South Dakota State Library

LSTA Five Year Plan
Evaluation Report
2008 – 2012

Approved by:
South Dakota State Library Board
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Evaluation Summary

This evaluation presents evidence that the South Dakota State Library has made effective use of LSTA funding in pursuit of the goals of its 2008 – 2012 LSTA Five Year Plan.

The South Dakota State Library is the State Library Administrative Agency (SLAA) designated to receive and manage Library Services and Technology Act (LSTA) federal funds for library programs and projects in the State of South Dakota. The State Library's mission statement is:

The South Dakota State Library provides leadership for innovation and excellence in libraries and services to state government.

To fulfill the goals and objectives as stated in the Five Year Plan, the Institute of Museum and Library Services (IMLS) has awarded the State of South Dakota a total of $4,958,887.

FY 2008:	$ 881,774
FY 2009:	$1,032,923
FY 2010:	$1,044,034
FY 2011:	$1,005,672
FY 2012:	$ 994,484

The major questions addressed in this evaluation are:

1. Did the activities undertaken through the state's LSTA plan achieve results related to priorities identified in the Act?
2. To what extent were these results due to choices made in the selection of strategies?
3. To what extent did these results relate to subsequent implementation?
4. To what extent did programs and services benefit targeted individuals and groups?
5. How have performance metrics been used to guide policy and managerial decisions affecting the SLAA's LSTA supported programs and services?
6. What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?
7. How does the SLAA plan to share performance metrics and other evaluation-related information within and outside of the SLAA to inform policy and administrative decisions during the next five years?
8. How can the performance data collected and analyzed to date be used to identify benchmarks in the upcoming Five-year plan?

The evidence to answer these questions was produced in a number of ways: by collecting, reviewing, and analyzing training evaluations; by using data from the *Public Library Survey;* and from the annual reports submitted to IMLS. Stakeholders were surveyed and the survey results analyzed. Data from a survey conducted by the South Dakota Library Association was also used.

<center>**Evaluation Detail**</center>

Did the activities undertaken through the state's LSTA plan achieve results related to priorities identified in the Act?

Yes, the activities undertaken by the South Dakota State Library, through its LSTA plan, have achieved significant results related to the priorities identified in the Library Services and Technology Act. As evidence of this, we submit the following detailed report.

South Dakota's LSTA Five Year Plan 2008 – 2012 focused the expenditure of federal funds on several areas that built on the cooperative history of South Dakota's libraries. The goals were:

- Stronger libraries in South Dakota
- Collections that support the mission
- Access for all through collaboration

Stronger Libraries in South Dakota

A number of activities carried out by the State Library during 2008 – 2012 achieved results related to the LSTA priorities. A major goal of the State Library during the past five years has been to develop stronger libraries in South Dakota. All six LSTA priorities were addressed in meeting this goal. Activities that were undertaken significantly increased professional development opportunities for librarians. These opportunities included not only face-to-face activities but also many online learning sessions.

The South Dakota State Library continues to provide the very popular summer Public Library Training Institute. In addition, the State Library has branched out to offer training in multiple formats. Staff has been trained to facilitate synchronous online learning. Random Acts of Continuing Education (RACE) webinars are provided on an almost monthly basis. Presenters include State Library staff and South Dakota librarians.

University of North Texas LE@D courses are used to supplement the summer Public Library Training Institute. The Public Library Training Institute is in its 25th year. In recent years there have been fewer graduates, but attendance, ranging from 20 to 25 students remains consistent. There has been an increase in secondary staff attending the Institute. In many cases the students are encouraged to attend by their library directors who were themselves Institute graduates. In the past five years 15 students have graduated from the Institute. It is now a six day program (reduced from two weeks) with the University of North Texas online offerings supplementing the summer studies. Students take a required University of North Texas LE@D course twice a year. Students take the course together under the guidance of the Continuing Education Coordinator. The Institute continues to be held at Northern University in Aberdeen, South Dakota for college credit. Students must take four summer session in the areas of administration, reference, youth services and children's services. Students have seven years to complete the four modules.

In-person training on a variety of topics is offered across the state. Trustee training, advocacy issues, technology training, storytelling, reference, collection development, graphic novels, workforce development, and health related resources are among the topics covered in the past five year.

The results of these learning opportunities can be documented in the activities that are taking place in public libraries across the state. A number of libraries have created teen spaces. Some libraries have established Friends groups and Foundations. Libraries actively promote and use the electronic resources provided by the State Library. Public libraries have weeded their collections and updated their collection development policies. Libraries have started offering computer skills classes, genealogy classes, movie days, game days, teen knitting groups, and teen puppeteers. Some libraries host floats for their local homecoming and Christmas parades. There is an increased awareness of adult programming needs. Such programming includes adult book clubs, area speakers, and participating in the South Dakota One Book program.

Over the past five years the State Library has increased the number of electronic resources that are available to libraries. Some of the electronic resources include *Learning Express Library*, *SIRS Discoverer*, *SIRS Issues Researcher, World Book*, and *Ancestry Library*. The State Library's Electronic Resources Coordinators provide workshops on all the electronic resources. Workshops are offered not only for librarians, but also for classroom teachers. One significant result of their tireless training is the use of the electronic resources was well over 1 million in the past year.

One of the electronic resources provided by the State Library is *WorldCat*. Not only can librarians and citizens search *WorldCat* they can also place interlibrary loan requests. *WorldCat* is used for requesting interlibrary loan materials that are not available in-state. For materials that are available in-state, libraries use either the Aleph system provided by the South Dakota Library Network (SDLN) or the State Library processes the requests for libraries. A remote membership to SDLN costs $675 per library. The membership allows libraries to use the interlibrary loan module to borrow materials from other South Dakota libraries. Unfortunately, $675 is still too costly for some of the public libraries. The State Library processes interlibrary loan requests for libraries that are not able to afford SDLN remote membership.

The State Library collaborates with a number of organizations and agencies to provide library services. Some of these organizations include South Dakota Public Broadcasting, South Dakota Dept. of Health, South Dakota Dept. of Social Services, South Dakota School for the Blind and Visually Impaired, and South Dakota Service for the Blind. Also the State Library has collaborated with South Dakota Historical Society, South Dakota Humanities Council, and South Dakota Center for the Book.

The National Network of Libraries of Medicine provided four workshops on health literacy services and technology programs. The workshops were held in Sioux Falls and Rapid City, with a total attendance of 21 librarians. These workshops gave the participants the opportunity to do podcasting, screen casting, and evaluation of online sources. Participants also learned how to use research tools.

South Dakota has a large Native American population, 8.4% of the total population. Since 2008 the State Library has focused on working with the libraries that serve Native Americans. The State Library staff has hosted a one-day training session for tribal academic librarians. The State Library presents and exhibits at the South Dakota Indian Education Summit. As a result of this partnership the State Library hosted in 2011 an Indian Education Summit Pre-conference for tribal librarians. Since 2008 the State Library staff has visited all tribal schools and tribal school libraries. There are currently in South Dakota a total of 383 school libraries within 222 school districts.

In the past two years, State Library staff conducted Project Compass-SD. This was a job seeker's training at two tribal libraries (Oglala Lakota College and Sisseton-Wahpeton) plus other sites with a high Native American population (Mobridge, Timber Lake, Rapid City).

The State Library staff visited one-on-one with each tribal academic librarian. They have encouraged Native American librarians to participate in Summer Library Institute. Several have attended one year; one from Sisseton-Wahpeton will graduate in the summer 2012.

Since 2008, the State Library expanded the Development Services staff. The staff now includes an additional electronic resources coordinator and two school library coordinators. This greatly improved communication of the State Library's resources and services available. Site visits and trainings at statewide conferences have increased the visibility of the State Library and the electronic resources which are available to all citizens.

Additionally, the Development Services staff started a monthly e-newsletter, *Cornerstone*, in January 2009. The e-newsletter organized and greatly improved the State Library's communication with all librarians across the state. The e-newsletter is published ten times a year and is also archived on the State Library's webpage, http://library.sd.gov. It is widely read and receives good reviews. Featured articles are a reliable place where librarians can locate articles on common topics – automation, board orientation, weeding and collection development, advocacy/marketing, developing ROIs to name a few.

In 2008, South Dakota received a "Laura Bush 21st Century Librarian Program" grant, a collaborative effort of four Western states. The South Dakota State Library, in partnership with the Idaho Commission for Libraries, the Montana State Library, and the Wyoming State Library recruited and provided Institute of Museum and Library Services-funded scholarships to educate over 50 librarians and school library media specialists to work in the region's rural communities. Students studying for a master's degree in library science are currently attending the University of North Texas's distance education program. With prudent use of administration funds and extra monies coming from IMLS, the four states were able to offer additional grants. Currently there are a total of 19 students enrolled from South Dakota. Of these 13 are working on their master's degree and six on their school media endorsement. The school library media students attend distance programs at Black Hills State University, Montana State University, or the University of Montana. Five of South Dakota's SME students attend BHSU and one attends Montana State University. All 19 South Dakota students are currently in the program and scheduled to graduate starting in the summer of 2012.

The State Library's Development team focused on board training and consultation with local governmental leaders. In several situations it was discovered that resolutions or by-laws had not been established for the local public library and tax-supported funding was tenuous. By meeting with city councils and with local library boards, these situations have and are being rectified. Some examples include Gregory, Piedmont, Wall, Gary, Hudson, and Platte Public Libraries.

The reference staff provides back-up reference to the state's public and school librarians when they have difficulty answering reference questions for their patrons. Of the total number of reference requests received in FY11, approximately half were requests for reference assistance from public and school librarians. The other half are from other state agencies and state employees.

Collections that support the mission

The State Library negotiated a consortia purchase for audio and ebooks from OverDrive in 2010. It is called *South Dakota Titles to Go*. In less than one year over 40 small and medium size libraries are participating. The State Library is currently exploring other vendor opportunities such as *Freegal* for opportunities to broker shared electronic resources among smaller public libraries.

Electronic resources – The State Library continues to provide statewide access to 38 databases including *Learning Express*, *World Book*, *Gale Virtual Reference*, and *ProQuest*. Two very popular databases are *Ancestry Library* and *Heritage Quest*. These are heavily used by citizens and visitors who are researching family history. The State Library has also invested staff time and resources into the development of some South Dakota specific digital resources. These include the digital copies of new state government publications, and historical documents digitized and saved in *ContentDM* or the State Library's e-brary.

Following the State Library's last LSTA evaluation and in conjunction with writing the current strategic plan in 2007, the State Library decided to limit the State Library print collection to materials about Native American and South Dakota history as well as a professional collection for the use of South Dakota librarians. In the past five years the State Library has added 1,628 records to the collection. This primarily represents books and audio-visual materials. In the *Cornerstone* and when at conferences or workshops the State Library staff aggressively markets and promotes the resources to librarians.

In 2010 the State Library began to digitize the South Dakota vertical file and some of their historical documents. To this end the State Library received additional funding from the State in the fall of 2011 to purchase a state of the art scanner, an *Indus BookScanner 9000*. It became operational in December 2011.

Access for all through collaboration

South Dakota is a rural state with many areas of intense poverty. Even areas of moderate poverty have difficulty keeping schools open with minimal staff. Library resources and personnel are among the first services considered peripheral and cut and/or discontinued. It is important, however, to insure that all children have equal access to quality resources in order to secure the quality of their education.

Vast distances separate people from quality library services. Online resources have allowed citizens to access information through their home, school, or office computer. Fledgling businesses are springing up in rural South Dakota communities. They need resources to support their efforts. A recent Public Library Funding Technology Access Survey (PLFTAS) revealed that 64% of the nation's libraries are the sole provider of free internet access. However, in South Dakota that number is 78%.

Concurrently changes in the role of the State Library are shifting the interlibrary loan responsibilities from the State Library to local libraries. Due to funding cuts the South Dakota State Library is no longer able to fund statewide interlibrary loan on the same level as it has in the past. However, the State Library has taken advantage of the opportunity to reorganize statewide interlibrary loan. Rather than all interlibrary loans going through the State Library, libraries now borrow directly from each other for in-state requests. Libraries use WorldCat to borrow materials from out-of-state. Although the State Library staff has to push the request to the lending library, the material is mailed directly to the borrowing library and the borrowing library returns the material directly to the lending library. The State Library staff continues to provide interlibrary loan training opportunities along with personal assistance when necessary or requested.

The South Dakota State Library continues to provide service to blind and visually impaired citizens through the Braille and Talking Book Program. The implementation of the digital players has increased circulation 29% over the past two years. The BTB Program has also increased outreach to nursing homes and libraries. One hundred-fifty nursing homes and 70 libraries have depository collections from the BTB Program. Both nursing homes and libraries are contacted on a regular basis.

Due to lack of funding the statewide library card program has not come to fruition. However, the South Dakota State Library has implemented a "statewide ecard" which provides access to the electronic resources for all South Dakota citizens.

The State Library staff provides local libraries with a variety of training, including trustee board training, to meet the needs of their citizens. Library Development staff has partnered with Rapid City Public Library to bring professional consultants to teach library boards in the western portion of the state. Strategic planning, advocacy, communication, marketing, legal aspects of South Dakota library law were among the topics covered. In less than two years results have been remarkable. Plans are in the works to use this collaborative model on the eastern side of the state to reach more library boards.

The State Library surveyed libraries and negotiated a consortia purchase for audio and e-books from OverDrive. The program is called *South Dakota Titles to Go*. Currently over 40 small and medium size libraries are participating.

To what extent were these results due to choices made in the selection of strategies?

The State Library's 2007 – 2013 strategic plan focuses on building stronger libraries in South Dakota. In 2008 the State Library added three new positions to the Library Development Program. The positions were an additional Electronic Resources Coordinator and two School Library Coordinators. The decision was made that public libraries would be visited annually by State Library staff and that school libraries would be visited biannually. Increasing the continuing education opportunities available to all librarians was part of this new focus. State Library staff received training to provide quality continuing education, both face-to-face and online. What has been accomplished in the five year plan is due in large part to this strategy. There have been since 2007 1,098 trainings with over 11,661 attendees. This is in a state with only 112 public libraries.

To what extent did these results relate to subsequent implementation?

The success of the State Library's continuing education program has prompted the State Library to build on this model. The State Library staff continues to increase their expertise, but the State Library also draws on the expertise of librarians in the state. The State Library encourages librarians to present in the area of their experience or expertise.

The Braille and Talking Book Program increased circulation by improving relationships with nursing homes and libraries. There are over 200 institutions that have Braille and Talking Book depositories. All institutions are contacted every three months. Site visits are also conducted at institutions. This strategy has been very successful and will continue to be used by the Braille and Talking Book Program.

Purchasing statewide electronic resources has been successful, efficient, and economical. The electronic resources are used by all types of libraries including public, academic and school. In fact, the schools rely very heavily on these statewide electronic resources for classroom and research use. Many libraries could not afford electronic resources if they had to pay for an individual subscription. The State Library will continue to purchase statewide electronic resources, hopefully increasing the number of databases as funds are available. The purchase of electronic resources has multi-faceted benefits, 1) statewide access to all citizens, 2) consistency of platforms for both schools and public libraries, 3) more effective/efficient training when dealing with the same database platforms, and 4) centralized marketing to a variety of groups and constituencies.

To what extent did programs and services benefit targeted individuals and groups?

The continuing education programs and the site visits by the Development Services staff helped provide librarians with the knowledge and skills they need to provide excellent library service to their communities. The programming for children and teens assisted librarians in meeting the needs of these age groups in their communities.

The focus on libraries that serve Native Americans has helped these libraries to provide better library service. In South Dakota 8.4 percent of the population is Native American. With over 68,000 Native Americans it is important that the State Library focus on their library needs. Since 2008 the Library Development staff have presented multiple sessions at numerous conferences. They also provided training for the tribal K-12 schools including BIE schools and other public schools with high concentrations of native students.

The statewide electronic resources provided public, school, and academic libraries with resources needed by the communities they serve. The electronic resources also helped South Dakota citizens by being accessible to them from their homes 24/7.

The Braille and Talking Book Program provided accessible reading material to over 2,000 individuals and institutions in South Dakota. Circulation of these audio books increased 29% in the past two years.

How have performance metrics been used to guide policy and managerial decisions affecting the SLAA's LSTA supported programs and services?

The State Library uses performance metrics to help determine whether the electronic resources are meeting the needs of South Dakota libraries and citizens. Contracts for electronic resources are evaluated, ranked, and then continued or dropped.

Performance metrics drive the continuing education events provided by the State Library. Training evaluations, whether written or oral, determine if the continuing education event is meeting the objectives set by the Development Services staff. Attendance at continuing education event assists in deciding if the State Library is offering training that meets the needs of local librarians.

The Braille and Talking Book Program uses performance metrics to decide if the collection development policy needs to be revised. Performance metrics are also used to determine if readers are receiving adequate service or if procedures need to be changed.

What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?

The most important challenge to using outcome-based data is the collection of accurate and timely data. After three months it is difficult to get librarians to respond regarding what they have accomplished as a result of a continuing education event offered by the State Library. However, increased efforts to contact

attendees immediately after sessions is paying good benefits. Librarians are more aware of the need to identify what specific actions will be taken as a result of information learned.

It is difficult to determine whether a specific electronic resource has had a specific impact. For example, the desired outcome of providing online journals such as *SIRS Issues Researcher* to students is that teachers will see an improvement in test scores, writing skills, reading skills, etc. It is impossible to determine if an improvement in skills and test scores is a direct result of using the resource. However, anecdotally from the field, the following comments illustrate the positive impact the resources have: A middle school teacher shared, *"The quality of the papers has improved since starting to use the resources. SIRS Issues Researcher is wonderful. All teachers should know about it."* She said that because of the number of *Leading Issues*, she is getting much more interesting papers topics, such as sustainable architecture, instead of the same old topics. The currency of the resources also impacts usage, as a middle school librarian said, *"There's no way I'm going to use printed science reference books from 1995 when I can have students access current materials at their own reading levels online."*

How does the SLAA plan to share performance metrics and other evaluation-related information within and outside of the SLAA to inform policy and administrative decisions during the next five years?

Performance metrics and other evaluation-related information will be widely shared with South Dakota library stakeholders. This evaluation report, for example, will be used to inform the process of developing a new five-year LSTA plan. In February and March focus groups will be held to gather input from librarians and citizens, with input from the focus groups used in writing the 2013 – 2017 plan.

Performance metrics and other evaluation-related information will also be shared with State Library staff to identify what is working well and areas that need improvement. As we move forward this information will continue to be shared with the State Library Board to keep them informed as they determine State Library policies.

In addition, evaluation-related information will be shared with state government to promote libraries and inform administrative and legislative decisions. The information will also be shared with South Dakota libraries to inform decision-making at the local level. The State Library will continue to produce annual statistical reports, such as the *South Dakota Public Library Data Digest*, for distribution to the public.

How can the performance data collected and analyzed to date be used to identify benchmarks in the upcoming Five-year plan?

The State Library can use the performance data that has been collected to determine if benchmarks in the current five year plan were not met, were met, or were exceeded. This analysis will determine if benchmarks need to be changed or if goals need to be adjusted. For example the performance data shows that in the past five years only 15 students have graduated from Library Training Institute. The State Library has already taken steps to ensure that students that begin the four-year program complete all four years. A priority list has been established so that "seats" are not taken by those not committed and therefore unable to complete the program or those who are not currently working in public libraries.

Conclusion

The South Dakota State Library has used LSTA funds effectively to meet the needs of South Dakota libraries in a manner consistent with the LSTA priorities, to promote the development of library services at the local level, and to access to electronic resources and other significant collections statewide. Due to financial constraints and changing circumstances, not all of the ambitious goals set out in SDSL's Five Year Plan were accomplished, but the most significant of those goals were successfully addressed. During this period, SDSL has also established a firm foundation for future growth and development of quality library services throughout South Dakota.

Detailed Reports on Goals:

Goal 1A: Improve library services delivered to South Dakota citizens through increased professional development opportunities related to the six LSTA Priorities, in collaboration with the South Dakota Library Association and others.

LSTA Priorities Served by Goal 1A

- 1. Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
- 2. Developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
- 4. Developing public and private partnerships with other agencies and community-based organizations;
- 5. Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with limited functional literacy or information skills;
- 6. 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.

The activities undertaken by the South Dakota State Library from 2008 - 2012 achieved the results related to LSTA Priorities 1, 2, 4, 5, and 6.

Consultation - In 2007 the State Library reorganized and expanded the Development staff to include two Electronic Service Coordinators and two School Library Coordinators. Personal consultation and training opportunities increased. Personal consultations were increased through yearly site visits to every public library and through biannual site visits to every school library. The State Library attempted to visit most all of the state's technical, private and regental school libraries as well.

Site visits resulted in invitations to meet with library boards, city councils, and county commissions. Consequently these resulted in additional opportunities to educate the members of a library's governing body. Site visits bring to light areas where libraries can make improvements. These visits also provide State Library staff the opportunity to see first-hand what libraries are doing very well. Those ideas can then be shared with other librarians. The Library Development newsletter, *Cornerstone*, features a column entitled, "Why Didn't I Think of That." This column highlights all the great ideas that the Development staff learn about when conducting site visits at public and school libraries. In addition to in-person site visits, the Development staff answers many questions for public and school librarians through email and phone calls.

Literacy – South Dakota's First Lady Linda Daugaard kicked off the 2011 *South Dakota Library Week* with the literacy campaign, *It Begins with a Book* . As a part of the celebration, over 800 new books donated by Scholastic, Inc. were distributed by the school library coordinators to 20 school libraries in areas of need across the state.

In conjunction with the 2009 SDLA Annual Conference, the South Dakota State Library hosted a pre-conference called "The Teenage Brain & Teens in the Library." Dr. Sheryl Feinstein from Augustana College in Sioux Falls, South Dakota, spoke to participants on how the teenage brain develops, how the teen brain affects their behavior and how at-risk lifestyle choices can take a toll on a teen's brain. Lisa

Oldoski presented the afternoon session on library services to teens. Lisa was serving as the Collection Services Librarian at Pierce County Library System in the state of Washington. Her ideas were very practical and participants walked away with some helpful ideas to try in their own libraries. Over 35 librarians attended all or part of the workshop. Positive results included the rearranging of library collections to create a unique teen space which lead to increased circulation in YA materials. In addition, public libraries began offering more teen programming.

The State Library collaborated with the Department of Social Services in launching a statewide initiative to encourage parents to read to their pre-school children and to seek materials for their reading from the local public library. This was a three year program starting in 2007 and concluding in 2009. The project was the "Read to Me" project and listed 100 favorite books in a brochure with a selected 50 titles on a growth chart. The State Library continued to make sure copies of all 100 books were sent to each participating public library. The growth chart and brochure were also included in the Bright Start packets that are distributed to SD families with newborns. Also included in this packet was a "Baby's First Library Card" to encourage new parents to start using a public library on behalf of their children from birth. Although funding for the project ended in 2009, the State Library continues to provide "Baby's First Library Card," with the exception of 2011 when Department of Social Services did not have the budget to do the Bright Start boxes.

The staff created a supplementary book list for the Department of Education *Healthy Kids* program and a handout showcasing State Library resources and other professional review sources. The staff reported that the presentation and materials were received with great enthusiasm by participants and other presenters. Participants were mainly health educators across the state. Approximately 27 attended. The Department of Education asked State Library staff to work collaboratively with them in the future. An added consequence is that the State Library had follow-up consultation assistance from participants.

The State Library partnered with SD Public Broadcasting in 2007 and in 2008 to promote summer reading with *Read across South Dakota*. Both years the program was presented in ten underserved, hard-to-reach, or low-income communities statewide and served as the kick-off event for summer reading.

Continuing Education - Electronic resources were promoted through a series of marketing campaigns and trainings. When new resources were launched vendor trainings were provided at four sites statewide, with 133 attendees. A mailing of vendor provided bookmarks and posters along with State Library created promotional materials was sent out in conjunction with the launch. Ongoing promotional efforts include presentations, poster sessions and booths at education and library conferences, electronic resources trainings sessions for public libraries and schools. In addition, the State Library created handouts for each resource and posted them to the State Library's web page for all to use. The resources are promoted monthly in the State Library's e-library development newsletter and monthly education newsletter. Vendor webinars are posted on the State Library's training calendar. Public librarians submit these columns to their local newspapers as a way to promote the resources locally. Additionally, webinar and conference sessions on promoting electronic resources have been provided. As a result of these efforts, some of the resources have seen increases in usage up to nearly 600%.

In 2007 several staff members were trained to facilitate synchronous online learning. Those staff members have in turn taught other staff members to facilitate synchronous online learning. In 2008 the State Library began providing *Random Acts of Continuing Education* (RACE) webinars on an almost monthly basis to school, public, and academic librarians. Presenters include State Library staff and South Dakota librarians. A few of the topics covered in the webinars have included Planning a Building Project; Young Adult Reader Advisory; WorldCat ILL; Public Library Annual Survey; Graphic Novels; and

Serving Distance Education Students. Concurrently traditional onsite training continues to be provided when the opportunities arise or at conference venues.

Each year the South Dakota State Library participates and presents a number of sessions at the annual South Dakota Library Association's fall conference. This past fall an all-day Project Compass pre-conference workshop was held in conjunction with WebJunction staff. The South Dakota State Library nominated five rural librarians from poverty areas to attend the entire SDLA conference via a WebJunction full conference scholarship. Each participant was asked to write a report and host a local area Project Compass-SD training some time during the following year. The electronic services coordinators' participation and training was a major part of the pre-conference workshop as well as the local area training sessions which involve local agencies and local leadership. One participant noted, *"As a former guidance counselor, I have done a lot with helping job seekers; however, I felt that the workshop was excellent and that the presenters provided many valuable ideas that can be implemented into any good library program."* More than any other collaborative effort *Project Compass-SD* gave the State Library an opportunity to reach out to other agencies to demonstrate the public libraries relevancy. For many state and local agencies the public library has now become a significant partner.

South Dakota's Library Training Institute began in the summer of 1986. It is in its 25th year. Different library topics are covered each year and participants must attend four years to graduate. Originally Institute was held for two weeks each summer. However the number of librarians participating was dropping, so the program was reevaluated and restructured in 2009. Students now meet for one week in June at Northern State University. It is a very intense week, beginning Sunday evening and wrapping up Friday afternoon. In addition students take an online course each fall and spring. The change in format seems to be popular with librarians. In 2010 there were 22 students and in 2011 there were 20 students. It appears that 2012 will have a waiting list as the State Library can only provide a maximum of 25 seats. State Library staff believes that increased interest in attending Library Institute is directly linked to graduates' recommendations and the State Library's new tiered accreditation/certification standards, http://library.sd.gov/LIB/DEV/standards.aspx.

Over the last four years of Library Training Institute two of the years have targeted Teen Programming and Children's & Youth Services. The other two years focused on Reference and Administration. In 2009, 21 students attended Library Training Institute with only one graduate. Students in 2009 took a pre-test receiving an 81% average and a post- test of an average of 99%. This was an 18% increase. The program was taught by four teachers from the State Library and two contracting instructors.   In 2010, there were 22 students with six graduates.   In this year, students took a pre-test receiving a 72% average and a post-test averaging of 99%, a 27% increase. This program had three teachers from the State Library and four contracting instructors.

Collaboration – One area of successful collaboration has been in engaging the larger public libraries to sponsor workshops specifically targeted at library boards and board development. Over the past year and a half the SDSL has partnered with the Rapid City Public Library to bring in professional consultants and host twice a year an afternoon/evening workshop for area library directors and board members. In the fall of 2010, then again in the spring and fall of 2011, the SDSL collaborated with the Rapid City Public Library. Rapid City Public Library hosted the event, paid for the presenter and provided for light refreshments and a lunch. This has been well received and the local results stunning. Belle Fourche, Haakon County, Custer County and Hot Springs now have Library Foundation groups. Piedmont Valley has a city ordinance and new by-laws and received major financial support from the city. Several others in the Black Hills area are working on strategic plans and/or forming Friends or Foundation groups. Currently the State Library is   making plans to replicate the same model on the "East River" side of the

state with an organizational meeting planned for late January, 2012, with the library directors of the ten largest public libraries.

The Hands-On Partnership (HOP) for Science, Literature, and Art, was formed to increase access to hands-on science, literature, and arts experiences by citizens of rural and reservation communities. The partnership included the State Library, South Dakota School of Mines & Technology and the South Dakota Discovery Center. Each exhibit was accompanied by kits of activities, works of art and literature related to the exhibit theme. In FY08 HOP had four exhibits that traveled to 48 different locations. The impact of the exhibits can best be demonstrated by the "Bugs Eye View" exhibit in Watertown, South Dakota. In July 2008 Watertown Regional Library had over 5,550 families enjoy the exhibit. Due to the success in FY08 in FY09 HOP added two more exhibits to the schedule. That year six exhibits traveled to 70 locations, most of them at public libraries. Due to statewide budget constraints, the HOP program was transferred to a privately funded science museum in July of 2009.

In 2011, the State Library partnered with OCLC on a pilot project for OCLC's Web Presence project. The purpose of the project was to provide an easy and inexpensive way for small libraries to have a website. Four South Dakota libraries, as well as the State Library were part of the project. OCLC's Web Presence project is now ready to be launched. Not only will it provide libraries with a website, but it will also provide them with the means to maintain an online searchable inventory of their collection.

Diversity – In South Dakota 8.4 percent of the population is Native American. With over 68,000 Native Americans it is important that the State Library focus on their library needs. The State Library began presenting and exhibiting at the South Dakota Indian Education Summit in the fall of 2008. Since that time they have presented multiple sessions at subsequent conferences as well as having a staffed exhibit table. In the summer of 2009 they hosted a full day's training just for the tribal academic librarians. This was successful and well received. The tribal librarians encouraged the State Library to provide this kind of training for the tribal K-12 schools including BIE schools and other public schools with high concentrations of native students. In looking for cost-effective venue, last fall they partnered with the DOE Indian Education department to offer an Indian Education Summit Pre-conference for a day of free training for any K-12 school librarians. This was equally successful with 17 attending representing 13 schools and institutions.

Since 2008 the State Library staff has visited all tribal schools and tribal school libraries. The State Library staff visited one-on-one with each tribal academic librarian. They have encouraged Native American librarians to participate in Summer Library Institute. Several have attended one year; one from Sisseton-Wahpeton will graduate in the summer 2012.

Tribal librarians participated in several State Library training opportunities (electronic resources, standards, children's programming, research), including a one-day preconference at the Indian Education Summit. Tribal school staffs attended State Library electronic resources sessions at various education conferences held across the state. These include South Dakota Council of Teachers of English (SDCTE), Indian Education, Technology in Education (TIE), and Systems Change conferences. State Library staff gave electronic resources in-service training to several tribal school staffs and at two tribal colleges in which college students took part. The State Library provided electronic resources for all ages. Many include readability indicators and read-aloud capability. In the past two years, State Library staff conducted *Project Compass-SD* job seeker's training at two tribal libraries (Oglala Lakota College and Sisseton-Wahpeton) plus other sites with a high Native American population. (Mobridge, Timber Lake, Rapid City).

Goal 1B: Strengthen the ability of local libraries to meet the needs of their local constituents by providing resources and technical expertise that supports one or more of the LSTA Priorities.

LSTA Priorities Served by Goal 1B

- 1. Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
- 2. Developing library services that provide all users access to information through local , State, regional, national, and international electronic networks;
- 3. Providing electronic and other linkages among and between all types of libraries
- 4. Developing public and private partnerships with other agencies and community-based organizations;
- 5. Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with limited functional literacy or information skills;
- 6. 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.

MLIS Grant Program - In 2008 the State Library joined with Wyoming State Library, Idaho Library Commission, and Montana State Library in applying for a Laura Bush 21st Century Librarian Program grant. The proposal was to provide scholarships for individuals pursuing an MLIS degree or a school library media degree. The proposal was funded. Currently there are nineteen students from South Dakota. Students will graduate from their prospective programs starting in the summer of 2012.

Continuing Education - Over 90% of the attendees of the 2008 – 2011 Library Training Institutes reported implementing at least two new library practices or changing current library practices. Some of the library practices implemented include writing or rewriting policies and procedures, local board by-laws, job descriptions and lobbying local governmental units for more funding, benefits and additional technology. Librarians have reported an increased ability to better communicate with their funding/governmental body and some have started attending council and commissioner's meeting regularly. Several libraries discovered they were not officially joined to the city and needed a city ordinance. These included A.H. Brown (Mobridge), Platte, Gregory, Gary, & Piedmont Valley. Several others are currently working on this. Since 2008, Library Training Institute graduated 11 students. In June of 2012, another four students will graduate.

In 2009 Jerry Krois, Eaton (CO) Public Library Director, presented a one-day workshop to the Library Development staff about Foundations, Friends, Fundraising, and Volunteers. The staff took what they learned and put together a workshop that they could take on the road. Since attending the workshop several libraries have started Friends and/or Foundations. Haakon County, Custer County and Hot Springs Public now have Foundations. Currently there are 28 public libraries which have either a Library Foundation or a Friends of the Library group. Only Rapid City Public Library has both. Though the State Library does not have accurate records on how many new groups have been started in the past five years, instructional efforts have focused specifically on this topic. The results are that many more local groups have been formed or are in the process of forming. For instances Siouxland Libraries (Sioux Falls) has

neither a Friends group nor a Library Foundation but is currently making plans to form both in the coming year.

In 2007, the State Library provided Reference workshops across the state. These workshops focused on online resources that librarians could use to meet patron reference needs. In 2009 and again in 2011 the staff offered a *Library 2.0* online course. Librarians learned how to use a variety of technology including blogs, wikis, and other social networking tools. As a result of the State Library's trainings, many smaller libraries such as Edgemont Public, A.H. Brown (Mobridge) and Potter County now have a webpage or blog.

National Network of Libraries of Medicine (NNLM) presented four workshops in Sioux Falls and Rapid City the week of May 3rd through May 6th, 2010. NNLM staff trained librarians and educational professionals on the available sources in health literacy services and technology programs. These workshops gave the participants the opportunity to do podcasting, screen casting, evaluation of online sources and also taught participants how to use research tools. The courses also offered students the ability to earn continuing education credits. There were 21 students between the two locations.

The *Electronic Resources Challenge* has been offered three times since its inception in 2010. The Challenge will be offered again in January 2012. The *Challenge*, a self-paced online learning opportunity, guides participants to explore and discover content and features in the statewide electronic resources. Topics covered included online journals, encyclopedias, practice tests and other resources while earning nine continuing education contact hours. The 10-week course examined two electronic resources each week. To date, 98 people have participated representing a wide spectrum across the state of academic, public, school and special libraries.

Comments regarding impact:

"I reviewed my blog posts from this Challenge, and it is difficult for me to pinpoint a specific discovery that was my biggest. There were so many "aha!" moments for me."

"It has been a great learning experience. The availability of so many good resources was the biggest discovery I have made. Now I feel much more comfortable in suggesting that the State Library Web site be used because I have taken the time to look at all the resources that are available."

"This whole experience has been invaluable to me, and I'm enjoying sharing it with our patrons so much! My recent "Electronic Resources Challenge in Action" post is just one example of the times I have introduced a patron to our "e-sources." This would not have been possible without my involvement in the Challenge. It has made me a better helper, and has boosted my confidence in fielding reference questions."

"I will continue to use my new-found skills to help our patrons. And I know from experience that you can teach an old(er) dog (that's me) new tricks. So I will encourage our patrons who may not feel very e-savvy to try some of the databases. It was empowering for me, and can be for others, too."

The State Library also offered a *Library 2.0 Challenge*, first in Fall 2008 and again in Summer 2009. The challenge was developed to introduce librarians to emerging technologies that are changing the way people, society, and libraries access information and communicate with each other. There were a total of

70 librarians and library staff that participated in the challenges. Participants have implemented skills learned in the challenge – most notably, establishing and using Facebook pages for their libraries.

The State Library offers trainings to educators, public and school librarians, and state employees on a routine basis to familiarize them with the electronic resources as well offering updates and refresher training on all online resources. These electronic resources contain hundreds of thousands of reliable informational text, periodical articles, journal studies, genealogical data, statistics and research findings as well as much more.

In FY11 alone, the State Library's Development Services conducted 126 training sessions reaching 1,579 South Dakotans. These included presentations at over a dozen statewide conferences including the Indian Education Summit, Parenting Conference, Systems Change, Technology in Education (TIE) and many more. State Library staff conducted 50 in-service sessions for South Dakota schools and four online training sessions. This is representative of a typical year of training activity.

RACE webinars were first launched in 2009. *RACE* stands for "Random Acts of Continuous Education." While popular, they take considerable resources in terms of staff and time to produce. Nevertheless, the staff has become quite skilled with the online instructional aspects of synchronous production and librarians more adept in their comfort level with this type of educational opportunity. From 2009 through 2011 the State Library has produced 31 *RACE* webinars with over 406 librarians in attendance.

One of the State Library's most popular workshops, *Project Compass-SD,* includes best practices for building programs and services for job seekers and local business development, building partnerships with local workforce agencies, and providing financial literacy and technology training. This training brings local leaders together to network and share. Participants learn about the library's resources and about successful programs - what made them work and what challenges they faced. The workshop builds foundational skills and best practices for designing programs, strategies and services to respond to local patron workforce recovery needs. Since 2011 the State Library has conducted 16 workshops in numerous locations with over 100 participants. The variety of participants brought together in one location not only enhanced the librarian's knowledge, but assisted local agencies with a networking venue and shed new light on the value of the local community public library. Since 2007 the Development team conducted 1,139 workshops or trainings in multiple venues on a variety of topics resulting in 10,299 public and school librarians as well as educators trained in technical skills and available electronic resources.

Consultation - The Library Development staff conducted site visits at all public and school libraries. 100% of the public libraries were visited at least once and many libraries were visited several times. The expanded development staff has offered the State Library greater opportunities to spend time with local librarians as well as meet with the library boards and community leaders. As a result, board members, librarians and community leaders are now more focused on what they need to do to evolve into 21st century libraries. This had a significant impact on their willingness to share information and communicate with State Library staff concerning their questions and local needs.

In 2009 a statewide committee of public librarians under the direction of the SDSL Development staff, formed for the express purpose of writing new *South Dakota Public Library Standards*. *South Dakota Public Library Standards* is a self-evaluation tool. The purpose of the voluntary certification and accreditation program for public libraries and librarians in South Dakota is to encourage the ongoing development of quality library service in the state. In particular, these standards are intended to: 1)

provide a tool to assess the quality of library service; 2) identify areas needing improvement; 3) aid libraries in gaining maximum community support. A tiered level of "best practices" was adopted: Essential, Enhanced and Exemplary. The Essential level includes the State requirements for and the definition of a public library. To date there are 35 certified librarians certified within the state and 28 of the 112 (25%) public libraries accredited. The public libraries accredited grew by 50% in this past year and interest in both the certification and accreditation processes is growing.

http://library.sd.gov/LIB/DEV/standards.aspx#Public

Jump Start workshops are held annually in five locations to prepare librarians for the summer reading program. Since 2007 a new component has been added to the training program to address underserved populations – young adult programming, early literacy programming, adult programming, and programming for the blind and visually impaired. Thus over the last five years 402 public librarians were trained at *Jump Start* workshops. The total young adults and children served through the state's public library summer reading programs was over a quarter of a million--226,198 teens and children. The State Library is an active member and participant of the National Children's Summer Library Program (CSLP).

Electronic resources – The State Library continues to provide statewide access to 38 databases including *Learning Express*, *Gale Virtual Reference*, and *ProQuest*. Three very popular databases with educators, young adults and children are *SIRS Researcher*, *SIRS Discoverer* and *World Book*. These are heavily used by educators and school-aged children. The State Library also invested staff time and resources into the development of some South Dakota specific digital resources. These include the digital copies of new state government publications, and historical documents digitized and saved in *ContentDM* or the State Library's e-brary.

The State Library created a statewide Electronic Resources Task Force in 2006 to identify electronic resources and to create an evaluation tool so that librarians across the state could evaluate the electronic resources. Selection of electronic resources was based on the evaluations and funding limitations. The result was a vast increase in the number of electronic resources purchased using LSTA funds. The task force reconvened in 2009 to reevaluate the databases. Based on statewide feedback and due to limited budgets some cuts were made.

The Electronic Resources Coordinators provide training and attend conferences to promote the individual school and public library use of the electronic resources. The State Library's electronic databases are available statewide to any school or public library and to any citizen who obtains a State Library e-card. Nearly 2 million searches were conducted in FY11,---1,964,263 to be exact! This number is down slightly from the record number of 2,274,994 searches in FY10. However, the number of searches in FY07 was only 828,187. Between FY07 and FY10 there was a 175% increase in usage of the electronic resources.

Collaboration - The staff created a supplementary book list for the Department of Education *Healthy Kids* program and a handout showcasing State Library resources and other professional review sources. The staff reported that the presentation and materials were received with great enthusiasm by participants and other presenters. Participants were mainly health educators across the state. Approximately 27 attended. The Department of Education asked State Library staff to work collaboratively with them in the future. An additional consequence is that the State Library had follow-up consultation assistance from participants.

One of the school library coordinators served as the chair of the *Authors on the Road* committee for the SDHC from 2009-2011. This project included communicating with libraries and community organizations of all types to schedule author visits in conjunction with the *South Dakota Festival of Books* each fall. In total, over 6,000 students and other individuals attended author events across the state.

Resources – In 2009 the Development Services staff started a monthly e-newsletter, *Cornerstone*. The e-newsletter has organized and greatly improved the State Library's communication with all librarians across the state. The e-newsletter is published ten times a year and is also archived on the State Library's webpage. It is widely read and receives good reviews. In addition to *Cornerstone*, Development Services has listservs for academic, public, and school libraries. This means of communicating with librarians is used on a weekly basis.

In FY10 the State Library received a donation of supplemental materials for nine *Big Read* titles through the National Endowment for the Arts. The materials were used under the program title *Build a Book Club* to encourage reading the classics in public libraries, schools and other community organizations. Information concerning the materials was shared through the State Library's listservs, monthly enewsletter, an online webinar, several statewide conferences, and at individual site visits made by State Library staff. Several public libraries used the materials for book bags for local book groups, etc. Approximately 80% of school libraries received copies of the *Big Read* materials. Hundreds of the titles were handed out to the general public at the 2010 *South Dakota Festival of Books*.

In 2011, the South Dakota State Library collaborated with the South Dakota Library Network to make sure that all libraries that are SDLN Remote members have access to the interlibrary loan subsystem. The 134 Remote member libraries are able to borrow directly from Full SDLN member libraries using the Aleph Interlibrary loan subsystem.

All South Dakota libraries have access to OCLC's *WorldCat*. The State Library collaborates with Minitex to purchase a *WorldCat* subscription at a reduced price. Librarians are able to place interlibrary loan requests for items that are not available in South Dakota using *WorldCat*. Materials are sent directly to the borrowing library and returned directly to the lending library.

Seventy of South Dakota's 112 public libraries have depository collections from the Braille & Talking Book Program. Librarians are provided with brochures about the Braille and Talking Book Program as well as players and audio books. The audio books are exchanged every three months. Librarians in the local communities let individuals know about the Braille and Talking Book Program through articles in the newspaper, demonstrations, and word of mouth.

In 2010 the Assistant State Librarian for Access Services presented a poster session about the Braille and Talking Book Program at the South Dakota Library Association's Annual Conference. The poster session resulted in more libraries asking for a Braille and Talking Book depository collection.

In April 2011 Library Development's *Cornerstone* newsletter carried an article highlighting the Association of Specialized & Cooperative Library Agencies' *Library Accessibility – What You Need to Know*.

Goal 1C: Ensure high-quality and timely back-up research services are provided to South Dakota citizens by strengthening the research skills of local library staff.

LSTA Priorities Served by Goal 1C

·   1. Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
·   2. Developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
·   3. Providing electronic and other linkages among and between all types of libraries;
·   5. Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with limited functional literacy or information skills;
·   6. 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.

Research - The reference staff provides back-up reference to South Dakota librarians in public and school libraries that are having difficulty answering reference questions for their patrons. Of the total number of reference requests received in FY11, approximately half were requests for reference assistance from public and school librarians. The other half were from state agencies and employees. The reference staff responds to research questions from librarians within 24 hours. To their knowledge, and based on feed-back received, they have provided accurate responses 100% of the time.

Collections - After redefining its mission, the State Library conducted a rigorous evaluation and deselection of the entire in-house library collection. This resulted in 80% of the collection being distributed to libraries statewide. The remaining collection continues to be evaluated and weeded on an ongoing basis. Despite limited funds the Reference Department, as part of the Collection Development Team, has participated in purchasing material which meets the State Library's target subject areas including South Dakota history, Lakota history and culture, and an outstanding library professional collection. This collection is available through interlibrary loan to South Dakota libraries.

Continuing Education - In 2008 and 2012 in the Library Training Institute cycle the State Library covered during the weeks training, reference services and research including the 38 statewide electronic resources available to all citizens.

Reference to the Rescue was a RACE webinar held in the spring of 2011 with 10 librarians attending. This particular RACE webinar dealt with how to conduct a reference interview as well as useful resources (both print and online) to locate answers. It was so well-received additional sessions were scheduled for the following year.

Of course, on-going training on the statewide available electronic resources, exponentially contributes to strengthening the research skills of public library staff for the benefit of children and young adults from disadvantaged homes.

The State Library held two webinar sessions on *Reader's Advisory for Young Adults* in the fall of 2009 with a total of 17 participants over both sessions. The webinar prompted further outside discussion among participants.

Resources - The South Dakota State Library participates in the *Foundation Center*. They provide training to librarians and state agency staff on the use of the *Foundation Directory Grants* database. The South Dakota State Library is a Cooperating Collection of the *Foundation Center*. As a member of this nationwide network of libraries, community foundations, and other nonprofit agencies, the South Dakota State Library provides visitors with free public access to grant-maker directories, books on fundraising and nonprofit management, and the *Foundation Center's* electronic database, *Foundation Directory Online Professional*. The fully searchable database includes detailed profiles of all active U.S. foundations, as well as an extensive file of recent grants awarded by the nation's top funders. The State Library is required to provide at least two training sessions per year. In FY11, 63 people attended the State Library's training opportunities. Evaluations have rated these trainings as satisfactory or very satisfactory 90% of the time.

Early in this Five-year cycle the State Library subscribed to several in-house electronic resources that were not affordable for other libraries or available statewide. The singular in-house resource is now the *Children's Literature Comprehensive Database*. *Contemporary Literature, Novelist* and several others were cancelled in 2009 when state agency budgets were cut.

Goal 2: Designated collections (both print and non-print) of the South Dakota State Library will meet the specialized needs of the state's citizens.

LSTA Priorities Served by Goal 2

- 1. Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
- 2. Developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
- 3. Providing electronic and other linkages among and between all types of libraries;
- 5. Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with limited functional literacy or information skills;
- 6. 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.

Electronic Resources - In 2006, the State Library created a statewide Electronic Resources Task Force to identify electronic resources and to create an evaluation tool so that librarians across the state could evaluate the electronic resources. Selection of electronic resources was based on the evaluations and funding limitations. The result was the purchase of many new electronic resources using LSTA funds. The task force conducted a user priority survey in 2009 and as a result some subscriptions were cancelled.

Electronic resources have been promoted through a series of marketing campaigns and trainings. When new resources were launched, vendor trainings were provided at four sites statewide, with 133 attendees. A mailing of vendor-provided bookmarks and posters along with State Library created promotional materials was sent out in conjunction with the launch. Ongoing promotional efforts include presentations, poster sessions and booths at education and library conferences, electronic resources trainings sessions for public libraries and schools. In addition, the State Library has created handouts for each resource and posted them to the library's web page for all to use. The resources are promoted monthly in the State Library's e-library development newsletter and monthly education newsletter. Vendor webinars are posted on the training calendar. Public librarians submit these columns to their local newspapers as a way to promote the resources locally. Additionally, webinar and conference sessions on promoting electronic resources are provided. As a result of these efforts, some of the resources have seen increases in usage up to nearly 600%. In fact, statewide total overall usage is up 175% from its inception.

The State Library provides a variety of electronic resources including *Gale Virtual Reference*, *SIRS Discoverer*, *SIRS Researcher*, L*earning Express Library*, and *World Book*. These resources are available in all South Dakota libraries. Citizens can also access the resources from their homes if they have internet access. These resources can be used by students in their studies or by adults wanting to improve their education or their job skills.

Learning Express Library is one of the electronic resources to which the State Library subscribes. This resource provides GED preparation, job search and workplace skills, information about jobs and careers, and skill building for adults. In addition there are resources to help students improve their skills and knowledge in many subject areas including math, reading, and writing.

In 2011 the State Library surveyed libraries and negotiated a consortia purchase for audio and e-books from OverDrive. The program is called *South Dakota Titles to Go*. Currently over 40 small and medium size libraries are participating. Public Libraries may join at quarterly intervals and there continues to be a steady stream of additional libraries wanting to join this highly successful consortium.

Collections - The Digital Services Program at the State Library is responsible for ensuring that state documents born digital are available to South Dakota citizens, even after the documents are removed from state agency websites. To make this possible the State Library, in collaboration with the South Dakota State Archives, subscribes to *Archive-It*. *Archive-It* provides web archiving services.

The State Library also subscribes to *ContentDM*. The collections in *ContentDM* reflect the history and culture of South Dakota. The collections are comprised of images and documents, and are primarily of interest to researchers, genealogists, and librarians.

In addition to *Archive-It* and *ContentDM*, the State Library identifies specific documents that are only available in paper format. These documents are then scanned and made available in the State Library's e.library. Documents include such items as *Fish Stocking* reports; *Minutes of the Board of Minerals and Environment*; and *Minutes of the Board of Vocational Rehabilitation*. The State Library is also working on a project for the Secretary of State's Office. All of the *South Dakota Legislative Manuals*, from 1903 to the present, are being scanned, and made available to the public. These documents are text searchable.

Rather than develop separate state standards for the management of digital content, the South Dakota State Library adopted the Bibliographical Center for Research's *Colorado Digitization Program Digital Imaging Best Practices*.

The *CDP Digital Imagining Best Practices* were referenced in nearly every training and professional development opportunity of which the Digital Services staff took part. They were highly recommended as resources by a variety of state, local, and federal agencies, including the Institute for Museum and Library Services. The Digital Services staff felt that any standards and guidelines endorsed by the South Dakota State Library would need to be easily accessible as well as authoritative. It was decided that the *CDP Digital Imagining Best Practices* met both criteria.

CDP Digital Imaging Best Practices addresses:

- · Digitizing and file format recommendations for:
  - o Text, photographs, maps, graphic materials, artwork and 3-D objects, film and born-digital files
  - o Suggested hardware configurations
  - o Software considerations
  - o Quality control
  - o File naming conventions
  - o Scanner and monitor calibration
  - o Targets and color bars
  - o Storing images

In 2010, the Bibliographic Center for Research closed. Digital Services staff will continue to review *CDP Digital Imagining Best Practices* on an annual basis and make revisions as needed. Staff will also continue to monitor digital standards developed by other entities, such as the *Digital Library and Content*

Standards developed by Hathi Trust. In regard to metadata standards the South Dakota State Library follows the *Digital Library of South Dakota Metadata Guidelines.*

The *South Dakota Memory Project*, or *SDMemory*, was a project that originated with the South Dakota State Archives in 2003. In the spring of 2004, responsibility for the project was transferred to the State Library.

The purpose of *SDMemory* was to provide a gateway to primary source materials relating to the history and culture of South Dakota. The site would offer digital images from heritage institutions (archives, historical societies, libraries, and museums) statewide. When digitized and made available online, the collection of artifacts, images, and documents would provide a rich educational and cultural opportunity for South Dakotans or anyone interested in South Dakota history.

Unfortunately, there was never funding available to dedicate specifically to *SDMemory*. Smaller institutions needed training in creating digital images and making those images accessible through metadata. The libraries also needed access to the equipment needed to create digital images. The State Library did not have the financial means to provide these institutions with the training or the equipment that they needed.

At this time there are no plans to try and resurrect the *SDMemory* project. Rather the State Library will work with libraries to help them identify ways in which they can have a digital presence that will benefit their communities. The State Library will be collaborating in the future with some of the larger public libraries to provide training for the small libraries.

During the State Library's reorganization, starting in 2006, the majority of the collection was distributed statewide. Over 168,000 items were distributed to libraries. The remaining collection was limited to four focus areas: Native American, South Dakota history, Library Professional, and specific needs of state agencies. In addition, the State Library continues to collect all state documents and selected federal documents.

The State Library's Professional Library assists librarians in meeting the needs of library patrons who live in rural communities and/or are living below the poverty line. For example, there are resources to teach librarians how to interest boys in reading and what type of books to select for boys. There are materials that show librarians how to use the Internet to answer reference questions. There are also materials that are specific to the needs of the disabled, disadvantaged, and minorities. Many of these materials are highlighted and reviewed in the monthly e-newsletter *The Cornerstone*.

The Braille and Talking Book Program works with volunteers, the State Penitentiary, and the Federal Prison Camp to provide books of local interest in both audio and braille as needed. The books that children read for the South Dakota *Prairie Bud* and *Prairie Pasque* awards are produced in audio format and in braille if needed.

In early 2010, the State Library did an extensive assessment of its website. The result was a new website launched in early 2011, which provides more content for librarians and increased ease of use. Staff provided training on the new website. The website has been well received by librarians and state employees.

Goal 3A: Strengthen the Interlibrary Loan Program

LSTA Priorities Served by Goal 3A

- · 1. Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
- · 2. Developing library services that provide all users access to information through local , State, regional, national, and international electronic networks;
- · 3. Providing electronic and other linkages among and between all types of libraries;
- · 4. Developing public and private partnerships with other agencies and community-based organizations;
- · 6. 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.

Interlibrary Loan - In 2011, the State Library evaluated its contract with Minitex for statewide interlibrary support. In view of recent budget cuts it was determined that an interlibrary loan agreement with Minitex was cost prohibitive and no longer provided the best interlibrary loan service for South Dakota libraries.

The South Dakota Library Network provides access to the interlibrary loan subsystem for their Full and Remote members. The cost for full membership is determined by a formula which takes into account the size of the collection and the population served. The cost for remote membership is $675 per year which is still prohibitive for some of South Dakota's smaller libraries. For those libraries that are SDLN Remote members the interlibrary loan subsystem provides them with the means to interlibrary loan materials from SDLN Full members and Minitex. Currently the South Dakota Library Network (SDLN) is contracting with Minitex for interlibrary loan services to South Dakota libraries.

If a library is not an SDLN Remote member they can place their interlibrary loan request in Aleph using their South Dakota State Library account. The State Library mediates the request and either sends the request to South Dakota libraries or to Minitex.

The State Library provides statewide access to *WorldCat*. Materials that are not available within South Dakota can be requested through *WorldCat*. The State Library mediates the request by determining to which out-of-state libraries the request will be sent. Lending libraries send the material directly to the borrowing library and the borrowing library returns the material directly to the lending library. Prior to 2011 all materials borrowed from out-of-state were sent to the State Library. The State Library would check the material in and send it on to the borrowing library. The new procedures allow for much faster turn-around for interlibrary loan.

In South Dakota 83% of public libraries participate in interlibrary loan. The State Library works with all libraries to strengthen the interlibrary loan system, making it the most efficient and effective system possible.

The State Library continues to look for ways to make more library collections accessible through interlibrary loan. Currently only 16 public libraries and 15 school libraries are full SDLN members. South Dakota has 112 public libraries and 383 school libraries. This means many libraries are borrowing from just a few. Currently South Dakota public libraries and the South Dakota Library Network (SDLN) are

looking at the available options for a new integrated library system. Both groups are taking into consideration the needs of small public and school libraries.

The State Library contracts with Minitex for South Dakota courier service. Thirty-seven libraries are part of the South Dakota courier service. The thirty-seven represents academic, public, school, and special libraries. Courier delivery of interlibrary loan materials between Minitex and South Dakota libraries and between South Dakota libraries works very efficiently. Sixty percent or 21 libraries use the courier on a daily basis. Materials are delivered within 3 – 7 days for 54.3% of libraries on the courier. Thirty one percent of the courier libraries have material delivered within 1 – 3 days. A recent survey found that 95% of those completing the survey were satisfied or very satisfied with the service.

Goal 3B: Provide services to blind and visually impaired citizens

LSTA Priorities Served by Goal 3B

- · 5. Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with limited functional literacy or information skills;
- · 6. 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.

Braille & Talking Book - The State Library's Braille and Talking Book Program provides Braille or audio books to those that cannot read standard print because of a visual impairment, a physical impairment that prevents holding the materials and/or turning the pages, or a learning disability caused by an organic dysfunction.

In 2009, the National Library Service for the Blind and Physically Handicapped introduced digital players and audio books in digital format. This change greatly impacted South Dakota's Braille and Talking Book service. Whereas the cassette players were heavy and confusing to use, the digital players are light and very simple to operate. Instead of dealing with four or more cassettes, readers now receive an entire book on one cartridge. In fact one digital cartridge will hold several books. Since 2009 circulation has increased 29%.

With the switch to digital format, NLS also implemented *BARD, Braille and Audio Reading Download*. In addition to the 50,000+ titles that are available from the South Dakota Braille and Talking Book Program, readers can now download books from the over 23,000 titles that are available on *BARD*.

The Braille and Talking Book Program serves 1,725 individuals. A recent patron survey conducted by the Braille and Talking Book Program elicited 147 responses. Of the 147 responses 84.6% rated the quality of service excellent. The other 15.4% rated the service as good.

Collections - In 2006 the State Library redefined its mission and began distributing the public library collection among South Dakota libraries. For the large print books the State Library established Large Print Circuits. Public libraries decided how many large print titles they wanted to receive from the State Library. They could select 25, 75, 100, or 150. Based on the number of titles selected a library was placed in a circuit. Every three months the library would circulate their large print titles to the next library. Every library in a circuit was required to purchase so many large print titles per year to add to the circuit

collection. Since 2006 a few of the circuits have disbanded, but the majority is still active. The libraries govern themselves and establish the rules by which they operate.

Goal 3C: Identify programs to reach hard-to serve patrons

LSTA Priorities Served by Goal 3C

- · 2. Developing library services that provide all users access to information through local , State, regional, national, and international electronic networks;
- · 3. Providing electronic and other linkages among and between all types of libraries
- · 5. Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with limited functional literacy or information skills;
- · 6. 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.

One of the State Library's most popular workshops, *Project Compass-SD* includes best practices for building programs and services for job seekers and local business development, building partnerships with local workforce agencies, and providing financial literacy and technology training. This training brings local leaders together to network and share. Participants learn about the library's resources and about successful programs – what made them work and what challenges they faced. The workshops build foundational skills and best practices for designing programs, strategies and services to respond to local patron workforce recovery needs.

The State Library's *Project Compass-SD* focuses on staff training to bolster library-based services to the unemployed and workforce programs for struggling communities impacted by the recession. Since 2011 the State Library Development staff taught 16 *Project Compass-SD* sessions compiling 66 instructional hours with over 100 attending. Those in attendance represented such agencies as: Experience Works, Department of Labor and Regulation, Job Corps, Chamber of Commerce, Ag Extension office, Lutheran Social Service, The Right Turn, Southeast Job Link as well as other community leaders, and local educational and health services administrators.

With the reorganization of the State Library, services to citizens were redirected through local libraries. One service that the State Library still provides directly to citizens is access to electronic resources. Every citizen is eligible to receive a State Library ecard. The ecard provides citizens access to the electronic resources from the comfort of their own home.

In 2011 the State Library surveyed libraries and negotiated a consortia purchase for audio and e-books from OverDrive. The program is called *South Dakota Titles to Go*. Currently over 40 small and medium size libraries are participating. Public Libraries may join at quarterly intervals and there continues to be a steady stream of additional libraries wanting to join this highly successful consortium.

The Braille & Talking Book Program has worked with South Dakota Service to the Blind to provide appropriate sessions for Braillists at Service to the Blind conferences. Sessions for Braillists also were offered at the Dakotas Chapter AER Conference. A recent survey showed that Braillists that attended these conferences were satisfied with the sessions for Braillists. The Braille and Talking Book Program, in conjunction with the State Penitentiary's Braille Unit, provides training that individuals need to become South Dakota certified Braillists.

In 2006 the State Library redefined its mission and began distributing the public library collection among South Dakota libraries. For the large print books the State Library established Large Print Circuits. Public libraries decided how many large print titles they wanted to receive from the State Library. They could select 25, 75, 100, or 150 titles. Based on the number of titles selected a library was placed in a circuit. Every three months the library would circulate their large print titles to the next library. Every library in a circuit was required to purchase so many large print titles per year to add to the circuit collection. Since 2006 a few of the circuits have disbanded, but the majority is still active. They govern themselves and establish the rules by which they operate.

The South Dakota State Library collaborated with the Department of Social Services in launching a statewide initiative to encourage parents to read to their pre-school children and to seek materials for their reading from the local public library. This was a three year program starting in 2007 and concluding in 2009. The project was the "Read to Me" project and listed 100 favorite books in a brochure with a selected 50 titles on a growth chart. The State Library continued to make sure copies of all 100 books were sent to each participating public library. The growth chart and brochure were also included in the Bright Start packets that are distributed to SD families with newborns. Also included in this packet was a "Baby's First Library Card." This program encourages new parents to start using a public library card on behalf of their children. Although funding for the project ended in 2009, the South Dakota State Library continues to provide "Baby's First Library Card," with the exception of 2011 when the Department of Social Services did not have the budget to continue to do the *Bright Start* boxes.

The State Library's Braille and Talking Book Program provides Braille and audio books to those that cannot read standard print because of a visual impairment, a physical impairment that prevents holding the materials and/or turning the pages, or a learning disability caused by an organic dysfunction.

In 2009, the National Library Service for the Blind and Physically Handicapped (NLS) introduced digital players and audio books in digital format. This change greatly impacted South Dakota's Braille and Talking Book service. Whereas the cassette players were heavy and confusing to use, the digital players are light and very simple to operate. Instead of dealing with four or more cassettes, readers now receive an entire book on one cartridge. In fact one digital cartridge will hold several books. Since 2009 circulation has increased 29%.

With the switch to digital format, NLS also implemented *BARD, Braille and Audio Reading Download*. In addition to the 50,000+ titles that are available from the South Dakota Braille and Talking Book Program, readers can now download books from the over 23,000 titles that are available on *BARD*.

The State Library expanded the number of electronic resources that are available statewide. In addition outreach and training for librarians and teachers has increased. With the State Library's ecard South Dakota citizens can access the electronic resources from the comfort of home.

South Dakota is a rural state with 815,000 people living in 75,885 square miles. There are areas where public library service is limited and other areas where public library service is nonexistent. People that live in these areas are used to driving 30+ miles to larger communities to purchase groceries and other supplies. Often these larger communities have a public library and the library staff is more than happy to provide service to individuals who have limited or no library service in their local community. In a recent survey librarians provided information about how they serve people who live outside of the library's service area. Over 90% of the 57 libraries responding to the survey said they provide internet access to people living outside of the service area. Some of the anecdotal information included:

"We hear lots of "Thank-you so much for having computers we can use when we are here visiting." "You have a wonderful library and your summer reading program is great.""

"A number of our story time regulars do not live in Madison. Entire families come to the Library on story time days to check out material, attend the program, use the computers, and visit."

"We have women who attend our reading group from neighboring towns Viborg and Irene. We have families from neighboring towns that check books out at our library and use our ILL. At our Christmas Open House, Silent Auction and Tour of Homes we have multiple patrons that attend yearly from neighboring communities. These patrons tell us that they would not miss this yearly event. Grandparents from our community bring their grandchildren (from other areas) to many of our summer reading programs."

"We have farmers/ranchers from surrounding area that read lots of westerns during the winter months. A nearby town has a library that is only open one day a week so quite a few people come from that town to our library when they do their local shopping or have doctor appointments in town. That town no longer has a school, so some parents will stop by when they come to Gregory to pick up their children after school. Most of our out of town people are tourists and hunters who come in to use our computers or read the local newspaper or magazines while they are waiting for events to begin. Some of the children from nearby towns are in local daycares and they come as a group to summer reading program."

One objective that the State Library did not accomplish was the implementation of a statewide library card program. A statewide library card would have allowed citizens to borrow materials from any library participating in the program. The citizen could then return the material to their local library. The local library would return the material to the lending library. Upon reevaluation it was determined that a statewide library card program was not feasible or economically possible at this time. However, the State Library did implement and promote a statewide library ecard. The library ecard provides citizens with access to the State Library's 38 electronic resources, 24/7.

Goal 3D: Facilitate shared purchasing of resources by libraries

LSTA Priorities Served by Goal 3D

- · 1. Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
- · 3. Providing electronic and other linkages among and between all types of libraries;
- · 4. Developing public and private partnerships with other agencies and community-based organizations;

Since the writing of the last Five-year plan electronic resources have become the norm. Attempting to share print resources is neither practical nor financially possible. The State Library, however, negotiated a consortia purchase for audio and ebooks from OverDrive. It is called *South Dakota Titles to Go*. Currently there are over 40 small and medium size libraries participating. The State Library is currently exploring other vendor opportunities such as *Freegal* for opportunities to broker shared electronic resources among smaller public libraries.

Although the electronic resources are purchased by the State Library with LSTA funds, the selection of the electronic resources is a collaborative effort. In 2006 the State Library created a statewide Electronic Resources Task Force to identify electronic resources and to create an evaluation tool so that librarians across the state could evaluate the electronic resources. Selection of electronic resources was based on the evaluations and funding limitations. The result was a vast increase in the number of electronic resources purchased using LSTA funds. The task force reconvened in 2009 to reevaluate the databases. Based on statewide feedback and due to limited budgets some cuts were made. The Electronic Resources Task Force will continue to evaluate current and new electronic resources. Input from librarians will continue to be solicited.

Goal 3E: Implement a statewide system for connecting automated library systems.

LSTA Priorities Served by Goal 3E

- 2. Developing library services that provide all users access to information through local , State, regional, national, and international electronic networks;
- 3. Providing electronic and other linkages among and between all types of libraries
- 4. Developing public and private partnerships with other agencies and community-based organizations;

Due to budget cuts it has not been feasible for the State Library to implement a statewide system for connecting automated library systems. There are however, two promising projects on the horizon. Public libraries in South Dakota have recently completed an integrated library system RFI. During this process there was interest in integrated library systems that could communicate with other integrated library systems. The other project involves the South Dakota Library Network. SDLN is currently in the process of looking for a new ILS. Like the public library group there is interest in integrated library systems that can communicate with each other. A new broadly accessible statewide ILS will significantly impact resource sharing and interlibrary loan access, policies, and procedures.

Evaluation Background

The completed LSTA Five-year evaluation will be used by State Library staff, the State Library Board, the Department of Education, and South Dakota librarians.

The evaluation process and the completed evaluation will be used to assist the State Library staff and the State Library Board in determining if the State Library is meeting the goals of its current strategic plan. It will also assist them in determining if changes are needed in the strategic plan.

The completed evaluation will help the Department of Education identify areas where the State Library fits into the Department of Education's strategic plan. It will also assist the Department of Education in providing input for the State Library's 2013 – 2017 LSTA Plan.

The South Dakota Library Association will use the completed evaluation as it begins work on SDLA's new strategic plan. SDLA and the State Library collaborate on many projects. The LSTA Five-Year Plan Evaluation will allow SDLA and the State Library to identify what collaborations work well and also where new collaborations might be possible. SDLA is currently writing a new strategic plan for their organization.

The evaluation examines whether the activities undertaken through the State Library's LSTA plan achieved results related to priorities identified in the Act. The majority of the activities carried out by the State Library during the 2007 – 2012 time period did achieve results related to the LSTA priorities. There were some activities that the State Library planned to accomplish that did not come to fruition. In some cases this was due to budget cuts. However, it was because the political climate was not favorable.

The evaluation did examine how the programs and services benefited targeted individuals and groups. The electronic resources benefitted librarians, students, teachers, and adults. The training provided on these resources increased the ability of librarians and teachers to use the resources and to show their patrons and students how to use the resources. The Foundations and Friends training benefitted libraries that wanted to start a foundation or a friends group. The Braille and Talking Book Program benefitted the many citizens who make use of the service.

Using the performance data collected and analyzed to identify benchmarks in the upcoming Five-year plan was reviewed in the evaluation. The State Library staff will use the data to continue to build on what was accomplished and to identify what new accomplishments they will pursue.

Evaluation Values and Principles

The evaluation reflects the following values and principles:

- The South Dakota State Library provides leadership for innovation and excellence in South Dakota libraries and services for state government

- The South Dakota State Library works to strengthen local libraries through professional development opportunities, resources, technical expertise, and research skills

- The South Dakota State Library builds collections that meet the needs of the state's citizens

- The South Dakota State Library collaborates with other libraries and organizations to provide access for all

Evaluation Methodology

The evaluation process was conducted internally and reviewed by several members of the Management Team of the Department of Education (Office Directors who do not work in the Office of the State Library). The evaluation was also reviewed and approved by the South Dakota State Library Board.

The primary evaluators for the Library were Daria Bossman, Assistant State Librarian for Development Services and Colleen Kirby, Assistant State Librarian for Access Services. Also involved in providing data for the evaluation were three Library Development consultants, the Collection Services Librarian, and the Braille and Talking Book Program Assistant.

The research methods used included a combination of surveys and existing data. Existing data sources used included:

- Statistics from the Public Library Annual Survey
- Statistics from the School Library Annual Survey
- Training evaluations
- Opinion Poll conducted at SDLA Conference
- Statistics collected internally by the State Library such as number of database searches, attendance at continuing education events, number of interlibrary loan transactions

Surveys conducted included:

- B&TB patrons
- B&TB school and institutions
- Braillist training
- Statewide courier service
- Electronic resources impact
- Electronic resources taskforce (2009)
- IMLS Five-Year Plan review
- IMLS data survey
- SWIM Grant feedback
- Downloadables
- South Dakota Titles to Go: impact and check-in
- South Dakota Library Association survey

Input from stakeholders is an on-going process. In addition to evaluations and surveys it includes conversations with librarians, library trustees, local government leaders, state government leaders, and citizens.

The evaluation of the current LSTA Five-Year Plan began in July 2011 with the collection of data by the staff and the development of surveys. The results of the survey were analyzed and reports submitted by

October 2011. During the South Dakota Library Association's annual conference in October the State Library conducted an opinion poll at their booth requesting input from librarians and library trustees regarding the State Library's Five-year plan goals. Writing of the evaluation began in October 2011. The first draft was submitted to the State Library Board in January 2012.

Using data that is continuously collected provided the evaluators with data that is consistent. The data is continuously measured in the same way. Conducting surveys allowed the evaluators to reach the largest number of stakeholders in the least amount of time. It also allowed stakeholders the opportunity to provide their input anonymously. People are more often to give an unbiased opinion when they do not have to speak in the presence of their colleagues.

Focus groups, while they might have been useful, were not utilized due to the time constraints and the vast number of miles between locations in South Dakota. The evaluators also felt that surveys provided an opportunity for all stakeholders to have a voice rather than just those with larger budgets, the ability to travel, or the flexibility to take time away from their libraries.

The value of the State Library's staff time included 80 hours from the consultants gathering, collecting and analyzing the data. They all make an hourly wage of $20.11 plus 28% for benefits for a total hourly rate of $25.74. Collective value was $2,059.20. The combined hours of the two evaluator/writers was a total of 205 hours. These hours times their salary plus benefits equaled a total value of $6,435. Adding the staff consultants' value to the evaluators' values, the total comes to **$8,494.20** for a total **of 285 combined hours**.

List of Acronyms

BARD –   Braille and Audio Reading Download

BHSU –   Black Hills State University

CDP –   Colorado Digitization Program

CSLP –   National Children's Summer Library Program

HOP –   Hands on Partnership

ILL –   Interlibrary Loan

ILS –   Integrated Library System

IMLS –   Institute of Museum and Library Services

LE@D –   Lifelong Education @ Desktop

LSTA –   Library Services and Technology Act

MLIS –   Master of Library and Information Science

NLS –   National Library Service for the Blind and Physically Handicapped

NNLM –   National Network of Libraries of Medicine

PLFTAS –   Public Library Funding Technology Access Survey

RACE –   Random Acts of Continuing Education

RFI –   Request for Information

ROI –   Return on Investment

SDCTE –   South Dakota Council of Teachers of English

SDLA –   South Dakota Library Association

SDLN –   South Dakota Library Network

SLAA –   State Library Administrative Agency

SME –   School Media Endorsement

SWIM –   South Dakota, Wyoming, Idaho, and Montana

TIE –   Technology in Education

Bibliography of Documents Reviewed

Braillests Training Survey, 2011

Braille and Talking Book Institution Survey, 2009

Braille and Talking Book Institution Survey, 2011

Braille and Talking Book Reader Survey, 2009

Braille and Talking Book Reader Survey, 2011

Braille and Talking Book School Survey, 2009

Braille and Talking Book School Survey, 2011

Electronic Resources Impact Survey, 2011

Electronic Resources Taskforce Survey, 2009

IMLS Data Survey, 2011

Opinion Poll conducted by State Library staff at SDLA 2011 Conference

South Dakota Public Library Annual Survey, 2008 – 2010

South Dakota School Library Annual Survey, 2009/2010

South Dakota State Library Revenues and Performance Indicators, FY08 – FY11

South Dakota State Program Report Summary, FY08 – FY11

Statewide Courier Service Survey, 2011

SWIM Grant Survey, 2011

Surveys

Alternative Textbooks Survey

1. Name of School

2. Has your school submitted requests for alternative format textbooks in the past five years?

Yes

No

3. Were requests for alternative format textbooks submitted by the January 15 deadline?

Yes

No

4. If you answered yes, on a scale of 1-5 (1 being the least satisfied and 5 being the most satisfied) how would you rate the delivery of alternative format textbooks.

1. Strongly Dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Strongly Satisfied

5. If you answered no, on a scale of 1-5 (1 being the least satisfied and 5 being the most satisfied) how would you rate the delivery of alternative format textbooks?

1. Strongly Dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Strongly Satisfied

6. On a scale of 1-5 (1 being the least satisfied and 5 being the most satisfied) how would you rate the quality of the alternative format textbooks.

1. Strongly Dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Strongly Satisfied

Braillists Continuing Education Survey

1. Did you attend the Focus on Success Conference in 2008?

Yes

No

2. On a scale of 1-5 (1 being the least satisfied and 5 being the most satisfied) how would you rate the conference in providing sessions that pertain to your work as a Braillist?

1. Strongly Dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Strongly Satisfied

3. Did you attend the Focus on Success Conference in 2011?

Yes

No

4. On a scale of 1-5 (1 being the least satisfied and 5 being the most satisfied) how would

you rate the conference in providing sessions that pertain to your work as a Braillist?

1. Strongly Dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5 Strongly Satisfied

5. Did you attend the Dakotas Capter AER Conference in 2008?

1 Strongly Dissatisfied

2 Dissatisfied

3 Neutral

4 Satisfied

5 Strongly Satisfied

6. On a scale of 1-5 (1 being the least satisfied and 5 being the most satisfied) how would you rate the conference in providing sessions that pertain to your work as a Braillist?

1 Strongly Dissatisfied

2 Dissatisfied

3 Neutral

4 Satisfied

5 Strongly Satisfied

7. Did you attend the Dakotas Chapter AER Conference in 2010?

Yes

No

8. On a scale of 1-5 (1 being the least satisfied and 5 being the most satisfied) how would you rate the conference in providing sessions that pertain to your work as a Braillist?

1 Strongly Dissatisfied

2 Dissatisfied

3 Neutral

4 Satisfied

5 Strongly Satisfied

9. What training would you like to see the State Library offer for Braillists?

10. Would you be willing to pay a registration fee for the training?

SD Braille & Talking Book Program FY12 Institution Survey

1. Does your institution have residents who are making use of the services provided by the SD Braille and Talking Book Program?

Yes

No

2. Does your facility have a digital player on loan for use as a demonstration machine from the SD Braille & Talking Book Program?

Yes

No

3. If you answered No in question 2, would you like a machine sent?

Yes

No

4. Would your facility be interested in borrowing a rotating selection of audio books for use by your registered patrons?

Yes

No

5. Please rate your satisfaction with the following:

	Excellent	Good	Fair	Poor
Speed with which you receive books				
Condition of the books you receive				
The book titles we select for you				
Ease of contacting us				
Assistance of library staff				
Selection of books we have available				
Amount of books received				
Overall quality of service				

6. Have you had contact with us in the last year?

Yes

No

7. How would you like to be contacted in the future?

Phone

Email

USPS Mail

8. Would you or your residents like more information about our services?

Yes

No

9. Comments:

10. Contact Information (optional):

Name:

Company:

Address:

Address:

City/Town:

ZIP/Postal Code:

Email Address:

Phone Number:

SD Braille & Talking Book Program FY12 Reader Survey

Dear Reader,

Please take a few minutes of your time to answer this survey. Because we value your opinion about how we should change and how we should stay the same, your prompt participation in this confidential survey is crucial. We ask that you respond by December 30, 2011.

If you have difficulties completing this survey, and have no one to assist you, please call our library and a staff member will be happy to take your responses over the telephone. The phone number is 18004236665.

Your answers are confidential and may help us improve the level of service provided to you.

Thank you for your time.

SD Braille & Talking Book Program FY12 Reader Survey

1. Ease of contacting us:

Very Easy

Easy

Average

Difficult

2. Courtesy of the Braille and Talking Book staff:

Excellent

Good

Fair

Poor

Not Applicable

Other (please specify)

3. Staff returns telephone messages and/or emails in a timely manner:

Yes

No

Other (please specify)

4. When you contact the library, do you receive the assistance or material you request?

Always

Usually

Sometimes

Never

5. Quality of the service for problems with cassette and digital players:

Excellent

Good

Fair

Poor

Not Applicable

Other (please specify)

6. Book titles we select for you:

Excellent

Good

Fair

Poor

Not Applicable

Other (please specify)

7. Number of books we send you:

Too Many

Right Quantity

Not Enough

Not Applicable

8. Do you own or have access to a computer with internet access?

Yes

No

9. If you have internet access do you order materials via the library's WebOPAC (online catalog)?

Yes

No

10. If you have internet access do you download books from BARD (Braille and Audio Reading Download)?

Yes

No

11. On average, how much time do you spend reading on a weekly basis?

Between 1-3 hours

Between 3-6 hours

Between 6-12 hours

Between 12-20 hours

More than 20 hours

12. The Radio Talking Book Service is a service which broadcasts four SD newspapers and various books and publications; do you use the service?

Daily

Weekly

Monthly

Never

Not Subscribed

13. Please check any services listed below if you wish to be contacted by a member of our staff. (Provide contact information at the end of the survey.)

Address Change

Digital Books

Reading Grade Level Change

Telephone Number Change

Reading Interest Change

Magazine Information

Machine/Equipment Problem

WebOPAC Catalog

BARD Braille and Audio Reading Download

Other (please specify)

14. Overall, how would you describe the quality of service you receive from the South Dakota Braille and Talking Book Library?

Excellent

Good

Fair

Poor

15. Contact information (Optional)

Name:

Address:

Phone#:

Can we call you? (Yes or No)

16. Comments:

SD Braille & Talking Book Program FY12 School Survey

1. For the 2011/2012 school year, have you ordered alternative format textbooks for any students?

Yes

No

2. In which format do the students receive the textbooks?

Braille

Large Print

Bookshare download

Learning Ally CD

Learning Ally download

3. How do you prefer to order alternative format textbooks from the SD Braille & Talking Book Program?

Phone

Email

USPS Mail

Fax

Online Order Form

4. Will you be ordering alternative format textbooks for the 2012/2013 school year?

Yes

No

5. If you answered Yes in question 5, which format(s) will you be ordering?

Braille

Large Print

Bookshare download

Learning Ally CD

Learning Ally download

6. Please rate you satisfaction of the following:

	Excellent	Good	Fair	Poor
Delivery Speed of Materials				
Quality of Information/Staff Assistance				

Completeness of Textbooks

Condition of Textbooks

7. If utilizing the K12 alternative format textbook services, how would you describe the overall quality of the service you and your students receive?

Excellent

Good

Fair

Poor

8. Contact Information:

Name:

School Name:

Address:

Address 2:

City/Town:

ZIP/Postal Code:

Email Address:

Phone Number:

Courier Survey

1. Library Name:

2. In the past 12 months, how often has your library made use of the courier service?

Daily

Once a week

2-3 times a week

Once a Month

3. On average, how long does it take for an item to be delivered to your library?

1-3 days

3-7 days

7-12 days

13 or more days

4. In the last 12 months, how many items were damaged en route to your library?

0

1

3-5

5-7

8 or more

5. In the last 12 months how many items were incorrectly routed?

0

1

3-5

5-7

8 or more

6. In the last 12 months how many items did your library lose in the courier?

0

1

3-5

5-7

8 or more

7. Overall, Were you able to resolve the incidents of damaged, incorrectly routed and lost items to your satisfaction?

Yes

No

N/A

Comments

8. On a scale of 1-5 (1 being the least satisfied and 5 being the most satisfied) how would you rate the courier system's ease of use?

1 Strongly Dissatisfied

2 Dissatisfied

3 Neutral

4 Satisfied

5 Strongly Satisfied

9. On a scale of 1-5(1 being the least satisfied and 5 being the most satisfied) how would you rate your overall satisfaction with the courier service?

1 Strongly Dissatisfied

2 Dissatisfied

3 Neutral

4 Satisfied

5 Strongly Satisfied

10. What ideas do you have for improving our courier service?

Downloadables IMLS Survey

Please complete this 1 question survey about SD Titles to Go by Friday, September 9 at 5:00 pm CT (4:00 pm MT). We need your reply for a report to the IMLS, which helps provide funding to the State Library.

1. How satisfied are you with SD Titles to Go?

Satisfied

Somewhat satisfied

Neither dissatisfied or satisfied

Somewhat dissatisfied

Dissatisfied

IMLS Electronic Resources Impact Survey

Access to the subscription electronic resources provided by the SD State Library is provided in part with IMLS funding. The State Library is currently in the process of an IMLS evaluation. We appreciate your feedback on the services provided.

1. Where do you work?

Public Library

School

Academic Institution

Special library

Tribal library

Combined school/public library

Government agency

Other

2. How would you define your knowledge level of the following State Library subscription electronic resources?

Very High   High   Medium Low Nonexistent

World Book

SIRS Discoverer and Issues Researcher

ProQuest

Gale Virtual Reference Library

Ebooks on Ebsco/NetLibrary

Ancestry and Heritage Quest

Archive Grid

CAMIO

WorldCat

Learning Express

3. How often do you use the following State Library subscription electronic resources to answer patron/student questions?

Daily   Weekly   Monthly   Occasionally Never used it

World Book

SIRS Discoverer and Issues Researcher

ProQuest

Gale Virtual Reference Library

Ebooks on Ebsco/NetLibrary

Ancestry and Heritage Quest

Archive Grid

CAMIO

WorldCat

Learning Express

4. What is your comfort level with State Library subscription electronic resources?

Very comfortable

Somewhat comfortable

Neutral

Not very comfortable

Don't like to touch them with a ten foot pole

5. I see State Library subscription electronic resources being useful in my library/work.

Very useful

Somewhat useful

Neutral

Not very useful

Not useful at all

6. Which SD State Library electronic resources provide the most impact at your library and in what ways? Please provide up to three examples.

7. Provide an example of working with a patron or student on a project or question where the electronic resources were valuable.

8. Overall, my level of satisfaction with the State Library electronic resources is:

Satisfied

Somewhat satisfied

Neither satisfied nor dissatisfied

Somewhat dissatisfied

Dissatisfied

IMLS data survey

1. Are you a city/town library or county library?

Public/school combination

City/town

County

Definition of "Legal Service Area" (used below in several questions): The government (town, city) which has legal governance authority of the public library. It is the governmental body from which the public library derives its legal right to exist. This should be but isn't necessarily your primary source of funding. The LSA's governing body appoints and approves the library's board.

If you are a library/school combo, proceed answering these questions from the public library side.

2. If you are a municipal (city/town) library and serve (for free or not) those outside your legal service area, please list the following pieces of information:

Name of your library

Town or city in which your library is located

Towns or areas you additionally serve

3. If you are a municipal (town/city) library (not a legally formed "county library") but serve your entire county because you receive funding from the county commissioners, please list the following pieces of information:

Name of your library

Name of the town or city in which your library is located

Name of the county in which your library is located

Amount your library annually receives from the county commissioners

4. Share any anecdotal stories from South Dakota citizen NOT from your town (your "legal service area") who have attended programming or who use your library.

5. Do people outside your community (your "legal service area") use your computers?

Yes

No

6. If Yes, what percentage (estimate) of your users are from outside your town (legal service area)? Choose the closest option.

7. Do people outside your town/city (legal service area) attend your library program?

Yes

No

8. If Yes, what percentage (estimate) of your users are from outside your town (legal service area)? Choose the closest option.

9. If your library is a legally organized and funded county library, answer the following:

Do you serve people outside your county? Yes or No

Do you charge an annual user fee? Yes or No

What towns or areas do you typically serve?

If you border another state, do you serve citizens from those states? Yes or No

10. Has a member of the South Dakota State Library staff conducted a site visit at your library in the last 3 years?

Yes

No

11. How satisfied were you with the visit overall?

Very satisfied

Somewhat satisfied

No opinion

Somewhat dissatisfied

Very dissatisfied

12. If follow-up was needed from your site visit, how satisfied were you with the follow-up (timeliness, topic/question thoroughly answered, etc.)

Very satisfied

Somewhat satisfied

No opinion

Somewhat dissatisfied

Very dissatisfied

SD Titles To Go: Impact and Check-in Survey

SD Titles To Go has been live since March 28, 2011. Usage statistics indicate the resource is popular with patrons but they don't tell the "story". Please take a few minutes to fill out this survey about the SD Titles To Go impact for your patrons. (This information will be used as part of the State Library IMLS evaluation report.) Please respond no later than Monday, September 5, 2011.

1. Please enter your library name and contact information.

2. Describe the impact SD Titles To Go has had on your library and community.

3. Would your library have been able to provide access to a downloadable collection without State Library coordination?

Yes

No

4. The success of SD Titles To Go is largely dependent on promotion in the community. How has your library promoted SD Titles To Go?

Classes

Facebook

Newspaper

Website

Radio

Handouts/fliers

Other (please specify)

5. Describe any particularly successful or unique promotions your library has done to promote SD Titles To Go.

SWIM Feedback Survey

Please answer the following questions about the South Dakota State Library's role in the SWIM Grant only.

1. How satisfied are you with the level of communication the South Dakota State Library has had with you about SWIM related matters?

Very satisfied

Somewhat satisfied

No opinion

Somewhat dissatisfied

Very dissatisfied

2. How would you rate the South Dakota State Library's responsiveness to your needs and questions concerning the SWIM Grant overall?

Excellent

Good

No opinion

Fair

Poor

3. How would you rate the South Dakota State Library's assistance to you in the initial application process for the SWIM Grant?

Excellent

Good

No opinion

Fair

Poor

4. How well has the South Dakota State Library done in keeping you informed of job possibilities?

Excellent

Good

No opinion

Fair

Poor