—since our Legislature meets during the winter months and it is 100 miles one way to travel to the state Capitol in Bismarck—folks from our library, especially me, are not very excited to travel that far in the wintertime; hence, without the efforts of the State Library, we would have no voice at the State legislature. Assistance with cataloging and policy development and basically anything else needed to run a library is available for the asking from the State Library. We need such a service in our state since most libraries cannot afford to have professionally trained librarians and even when we do have an MLS, it's often so very important to have someone with whom to share, collaborate, and verify information.
Turtle Lake P.L.	We know where to go if we need help.
Velva S. & P.L.	In the 38 years as a librarian in ND, presently we have more services than ever. Communication from the NDSL informing librarians of their availability makes a big difference.
Ward County P.L.	It has helped us keep up with new developments in technology. Reduced costs of online resources.
Washburn P.L.	Gives us a place to go when we can't find an answer.

Schools

Bismarck P. Schls.	Very important for us to have the original cataloging service.
Carrington E.S.	Allows me to concentrate more on teaching.
Cavalier P.S.	It will take our library into the future.
Dakota Prairie E.S.	Gave me some leverage when speaking to groups about library needs.
Dakota Prairie H.S.	I have been part of a selection policy development committee that used the model used by the State Library.
Devils Lake P.S.	Being able to look up how someone else has cataloged a book makes our cataloging process much easier.
Dickinson H.S.	The assistance with setting up CatExpress and

	cataloging has been outstanding. I had a mix-up with my MINITEX contract and the staff at the State Library worked with MINITEX until the situation was reconciled.
Divide County S.	N/A yet.
Fargo Sch.	I am able to help students find reliable information.
Fessenden P.S.	I am assisted in the day-to-day running of my library. We have access to a very good system of databases via ODIN for a very reasonable rate indeed. I am kept informed of important information within the ND library community.
Grenora P.S.	I am able to speed up my cataloging procedures, compare our policies to others, and find information pertaining to our state and State Library easily.
Hagen Jr. H.	It has helped me teach students about how to search other databases and helps prepare students for using these resources at college. etc.
Halliday P.S.	We do not have to catalog our new acquisitions.
Hebron P.S. Lib.	It's nice to have materials available to us that we can't provide as a small library.
Hillsboro P.S.	Our libraries have benefited from the Online Library Resources! We could not afford these resources as a public school or public library.
Lynch-Immanuel	N/A.
Mandaree P.S.	It fills the gaps that we have in our library.
Maple Valley P.S.	It has helped me get my books out there for the students and I feel very comfortable getting support with any problems I have.
Minot Catholic Schs.	Extremely helpful for students—they access current information.
Minot H.S.	I do like knowing there are people I can contact about problems.
Mt. Pleasant Sch.	Our library can provide more assistance to students and staff.
New Rockford P.S.	It has provided services to me as a professional librarian and to the staff and students of our school that I rely on and hope will continue in the future.
Red River H.S.	Provides a great resource for students doing research.
Roosevelt/Jefferson-Schls., Fargo	The subscription databases open up the world to us.
Rugby P.S.	The Online Library Resources give our students access to current materials that we would not be able to afford. The databases are invaluable to us.
Scranton P.S.	It makes my job easier.
Sheldon P.S.	Our library is very small and we were able to get materials we don't have on hand.

Simle Middle S.	It has helped me to quickly find information for our school's patrons.
St. John Sch.	We have little room to store back issues of periodicals and only so much money to spend on subscriptions. This service opens up the world to our students.
Stanley Comm. Sch.	N/A.
Surrey P.S.	We will be teaching our students how to use them.
Unidentified Sch.	The State Library as a whole has been a great service for those of us in rural areas. Students get information for projects or papers that they are doing since we don't always have what they need here. I get help with my cataloging.
Unidentified Sch.	Our students from grades 2-12 use our databases constantly from Kids Infobits to EBSCO. We incorporate the teaching of these databases into our Library Skills curriculum.
Unidentified Sch.	Shortcuts in my own library automation of books. State Library electronic resources are awesome!!!

Unidentified

As far as technology and problems—great. We have gotten statistical information quickly, also.
I have more time to team with the teachers and to help the students with research and computer projects.
Our school is small and cannot keep up with all the new technologies and printed materials—we need to be able to get this from state as too many ND schools and public libraries cannot afford it otherwise.
It has been very helpful.
The difference between knowing and not knowing the information requested.
Access to online resources that we could not afford on our own.
Saves me time and money from doing it myself.
Added to our efficiency.
Would appreciate on-site visits and recommendations from State Library personnel.
Sold duplicate books over Internet that our library didn't want, which was beneficial for our financial status.

4. How would you replace the service(s) if it were not available through NDSL?

Public Libraries

Aneta P.L.	Couldn't.
Bottineau Cty. P.L.	I don't think any other entity in the state would have had the resources to give us assistance with this project.
Carrington City L.	They couldn't be replaced.

Casselton P.L.	Would not be able to financially in most cases. Therefore we would have to do without the services.
Dickinson Area P.L.	Don't know.
Divide Cty. P.L.	Not a clue!
Dunn Center P.L.	Individuals would have to join ancestry on their own. We had not been able to replace our computers that needed updating.
Enderlin Mun. L.	These services would be replaced through other professional contacts, including organizations, individuals, and institutions. Presently, North Dakota State Library services are already augmented by these contacts.
Griggs Cty. P.L.	Couldn't afford to replace.
Hazen P.L.	Go to the Horizon system.
Heart of Amer. L.	Technical assistance would be contracted at a lower level in the library budget. Online databases would not be possible to contract for with our local library budget.
Killdeer S. & P.L.	There would not be a replacement.
Lake Region P.L.	Very difficult. Would have to try and join a different consortium in order to get competitive pricing for the many databases.
Leach P.L.	We wouldn't—databases would be not available to our library mostly because of money and also not qualified staff.
Maddock Comm. L.	I would call another library, probably.
Mayville P.L.	Unsure. Possibly for this library, would be the college library if they indeed have all the above available, doubtful though.
Minnewaukan P.L.	I have no idea!
NDYCC, Mandan	I would have to do these myself and it would be very time consuming.
Rolla P.L.	N/A.
Satre Mem. Lib.	I couldn't.
So. Central Area L.	If funds allowed, we would have to purchase from other sources.
Stutsman Cty. L.	We wouldn't. We'd just make do with whatever we had. It would be pretty much the "dark ages" of libraryland.
Turtle Lake P.L.	I don't think we could.
Velva S. & P.L.	We do not have the funds. We would be without.
Ward County P.L.	Some could be replaced using other sources such as hiring computer technicians, paying more for cataloging. Some would be dropped.
Washburn P.L.	Regional services.

Schools

Beulah H.S.	Not sure.
Bismarck P. Schls.	Very expensive to find an alternative to State Library services.
Carrington E.S.	Need help from volunteers—invest in a circulation system.
Cavalier P.S.	It is irreplaceable.
Dakota Prairie E. S.	Pretty hard to do.
Dakota Prairie H.S.	Pretty difficult to do!
Devils Lake P.S.	We would have to look at other state libraries, Library of Congress, or makeup our own cataloging.
Fargo Sch .	I would have to purchase a database—much more expensive!
Fessenden P.S.	We would have to pay more for other databases. We would not have enough funds to pay for all the kinds of information sources ODIN provides. We would have less service. For questions I need answers for I would have to utilize Schlibtalk and call library friends and hope I would find the information I needed.
Grenora P.S.	We would have a much greater expense locally for cataloging services elsewhere, I'm not sure if our district could afford this on its own. We would have to purchase some of the paper copies of newspapers and magazines available for our students to use for research, but we would not be able to get many!
Hagen Jr. H.	I have no idea at the present how these services could be replaced.
Halliday P.S.	We would have to keep track of our own statistics and catalog the books.
Hillsboro P.S.	We would have to do our own cataloging. Legislative issues would go by the wayside because one voice is not as strong as many. We would not be able to afford all the Online Library Resources!
Lynch-Immanuel	N/A.
Mandree P.S.	We wouldn't. There is no money available for those services.
Maple Valley P.S.	Unsure.
Minot Catholic Schs.	I'm not sure.
Minot H.S.	I am using OCLC for help in cataloging.
Mt. Pleasant Sch.	It wouldn't be possible.
New Rockford P.S.	Our small rural school library depends on services from the State Library and could not replace their services.
Red River H.S.	School district subscriptions at a much greater expense.
Roosevelt/Jefferson-Schls., Fargo	It would be impossible.

Rugby P.S.	We would have to budget for one of the databases. This would limit our students' choices for materials. It would also cut into the dollars available for printed materials.
Scranton P.S.	Probably would not be able to. I would be floundering in many areas.
Simle Middle S.	I don't know.
Stanley Comm. Sch.	N/A.
St. John Sch.	We would not be able to!
Surrey P.S.	We would have to pay individually and would not be able to afford them.
White Shield S.	I don't know. Minot P.L. was a great help in setting up my previous library to be automated and gave us continued assistance.
Unidentified Sch.	I don't think that I could replace the service as the funding for such things is not available in my community.
Unidentified Sch.	We would have to purchase the databases ourselves which would be expensive so we would be limited in what databases to provide for our students. We would do without in many cases because our school wouldn't finance computers, etc. for the library.
Unidentified Sch.	Go on the Internet / pay for more records or tech service to our school and library.

Unidentified

We have a local tech person, but he is going to retire in the next few years. Statistics would be very difficult to find. Not sure it could be done without you.
No, I would have to do it.
Probably very poorly or not much at all.
We would have to go elsewhere for help. We do need these services.
Good question.
We'd be without many of the critical resources…online databases.
We would have to purchase cataloging books or a subscription.
Would be difficult to replace, but we would survive somehow. Example: State Aid to public libraries—one word made difference. (Devils Lake postmark)
Probably wouldn't, because we don't have the funds for technology equipment. (Fargo postmark)

5. Please include a real-life story that demonstrates how this service (assistance) has benefited a person in your community.

Public Libraries

Divide Cty. P.L.	Since we're not up and running on the state system yet, I don't have an individual's story. But I can say that the whole community is excited about the library's upcoming transition!
Enderlin Mun. L.	Library users were benefits of the additional state aid funding to our library this year. All of this money goes into building the collection, and, therefore, library users benefited.
Griggs County L.	The ancestry.com has helped two families in our community with family research. It brought one of the families into the library for the first time and they have become library users.
Hazen Lib.	A patron came into our library to find a research book; I called NDSL for their help to find the book the patron wanted. The assistance was very helpful in this matter. She had to go out of state to get the book I needed for the patron. This service was very helpful to our library.
Heart of Amer. L.	Nursing students have used the databases at our library for locating medical journals and information for their academic studies. The online databases were used for this.
Killdeer S. & P.L.	An older gentleman in our community was writing a book and needed information not available within the state of ND. Because of the help from the State Library, we were able to locate and borrow the information he needed to complete his project.
Lake Region P.L.	Various students and adults certainly have benefited from accessing health-related articles (but no names); also a <u>few</u> students may have benefited from additional reference sources.
Leach P.L.	Melissa has already given our real-life story at the spring think tank.
Maddock Comm. L.	The employees at the State Library have been very helpful and polite when helping me over the phone. A few interlibrary loan requests have been misplaced— one book requested in February, I got after two more calls, sometime in May. It has been better after than incident. I'm very thankful for this service!
Minnewaukan P.L.	There is no one person who has benefited—but rather about a dozen children who come regularly after school! I can monitor the sites they go on much more thoroughly with the filter in place.
MSU Bottineau L.	This service has benefited our entire campus community; I don't think we would have survived as a campus without our library automation.

So. Central Area. L.	The initial grants several years ago helped us with computers for our use and for the use of our patrons, since the matching grants are available it has allowed us to update our computers.
Stutsman Cty. L.	Our most recent experience has been with a teacher out in the country who is working on earning her library/media credential. She can use our online library catalog to search for items she needs for her classes; request them and we deliver them via our bookmobile service to her town.
Turtle Lake P.L.	We used it to find the correct accession number.
Velva S. & P.L.	In the school, our students and teachers use the Online Library Resources daily. It is not unusual to be called at my home (librarian's home) for the remote barcode and password. We now have bookmarks with Online Library Resources barcode . . . Online Card Catalog . . . Wow! 24 hours-7 days a week, Velva School & Public Library is available!

Schools

Beulah H.S.	Being that I am new to the library system, I have a few questions on cataloging and am able to get them answered by Jennifer.
Cavalier P.S.	In the future, I see our students accessing the needed materials themselves.
Dakota Prairie E.S.	I have been able to prepare a selection policy that seems "airtight" for the elementary library.
Dickinson H.S.	I was the 3rd to the last ODIN library to switch over to the Aleph software. Because of this I was a year behind in my cataloging and absolutely clueless how to do the new cataloging. The State Library agreed to help me with my backlog of cataloging. The project went smoothly and quickly. Not only did I benefit, but my dedicated readers were so excited about all the new books, that they were checking daily for new books to read.
Divide County S.	None, yet.
Fessenden P.S.	I am a beginning school library media specialist taking classes through VCSU and learning to operate a K-12 library. I have had many questions regarding selection, weeding, cataloging, using ODIN, grant writing, information to do assignments for my classes, and many other "library" questions. The NDSL has been a great professional support for me and my school library.

Grenora P.S.	A member of our community was taking library coursework and used the State Library records to help with cataloging assignments and for examples of what she was learning.
Hebron P.S. Lib.	I have ordered additional books in a series for a student that was really interested in them and we only had a few. It kept her reading!
Hillsboro P.S.	We have had a number of people use the Online Library Resources when searching for information about their ancestors.
Maple Valley P.S.	The cataloging itself has made a major impact for me to get my library books out and on the shelves.
Minot Sch.	I haven't used these services yet—but have used the bookmobile—thanks. Since we are a small rural school, it's great to know there is this resource.
Mt. Pleasant Sch.	I use First Search to find MARC records and have found several that weren't available through Library of Congress. I was able to point another librarian who had trucks of books but no cataloging resource, in your direction. We both enjoy because it makes cataloging so much easier.
New Rockford P.S.	In the past five years two library aides at our small public school of 450 students catalog library materials by referring to the marc records of the State Library.
Pinegree-Buch. HS	No.
Red River H.S.	There are so many, it is hard to pick just one.
Robinson Elem. S.	Could I get a list of elementary books of it you have a web site we could look at. Also, can we check out books on tape?
Rugby P.S.	We had a student who had seen a news report and wanted to use the information in a paper. The teacher required either a printed transcript or a video copy. The student was able to get the transcript through eLibrary. Our other choice was to request a transcript from ABC which would have taken 6 to 8 weeks. The student did not have that much time. Both the student and the teacher were very impressed with eLibrary and it has become a favorite of many of our students and teachers.
Simle Middle S.	When I had a question about our school's collection, I was quickly sent material to read about small schools and their collections.
St. John Sch.	A student's uncle was diagnosed with level four T-type Non-Hodgkin's lymphoma (I think that's the right name). Using this service and Internet sources, the student was able to find very reliable information to

	help him and his family understand what was going on with the uncle.
Stanley Comm. Sch.	N/A.
Unidentified Sch.	Several patrons have obtained their library cards online and have been able to use the services at home.
Unidentified Sch.	We have had online training for our school's staff during our beginning inservice meetings. I had done a workshop to our Study Club on the online databases. This gives them access to reliable, current, valid information.

Unidentified

We have various people who use our Internet services and when problems arise with our networking with state—they are very grateful that it is up and running quickly.
Cannot think of an incident recently.
The services have made it much easier overall for our library.
Patrons and staff are very grateful for the new and updated computers obtained through a Gates Grant facilitated by the State Library. Customers also appreciate the ability to search the Ancestry site which we may use from the State Library Web site. One patron in particular has had us searching for her entire family tree with some good results. We appreciated the on-site help from a State Technologist to familiarize us with the new State Library catalog and get us going with other resources. You are most patient and helpful when we call with questions.
Patrons are coming in to look up genealogy information on the computers and are able to run their information on a new compatible printer.
Don't know—probably couldn't replace it.
Patrons are very appreciative—and so are we.
College students have come to the library to take tests, rather than driving miles to the school.

This page was intentionally left blank.

Goal 3: Training

*LSTA Goal: Encouraging libraries in different areas, and encouraging different
types of libraries to establish consortia and share resources. Linking
libraries electronically with educational, social, or information services.*

**Goal: Support and strengthen the library partnerships to extend and improve
library service in the state.**

Objectives:
- o Assess the needs of member libraries and patrons and adapt services and training to meet those needs.
- o Facilitate communication across library types.
- o Ensure member libraries' participation in collection development, resource sharing, information technology, and the statewide online library catalog.

Training

Partners: The North Dakota State Library has partnered with the Online Dakota Information Network (ODIN) Office; vendors from whom products were purchased; continuing education departments from the University of North Dakota, North Dakota State University, Minot State University, and Valley City State University; North Dakota Human Resources Management Services; school districts; public libraries; and the North Dakota Library Association.

Stakeholders: Stakeholders include students, public school faculty, librarians, public library board members, state employees and the citizenry of North Dakota.

What do the stakeholders want to know: Stakeholders want to know how to use the Online Library Resources and the ODIN catalog. Librarians want to be trained in library skills and services.

Program Purpose Statement: The purpose of the training program is to organize, plan, and teach use of the statewide library catalog (ODIN), Online Library Resources, and e-books to students, public school faculty, librarians, public library board members, state employees, and the citizenry of North Dakota. In addition to providing training on using the statewide catalog and electronic databases, the North Dakota State Library provides training to school and public librarians in reference services and resources, basic cataloging, basic book repair, interlibrary loan procedures, copyright issues, and other basic library skills.

Progress towards goal: The North Dakota State Library has made progress towards this goal.

Strategy: Background Information—When the North Dakota State Library and the North Dakota Library Coordinating Council held "Think Tank" sessions in 2002, the need for training arose. Points of interest and concerns are summarized in the Library and Technology Act Evaluation Report, 2003-2007.

In order to address the training needs of students, public school faculty, librarians, public library board members, state employees and the citizenry of North Dakota, the State Library has developed two programs.

The first program focused on providing training in using the Online Library Resources and the statewide library catalog (ODIN). This training involved developing three training sessions to address the needs of targeted audiences.

The first training session was developed for state employees. This State Employee Library Orientation was a two hour training session that was hosted at the State Library and consisted of a tour of the facilities and a hands-on training session held in the computer lab. State employees were trained in the basic ODIN functions such as how to find materials, how to request interlibrary loans, and how to check the patron record. State employees were also instructed on how to access the Online Library Resources and use them for research. Focus of the Online Library Resources training session was customized according to the department in which employees worked. For example, if they were from the Health Department, the focus of the training was on accessing health articles.

A second training session was developed for teachers and school librarians. This was a hands-on in-service training that was conducted in a computer lab and typically lasted two to three hours. Teachers, school administrators, and librarians were instructed on using the ODIN catalog and the Online Library Resources. Time was allotted for participants to conduct their own searching. The focus of these trainings was to provide exposure to most of the Online Library Resources that were available. A 15-hour training program was added to explore advanced features of the Online Library Resources and ODIN. Graduate credit was available for those school librarians and teachers who wanted to apply it to their recertification. This training was offered during the summer months.

The third training session was a presentation provided for members of the public. This training was a demonstration of ODIN and the Online Library Resources. This particular training did not require a computer lab; in fact, all that was needed was access to the Internet. The "Public" training took place in a public library, a town office building, a school assembly hall, or anywhere the Internet could be accessed. The purpose of this training was to expose members of the general public to the Online Library Resources, to examine their possibilities for use and promote the local library as a resource for informational needs.

The second program included educating librarians in a variety of library skills and issues through conducting a State Library sponsored workshop every spring. The topics of these workshops focused on providing library skills and professional development for librarians in North Dakota.

By providing training in using the Online Library Resources and the ODIN catalog, and conducting workshops, the North Dakota State Library has made progress in meeting the training needs of students, public school faculty, librarians, public library board members, state employees, and the citizenry of North Dakota. There is still much work to be done.

Activities: Since 2002, the North Dakota State Library training staff has completed 127 trainings for 1,251 participants, which included students, public school faculty, librarians, public library board members, state employees, and the citizenry of North Dakota. The evaluative surveys were focused on the delivery of the trainings. Feedback from these surveys was used to improve the content of the trainings as well as the performance of the trainers.

After ODIN implemented new software, it was a goal to train people on using the new catalog. The State Library was interested in determining the impact the training had on people who attended the sessions. A follow up survey was sent to participants after each training session. Two surveys were sent to the two main target audiences— state employees and the general public. The survey conducted for the general public included school and public librarians, teachers, and people from the community. Both surveys were five questions long.

The North Dakota State Library sponsored workshops each spring for librarians. Programs were designed to provide North Dakotan librarians with the skills necessary for their daily workload. The North Dakota State Library included presentations on the following topics in the Spring Workshops:

1. Basic cataloging.
2. Developing reference skills and services.
3. Writing collection development policies.
4. Library advocacy.
5. Public awareness.
6. Marketing.
7. Strategic planning.
8. Document delivery.
9. Filtering issues.
10. ODIN.
11. Online Library Resources sessions taught by professional trainers from EBSCO, Gale, and ProQuest.

Overall impact, outcome, and benefits of this goal in the delivery of library services:

Beginning in February 2006, the State Library sent 272 surveys to participants of the trainings conducted from 2004 to 2005 using SurveyMonkey.com©. A total of 129 surveys were returned, 21 from state employees and 108 from the public trainings. The results, which follow the questions, are broken out by the two target audiences: state employees and the general public.

1. On a scale from 1 to 10 (1 being least and 10 being most), how would you rate your level of knowledge regarding ODIN and Online Library Resources prior to attending the State Library training session?

	1 Least	2	3	4	5	6	7	8	9	10 Most	Response Average
Pick one	**24% (5)**	10% (2)	19% (4)	19% (4)	19% (4)	0% (0)	0% (0)	5% (1)	5% (1)	0% (0)	**3.52**
								Total Respondents			21
								(skipped this question)			0

2. On a scale from 1 to 10 (1 being least and 10 being most), how would you rate your level of knowledge regarding ODIN and Online Library Resources after attending the State Library training session?

	1 Least	2	3	4	5	6	7	8	9	10 Most	Response Average
Pick One	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	24% (5)	14% (3)	**33% (7)**	29% (6)	0% (0)	**7.67**
								Total Respondents			21

3. Which Online Library Resources have you used in the past month?

		Response Percent	Response Total
ODIN (online library catalog)		**68.8%**	**11**
eLibrary		18.8%	3
eLibrary Elementary		12.5%	2
Kids Infobits		6.2%	1
Junior Edition		6.2%	1
Student Edition		0%	0
Discovery Collection		6.2%	1
Junior Reference Collection		6.2%	1
Ebsco Master File Premier		12.5%	2
Ebsco Academic Search Premier		6.2%	1
Ebsco Megafile		0%	0
Ebsco Business Source Premier		18.8%	3
Ebsco Regional Business News		0%	0
Professional Collection		0%	0
OCLC FirstSearch WorldCat		6.2%	1
Health and Wellness Resource Center		25%	4
Ancestry Library Edition		12.5%	2
Opposing Viewpoints		6.2%	1
Proquest Newspaper Database		6.2%	1
Netlibrary E-Books		6.2%	1

4. With how many people (family, friends, patrons, neighbors, co-workers, students, etc.) have you shared your knowledge about using the Online Library Resources?

Forty-three percent (43%) of state employees shared what they learned about the Online Library Resources with one to three other people including friends, family, neighbors, and co-workers. Thirty seven percent (37%) of the general public shared their knowledge and awareness of the Online Library Resources with other people. Twenty-five (25%) percent of the general public told 20 or more people about the Online Library Resources. Many of those who received this training were teachers that used the resources in their own classroom instruction.

5. Please share a real-life story about how you have used the Online Library Resources.

Participants were given an opportunity to provide a real life story on how they have used the Online Library Resources. These comments are as follows:

State Employees:

I have not had a chance to do much research with the online services. Initially I was very impressed with the variety available and shared that information with a family member. I think I would use the genealogy program if you could access this off site. Although the library is close to the Capitol, it is difficult to find time to go over to the State Library.

I have a child in 4th grade and one in 2nd grade. This has been an excellent source of information on all the projects we have had to do research on.

I was researching the history of forestry in North Dakota to develop a summary of related events that have lead to today's situation. I was surprised by the amount of information that was available through the State Library and the amount of assistance that was provided by the staff. Actually, without the assistance of the staff, I may not have learned that the first department of forestry in ND was aligned to the Superintendent of Irrigation, Forestry and Meteorology. I was completely unaware of this. It led my research into some interesting avenues and changed the date we thought was aligned to the origins of the North Dakota Forest Service.

To obtain information regarding health concerns.

I wanted to learn how to prepare some German food, so I used the ODIN catalog to check if there were any cookbooks at the State Library. There were some cookbooks, and I learned how to make knoephla soup!

I need to look up current research on historical sites and resources all the time. I use WorldCat to see what references are available on a specific topic. A specific recent example was a review of a report on German-Russian stone and earth architecture in the Dakotas. I felt the report had outdated references and used WorldCat to get specific libraries where newer books and articles were available in the region.

My husband and a co-worker were looking into a business venture. I used the Library's Resources to do some research into the industry and to determine whether there was a potential market for them.

Census searches.

Shared the Health and Wellness Resource Center with our special education professionals at a staff meeting. They were happy to know that this resource is available to them.

I use it more for my students right now. I am teaching my classes, grades 4-12 how to use the system.

Most research involves how a business conducts business in past years. The information I have been able to use allows us to close audits.

Public Trainings:

I work in a school system and shared the information with 6th grade students who are working on projects for social studies. They are required to create posters about each decade as they study the decade.

I was able to locate service records of my grandfather. It was interesting to read the census of the years available for my county. I found the marriage documentation of my grandmother from South. Dakota records. This site is helpful as well as interesting. Thanks.

We are using the Online Library Resource to do research for any essay in my College Prep. English class.

I do a ND State Library online database update in all of my school's English classes, plus I weekly teach library skills to my elementary students so they are constantly looking up information using these databases.

My daughter is involved in student congress and she, of many, have found the Online Library Resources to be very helpful.

I do ILL here at WFPL, and we have just started doing our own ILLs online.

I have my sophomore students use the e-library when they research information for their research papers. They find it to be a great tool, and it deters them from just using information from the Internet that may not be credible!

After the training, I have started to teach the 5th and 6th graders how to get into the Online Library Resources and find the information they need.

A classroom teacher was beginning a unit on war and the pros and cons of countries involving themselves with such—the Newspaper database and the opposing viewpoints proved most helpful to his students.

I have used Online Library Resources to find articles for class and to do research on different topics for class.

I have used the Online Library Resources lately to find information for students on science projects. In the past, I have found the Online Library Resources very valuable to the small rural school district where I taught. It was truly a lifeline to getting current information to the students.

I have used the Online Library Resources for professional and personal needs. Students have used it for research papers and have found it easy to manipulate. Thanks.

Hoping the above comments reach you. Also, I use them to identify items available elsewhere for purchase (earlier at a school library), and to tell patrons of interlibrary possibilities, and to identify a missing or new title of their favorite authors so they can request its purchase. Your trainers were TOP-- knowledge of resources and computer, responsive. I have attended other NDLibrary training, usually in larger groups, and this was the best! (Far better than ProQuest guest, also.)

I use Opposing Viewpoints with my Speech classes—two last semester and two this semester. I also use ODIN to help student's access resources not available in our library and for personal reading.

Our students use the on-line resources all day, every day. It is impossible to single out just one story. I have tried to emphasize the difference in sources found on LaND with sources obtained from simply doing a Google search. Thank you for this wonderful resource for the students of North Dakota.

I live in a rural area without access to a bookstore or library that carries current books. I love being able to get books to read from the State Library. However, it seems I have to wait longer to receive ordered material since going to the new system. Also, I have had trouble using the limit search feature....it gives me all formats instead of just the one I'm looking for.

We were helping a patron find an article on the microfilm that we have, and she was "sure" of the date of this article. To narrow it down, we went to the Ancestry.com resource and found that she was off by a bit, but were able to locate it once we had the correct date.

A patron came in and asked how to go about finding something on ancestry. I showed her the page to go to.

I had my seventh graders track their family in North Dakota by using the Ancestry database.

I used them to write the first three chapters of my thesis for my introduction to graduate studies class this past summer.

Students are using the database handout when researching for one of my psychology class projects.

I helped a patron with Ancestry. She was very pleased to be able to print out forms to aid in compiling each generation in the family.

We referred the debate coach to this resource for her students.

All of our students and teachers have their own IPAQ handheld computers. One teacher in particular was interested in the E-Books, so I showed him where to access those books. It is one area that I hope to get the students more interested in (since they are much better at reading the tiny screens!).

I now know how to print a page using Ancestry and not get two pages with part of the requested information on one and the rest on the other so to me that was a big thing.

I set up a school library Web page and the Online Library Resources have direct links on my library Web site.

When I lived in a town that didn't have a library and only a monthly bookmobile visit, I used the State Library and found books online frequently. Then I moved and worked at the local library and used it a few times helping kids find science articles.

Our elementary librarian and I have discussed the various resources.

I used the Online Library Resources when I was working on my thesis for a masters in US history.

I work in our public library very part-time and felt I had no knowledge to assist patrons before the training. Now I can help patrons and feel confident in how I assist them. Thank you.

Mainly helping students with reports. I did help a man just yesterday to look at microfilm from a newspaper in 1882, and we did an ILL for him.

I have used the library to help me research articles that I need for my Master classes.

As library media specialist, I use the interlibrary loan feature frequently. In the fall, I conducted training for student's grades 9-12 about searching the web, including a portion about the electronic resources from the NDSL. Some teachers have specifically created assignments to use certain databases.

I am a librarian at five elementary schools. Teachers are always requesting book titles and subject matter that I do not have. I also teach the service to 5-6 graders. They especially like that they can E-mail an article to themselves and take their time going over it at home.

I've shared the information with teachers in my building.

Help student research.

One of the 8th grade teams (about 100 students) was doing research about one of the U.S. presidents. I shared with the students how to use the State Library online resources to find information.

Basically I just help the students to become acquainted and comfortable with it. In our 7-12 classes, we do a great deal of research and it is a valuable tool.

As a grad-school student, elibrary is invaluable. As a side note, there is, however, a glitch in the system that does not allow me to continue to order through the ND State Library while having access to Minot State's library.

A student needed to get research for his paper and we went into ODIN Library Resources. We were able to find what he needed.

Just today, the 8th grade students were in doing a report on innovations of the Industrial Revolution. They were directed to the Discovery collection, and found information. It seems we are using one resource or another every day.

Looking for library materials at the Grand Forks Public Library.

I needed some information on any legal laws that the state or Burleigh might have concerning "light pollution." There wasn't any in the library system but someone at the State Library e-mailed me an e-mail address of a state agency that could help me. I really appreciated the extra effort they went to.

For research for my master's degree. I use it all the time.

I have provided training for staff at the elementary schools. I have also assisted teachers when they are using these products with students. One teacher is doing a heritage project with her fifth graders; Ancestry.com was wonderful.

My juniors do research papers. We use the online resources from the ND State Library as a major source for their papers. Each year I type up an updated access sheet for them so that they can navigate the resources easily. They have found the resources to be credible and helpful in their research.

We taught the 7th and 8th graders how to use the resources in conjunction with their History Day research papers.

To look up who has what books.

I believe it is a very, very useful when researching different projects.

College Comp students are doing papers on the day they were born. The instructor has had them in the library to get national and regional newspaper articles for those specific days. I can't count the number of times we help students search the online resources.

This page was intentionally left blank.

Goal 4: Masters of Library Science Grant Program

LSTA Goal: ***Targeting 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. Assisting libraries in accessing information through electronic networks.***

Goal: Assure equitable access to information resources and library services. Access to information and library services is of paramount importance to the individual and to society for survival in an information age.

Objectives:
   o Implement professional training for librarians.

Masters of Library Science Grant Program

Partners: Universities that deliver American Library Association accredited Masters of Library Science programs.

Stakeholders: North Dakota citizens and librarians that want to receive an ALA/MLS and work for at least two years in a library in North Dakota.

What do stakeholders want to know: The person who wants to pursue an American Library Association Masters of Library Science (ALA/MLS) is either already working in a North Dakota library or would like to work in one. The person currently working in a North Dakota library wants to know how to improve their skills as a professional librarian to improve the quality of service they deliver. The latter would like to change careers without moving out of North Dakota, and they want to acquire skills as a professional librarian which would allow them to work as a professional in a North Dakota library.

Program purpose statement: The purpose of the MLS grant program is to develop and train North Dakotan's as professional librarians, so they can deliver high quality library and information services to citizens. North Dakota does not have a university that offers a Masters of Library Science program. A person who wants to gain skills as a professional

librarian through the pursuit of an ALA/MLS must either leave and go out of state to school or utilize a distance education program. It is very difficult to recruit professional librarians to North Dakota. The "grow your own" program helps in filling the need for professional librarians in school and public libraries.

Progress towards goal: Made progress towards this goal.

Strategy: Support for this grant program was gained from the North Dakota Library Coordinating Council. The Council voted to support the program and the use of LSTA money to fund it. There is a great need for professionally trained librarians in the public and school libraries in the state. It is very difficult to recruit professional librarians to North Dakota and especially to the smaller communities. By establishing and continuing this grant program, professional librarians are being developed and are staffing small public, school, and special libraries throughout the state.

Activities: The target audience for these grants is any North Dakota citizen that would like to get an ALA/MLS degree and work in a North Dakota library. The opportunity was made available through PSAs, articles in the newspapers throughout the state, through the Flickertale (the State Library's newsletter), through the agency Web site, and via the North Dakota State Library listserv. Grants are made available annually. Applicants who apply are personally interviewed and their references are checked. Twenty five librarians received grants ranging from $1,000 to $5,000, with a total of $96,000 funds granted.

Overall impact, outcome, and benefits of this goal in the delivery of library services:

The desired outcome for this program is to have higher quality library and information services delivered to citizens in North Dakota by professionally trained librarians. Patrons who are recipients of services delivered by professional librarians trained through this grant program receive more thorough, complex, and professional assistance in meeting their information needs. The breath and depth of information delivered by a professionally trained librarian is superior.

Librarians who received a grant wrote of the impact it made in their lives and professions:

…I believe this training taught me how to be a better communicator to my patrons, co-workers, and supervisors. It has greatly improved my searching skills with databases, and I am better at identifying quality in my search for information. I created Web pages and a digital library that included various components that I use today in my new professional position. My writing skills improved, partly because my critics included my fellow classmates. I was thoroughly drawn into the technology component of the program; it taught me the effective use of computer technology.

…About six months after I received my MLS, I was hired by the Rural Assistance Center (RAC) in the Medical School. I went from being a para-professional in a small, slow paced Geology Library at the University of North Dakota to one of three professionals in a national information center working to actively get information out to the people who need it. My work flow has become fast and furious, but I love it, thanks to the MLS!

…The MLS Grant partially funded my MLS degree. This has given me opportunities to build my knowledge and skills in the library profession. I have become much more involved in library issues. I have contributed solutions to such problems as the preservation and accessibility of electronic state documents and the migration of our state's online catalog to new software. I taught librarians and educators how to improve their skills for searching the state's online library catalog and the Online Library Resources, and informed librarians how they can better help their patrons. This grant showed me that the State Library is focused on recruiting and developing librarians within North Dakota.

…Without this grant I may not have finished my schooling due to the cost of the program. I learned how to be efficient, direct, and manage every day library activities on the job. It also gave me additional skills to be involved in the various library organizations, including the North Dakota Library Association, the Mountain Plains Library Association, and the American Library Association. I have gained a better understanding about libraries and self-confidence as a librarian. The position of director became available at my library, and because I had my MLS, I was the successful applicant in acquiring the position. Without the MLS, I would not have been offered the job.

…This grant allowed me to pursue and get my MLS, an absolutely essential educational background for today's reference librarian. My program gave me a working knowledge of information sources, both print and Internet, to help me with library clientele. My course of study also included training in youth librarianship, which has assisted me in developing programming for teens. I have developed a summer teen reading program, and created a teen volunteer program. I am now an active member of the North Dakota Library Association and recently joined the Mountain Plains Library Association.

…When I began working in this library, I shelved books and was a fill-in reference person. Now I serve the reference desk during the busiest hours, coordinate programming, teach classes, and create displays that market our books and services.

…The MLS grant has increased my effectiveness as a librarian, increased my confidence, and encouraged me to study new trends in the library world. I feel that I am given more respect by my colleagues. I am a better mentor to other librarians, and I am able to offer better advice to beginning librarians. I would encourage other people to get their MLS.

…My MLS assisted me in getting a new job in the very department where I was working. My salary increased by 65 percent. I now feel I can contribute to the library profession.

…My last class in the MLS program was an independent study in relational databases. I learned about relational databases and structured query language, and how to create a database. I lectured on relational databases to a class of incoming graduate students. It has greatly increased my effectiveness as an information scientist. As a result, I have been appointed the assistant System Administrator of our library network. I use the knowledge I have gained to maintain the system's automation network. Thank you for awarding me this grant.

…This grant has allowed me to become an effective cataloger and a better teacher. I learned how to assign Dewey Decimal call numbers and how to catalog using the MARC format. The theory classes gave me a deeper background into librarianship. I have gained confidence and the realization that I am very organized and dedicated to getting the job done. I use the skills that I have gained every day, and they have contributed to my overall effectiveness as a librarian. I am a volunteer to be an email mentor for a student who attends UIUC. It is very satisfying to help an MLS student and give them a taste of what it is like to work in a state library.

This page was intentionally left blank.

Goal 4: Disability Services

LSTA Goals: ***Targeting 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. Assisting libraries in accessing information through electronic networks.***

Goal: Assure equitable access to information resources and library services. Access to information and library services is of paramount importance to the individual and to society for survival in an information age.

Objectives:
- o Provide library and information access and services for all citizens regardless of age, economic status, location, literacy level, ethnicity, or disability.

Disability Services

Partners: North Dakota Vision Services/School for the Blind; North Dakota Rehabilitation, Consulting and Services (a division of Human Services); North Dakota Nursing Homes, and Utah State Library Braille Services.

Stakeholders: Persons who are unable to read or use standard printed materials as a result of temporary or permanent visual or physical limitations.

What do stakeholders want to know: How to access nonfiction and fiction books, textbooks in cassette or Braille form; how to obtain equipment on which to play cassettes; how to access a Reader Advisor at the end of a telephone line to assist them; and, how to participate in a Summer Reading Program.

Program purpose statement: This is a library program of Braille and recorded materials for blind and physically handicapped persons. Under a special provision of the U.S. Copyright Law and with the permission of authors and publishers of works not covered by the provision, the National Library Service selects and produces full-length books and magazines in Braille and recorded formats. Reading materials are distributed to a cooperating network of regional and local libraries where they are circulated to eligible borrowers. Reading materials and playback machines are sent to borrowers and returned to libraries by postage-free mail. Local materials are recorded as requested.

Progress towards goal: Made progress toward this goal.

Strategy: In order to evaluate the services being offered to persons enrolled in the Disability Services program, a telephone survey was conducted.

Activities: Logistics and mechanics of survey: A list was assembled that included 85 talking book patrons, the patron's name, address, and phone numbers.

Eight-five persons (at random) were asked if they used Talking Books, how satisfied they were with the program and service, and if they had any comments.

Two questions were asked and answered:

1. DO YOU USE TALKING BOOKS? 64 (75%) of the persons polled said Yes. 21 (25%) said they did not.

2. WHAT IS YOUR LEVEL OF SATISFACTION WITH THE PROGRAM AND THE SERVICE? Each of the 64 who indicated they used the service were extremely satisfied with every aspect. There was not a single negative comment about program, service, or contact people.

Overall impact, outcome, and benefits of this goal in the delivery of library services:

COMMENTS:
       Use it all the time.
       Great service.
       Just wonderful – Have told many others about it.
       Wonderful thing.
       Very happy with it.
       Appreciate service.
       Moving to Minnesota–really hate to leave. You People have done so much.
       Absolutely satisfied with everything.
       Very happy to have it.
       Very happy with all services being provided.
       Pleased with personal service when contacting State Library.
       Great way to stay in touch.
       Would miss it if it were gone.
       Doesn't replace human contact but next best thing.
       Excellent program.
       Will listen more when I get old.
       Very good.
       It's wonderful.
       It's my companionship.
       Great program–use it frequently.

Wonderful service.
Good program.
Adds enjoyment to my life.
A positive contribution.
Great program.
Glad we have something like this.
I like it very much.
Wonderful.
Just love it.
Have enjoyed it very much.
Really enjoy and appreciate it.
Use a lot.
Thanks to all the people who make this possible.
Keep it coming.
Tremendous program – Fantastic – I love it.
I use it every day.
Very pleasant.
I love it.
Tremendous folks.
A life saver.
Really enjoy.
Don't know how I ever got along without it.
It's great.
Use a lot–would not want to be without.
You guys do a bang-up job–great job.
Wonderful idea.
You guys are really good when we call.
Use all the time–don't know what I'd do without it.
Love it–don't know what I'd do without it.
Best thing ever invented for people who like to read but can't see.
You bet I use the service.
Wonderful–great asset to the state.
Good program.
Use all the time.
Best blessing of my life.
Couldn't live without it.
You guys rock.
Everything is fine.
Really like Talking Books.
Really great.
A wonderful thing.
Enjoy.
Very good.
Wonderful.
Love it.
Truly a godsend.
Service good–keeps me busy.

This page was intentionally left blank.

Results of In-depth evaluations

MASTERS OF LIBRARY SCIENCE GRANT PROGRAM

The key to producing significant advances in library services statewide is to have trained professional librarians developing, planning, and delivering those services.

The North Dakota State Library developed a grant program that facilitates North Dakotans in becoming professional librarians. This goal in the LSTA 5-Year Plan is related to the LSTA goal of targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, and assisting libraries in accessing information through electronic networks.

North Dakota's University System does not have a Masters of Library Science/American Library Association accredited degree program available in North Dakota. The North Dakota State Library recognized the critical need for professionally trained librarians. The State Library worked with the staff at Emporia State University in Kansas and North Texas State to bring distance ALA/MLS programs to North Dakota.

The programs have been a great success, with dozens of North Dakotans earning their ALA/MLS degrees through a combination of online education and meeting with professors face-to-face. These professionally trained librarians have become employed in all types of libraries including public, school, academic, and special libraries.

The Masters of Library Science Grant Program was established to encourage greater numbers of North Dakotans to become professionally trained and work in North Dakota libraries. The annual grant opportunity is publicized to all types of library staff utilizing the State Library listservs, the agency publication—the Flickertale, and the North Dakota Library Association's publication—The Good Stuff. It is publicized to all North Dakotans through the newspapers via articles and press releases.

Candidates submit their applications and signed agreements which include that they are a North Dakota resident and that they will work for two years in a North Dakota library after successfully obtaining their ALA/MLS degree. They also submit a resume with two work references. The references are contacted to assess whether the applicant would be a good investment of grant funds.

The grant is a reimbursement grant, with the requirement that the recipient achieve a minimum of a "B" for the class and have paid for the class and related materials. The applicant must be enrolled in an ALA/MLS program to apply. A minimum grant of $1,000 may be awarded, with a maximum total award of $5,000. The grant may be used to pay tuition, fees, and textbooks required by the class.

Librarians who have participated in this grant program have great praise and appreciation for it. Comments taken from written evaluations by participants range from, "It has greatly improved my searching skills with databases, and I am better at identifying quality in my search information" to "I have developed a teen summer reading program for my library."

The number of professional ALA/MLS librarians in public libraries has increased by 55 percent since the beginning of this program. It has produced professionally trained librarians that have gone on to work in public, tribal, school, academic, and special libraries throughout North Dakota. They have become library directors, employees of the State Library, professional staff at academic libraries, and program directors in special libraries. Recipients have become leaders in professional organizations, including the North Dakota Library Association and the Mountain Plains Library Association. They have become mentors to other ALA/MLS students and library staff, and have become more involved in library issues at the local and national level.

Increasing the numbers of professionally trained ALA/MLS librarians in North Dakota adds to the quality of information and library services delivered; it enhances the services in the library in which a recipient works; it provides greater leadership and mentorship in the profession; and it helps meet the increasing level of expectations that patrons and the public have of libraries and librarians.

Progress in showing results of library initiatives or services

No formal measurement outcomes or objective tools have been developed.

Lessons learned

The first lesson learned is that it is worth the time, effort, and money to sponsor focus groups in order to gather information from the people who actually use the services.

The second lesson learned is that a state can benefit greatly from "growing their own" professional librarians.

Brief description of evaluation process

A similar process was used for each of the six sub-reports. The stakeholders, (identified below), were contacted through regular mail, e mail, the agency Web site, and listserv. Not every contact resource was used for each survey that generated one of the six sub-reports.

The individual contacts included a survey to be completed in written form or through oral interviews. Each of the six surveys was designed to surface information regarding what stakeholders in that particular area of activity wanted to know and to what extent were these wants being addressed by the North Dakota State Library.

The six sub-report stakeholders aggregately, probably embraced everyone in the state directly or indirectly. Included in one or more sub-reports were all academic, public, school, and special libraries. The librarians and staffs appeared once or more as stakeholders. School faculty members, students at all levels, city and county commissioners, and library boards were stakeholders. And finally, state employees, legislators, nursing homes, care centers, persons who are unable to read or use standard printed materials, and the entire citizenry of North Dakota completed the list of stakeholders.

The results of the six surveys are reported verbatim with no editorializing. From these responses, inferences can reasonably be drawn. The compilers of the general report tried not to include subjective conclusions from the collected data.

However, seven conclusions which might be considered somewhat subjective are presented in the submission statement for the general report. It seemed appropriate for the report to say something to the North Dakota State Library and its staff regarding what this grand activity revealed.

Dr. Richard D. Ott of Cardinal Coordinating Services acted to orchestrate the overall process and personally conducted the execution of several of the sub-reports.

COSTS

The North Dakota State Library estimates the following costs relating to the preparing of the five-year evaluation.

Consultant and State Library Staff	$ 9,284
Telephone for surveys	$ 200
Supplies, postage for surveys	$ 600
TOTAL	$10,084

APPENDIX

Plan Goals

Goal 1: Create a statewide community of libraries working together to provide quality library services in North Dakota.

Libraries must rely on cooperation and networking of all material, staff, and electronic resources to meet the information needs of North Dakota citizens. Twenty-first century libraries working together will enable North Dakotans to face the growing challenges of global interdependence and global competition, the ever-increasing information explosion, the continuing evolution in computer and communications technologies, and the increased need for lifelong learning, job retraining, and recreation.

LSTA PURPOSE: Establishing or enhancing electronic linkages among or between libraries.

OBJECTIVES:

> Develop a comprehensive statewide electronic bibliographic database.
>
> Promote statewide resource sharing.
>
> Develop a statewide collection development policy.
>
> Promote networking among all types of libraries.
>
> Provide training to library staff and citizens in using information resources.
>
> Provide shared electronic resources accessible to all citizens in all locations.

ACTIVITIES:

> Provide direct access to a comprehensive online library catalog of standardized bibliographic records from all North Dakota libraries. An online catalog is defined as a single database or group of databases configured so that all North Dakota citizens can access the holdings of the state libraries with one seamless unmediated search.
>
> Maintain and enhance the hardware and software, allowing concurrent searching of multiple online library catalogs.
>
> Develop partnerships to realize economies of scale.

Establish protocols for connectivity, communication, bibliographic format (USMARC), document delivery, interlibrary loan, and internet access.

Build on existing structures and networks.

Create and maintain an accessable North Dakota digital archive of historical and government documents, photographs, maps, etc.

Foster collection development activities

Promote training and education for library personnel and library users.

Goal 2: Strengthen the North Dakota State Library in its role of coordination, extending, and improving library service in the state.

The State Library proactively extends library services throughout the state by making all information resources accessible to all North Dakota residents.

LSTA Purpose: Establishing or enhancing electronic linkages among or between libraries.

LSTA Purpose: Assisting libraries in accessing information through electronic networks.

LSTA Purpose: Targeting 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 income below the poverty line.

OBJECTIVES:

Assess the needs of constituents and adapt services and training to meet those needs.

Lead in encouraging and assisting the development of partnerships for resource sharing, upgrading of library services, and fiscal efficiency.

Lead in the establishment of the basic levels of North Dakota library service, and develop standards and guidelines defining the libraries' and citizens' basic obligation.

Foster communication and cooperation among all types of libraries in North Dakota.

ACTIVITIES:

> Request state funding for retrospective conversion of library bibliographic records for the statewide online library catalog.

> Strengthen the State Library's role in training and education library personnel and libraries' governing entities.

> Assist local libraries in determining priorities for collection specialties to reduce unnecessary duplication.

> Establish partnerships with cities, counties, and school districts to develop support for libraries.

> Facilitate the development of library services.

> Develop and implement a long-range strategic State Library plan based on constituent needs assessments.

> Coordinate resource sharing.

> Create and enhance online and other resources available specifically for North Dakota Libraries.

> Coordinate and lead library advocacy efforts within the state.

Goal 3: Support and strengthen library partnerships to extend and improve library service in the state.

Library partnerships will facilitate resource sharing and will work together to achieve statewide networking in accordance with the *North Dakota Interlibrary Loan Manual* published by the North Dakota State Library.

LSTA Purpose: Encouraging libraries in different areas, and encouraging different types of libraries to establish consortia and share resources.

LSTA Purpose: Linking libraries electronically with educational, social, or informational services.

OBJECTIVES:

> Develop innovative partnerships that foster and facilitate the information needs of the community.

> Assess the needs of member libraries and patrons, and adapt services and training to meet those needs.

> Facilitate communication across library types.

Ensure member libraries' participation in collection development, resource sharing, information technology, and the statewide online library catalog.

ACTIVITIES:

Promote statewide networking and the continued development of the statewide online library catalog.

Provide, in cooperation with the State Library, training and education.

Strengthen the State Library's role in training and education of staff.

Goal 4: Assure equitable access to information resources and library services.

Access to information and library services in of paramount importance to the individual and to society for survival in an information age.

LSTA Purpose: Targeting 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 income below the poverty line.

LSTA Purpose: Assisting libraries in accessing information through electronic networks.

OBJECTIVES:

Provide library and information access and services for all citizens regardless of age, economic status, location, literacy level, ethnicity, or disability.

Implement professional training for librarians.

ACTIVITIES:

Maintain and enhance Internet access to all libraries.

Provide ongoing training in Internet and other searching procedures to assure information competency and literacy.

Promote library collections and services available to special populations.

Provide training programs.

Provide training grants to develop and train professional librarians in North Dakota.

Purchase and delivery of print and online library material for use statewide.