South Dakota State Library

Five Year Evaluation for

Library Services and Technology Act Funds

2002-2007

Executive Summary

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. During the course of this grant period the stated mission of the South Dakota State Library has changed from the mission stated in 2002:

To lead the State in access to resources, advance literacy, and promote lifelong learning in the information age.

to the new mission adopted in 2007 as part of the State Library transition process:

**Providing leadership for innovation for excellence
In libraries.**

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 $3,325,916.

FY 2003:	$684,211
FY 2004:	$822,538
FY 2005:	$880,376
FY 2006:	$938,791
FY 2007:	allotment tables not yet received

The libraries of South Dakota continue to be scattered across the prairie with the majority serving communities with populations of less than 5,000. In spite of their ruralness, many of these libraries are connected to the internet and to the resources offered by the State Library for all citizens to use.

South Dakota's public libraries remain primarily funded by local tax dollars provided by city governments. There are 25 combined school/public libraries and 14 county libraries. Several other counties provide supplemental funding to a public library to enable county residents to use the library free of charge. The remainder of the 135 public libraries are city libraries.

South Dakota also has 425 school libraries (many not staffed with certified school librarians) and 32 post-secondary institutions with libraries. The diversity of library types in South Dakota has led to an active sharing environment. All libraries are under-funded. All libraries are willing to share resources.

The LSTA Five Year Plan 2002-2007 focused the expenditure of federal funds on several areas that built on the cooperative history of South Dakota's libraries. The goals were to improve access to electronic resources for all citizens, to provide training that would enable libraries to improve their staff, and cooperation. Annual reports submitted to IMLS detailed progress in each of these areas. The highlights are:

Electronic Resources

The South Dakota State Library now offers a diverse suite of databases that are licensed for statewide access. This has been an important addition to the State Library's services because so many of our citizens live in rural areas and are able to drive to their local library in a few minutes. The State Library provided resources available to a citizen of Sioux Falls (the largest city in the state) are the same as those available on the most distant ranch or small town that does not have a public library. Access to these rich electronic resources has made it possible for students from very small schools to have access to the same resources as those in larger, better funded, schools.

With increases in LSTA funding the State Library has been able to expand the number of databases available. The three newest additions are: Learning Express, Gale Virtual Reference Library and NewsBank America's Newspapers (the SD edition). Two very popular databases at the public libraries are AncestryLibrary and HeritageQuest. These are heavily used by citizens and visitors who are researching family history. Libraries along the Minnesota border have frequent visitors who come to use the databases provided by South Dakota State Library.

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, historical documents digitized and saved in the e-brary, and the SDMemory project that is recently launched.

Training

The South Dakota State Library continues to provide the very popular Library Training Institute that was the subject of an in-depth evaluation in the last five year evaluation. In addition, the State Library has branched out to offer training in multiple formats. The most recent format explored was the popular online classes offered by the University of Wisconsin. The State Library has purchased "seats" for library staff to participate in classes about topics that are not skill areas of the Library Development staff (primarily computer related).

Other training opportunities offered using LSTA funds include the online classes developed by the University of North Texas and the College of DuPage satellite downlink classes. The diversity of training opportunities offered has provided something for everyone and caused the library staff to complain that there is too much to choose from.

Cooperation

The South Dakota State Library has continued to contract with the MINITEX office located on the campus of the University of Minnesota. This contractual agreement provides interlibrary loan access to the collections of the many libraries associated with the University system as well as a majority of the public libraries and special libraries in Minnesota. The agreement also includes leveraging the three-state bargaining power (ND, SD, MN) for the purchasing of databases.

The South Dakota State Library continues to work in tandem with the South Dakota Library Network to expand ability to share resources through statewide automated catalog and interlibrary loan systems.

Conclusion

The State Library believes it has used LSTA funds effectively to promote the development of library services at the local level and access to electronic resources statewide. The following report details the progress and accomplishments.

LSTA FIVE YEAR EVALUATION
2002-2007

Progress on Goals and Objectives

Met Need 1 of 5: To Serve as a Library for Libraries

> **Goal:** Strengthen the ability of local libraries to meet the needs of their local communities by providing resources and technical expertise to assist their endeavors.

Accomplished Objective # 1: Collaborate with all types of libraries and organizations to facilitate library services.

Strategy: Courier service

The statewide courier service provided through contract with MINITEX was continued throughout the evaluation period. In 2005, the contract carrier terminated the contract with one week notice. The MINITEX team worked closely with the State Library staff to identify a substitute carrier and have continuing service in place before contractor pulled out. This was accomplished with no lapse in service. Evaluations of the courier service have disclosed a high degree of satisfaction with the service and very few problems with misdirected or lost items. During the evaluation period, LSTA funds provided approximately 60% of the cost of the courier service. All primary drop-off points were funded using LSTA. Extension beyond the primary drop point was funded by the participating local libraries. Two libraries (Deadwood Public Library and the Phoebe Apperson Hearst Free Library in Lead) were added to the courier route in 2005. Courier routes will be re-evaluated in 2008.

Strategy: Contract for regional interlibrary loan and other services

The South Dakota State Library continued to contract with the MINITEX network throughout the grant period. This contract provides interlibrary loan access to the Minnesota university system and extensive Minnesota public library systems coordinated by MINITEX offices in St. Paul, MN. The contract with MINITEX also provides access to the regional listings of periodical holdings (MULS) which is used extensively for interlibrary loan, provides coordination of OCLC services for all participating SD libraries, provides OCLC related training, and provides access to training that focuses on the future of libraries and current trends. Finally, this collaborative relationship between North Dakota, South Dakota and Minnesota is the basis for contracting for regional access to databases. All states are represented in the MEIR Task Force which oversees database trials and the negotiation of contracts for the region. This process has resulted in significant savings for South Dakota when contracting for databases.

Strategy: Collaborate with state agencies to assist with management of their libraries

The South Dakota State Library collaborated with the South Dakota Department of Transportation in the weeding, organization, cataloging, and relocation of their library. The State Library provided advice and assistance in the determination of the appropriate content of the library and training for library staff in basic cataloging skills. The Department of Transportation hired a consultant to complete the cataloging process. All holdings of the Department of Transportation Library have been added to the South Dakota Library Network (SDLN). The Transportation Library is classified as a branch of the State Library within SDLA. Organization of these materials and adding them to SDLN has made them locatable for SD DOT staff and available for interlibrary loan throughout the country.

Accomplished Objective # 2: Improve the ability of local libraries to meet local needs.

Strategy: Provide consultation, workshops, programs and materials which improve the ability of local libraries to meet constituent needs

The South Dakota State Library provided or collaborated on several different levels of training during the evaluation period including:

1. Library Training Institute – offered in 2002, 2003, 2004, 2005, and 2007. This two week long institute has consistently received very high marks from participants. It is designed to teach basic library management skills to staff of the smaller libraries in the state. The Institute has produced many graduates that have assumed leadership roles in the library community, including the in-coming President of the South Dakota Library Association. This is the only program of its type in the nation that offers college level credit. All graduates earn 16 undergraduate credits. The Institute offers 18 scholarships annually to help defray the cost of the college credits. The expenses for Institute are supported 100% with LSTA funds. Because of environmental and technological changes, the format of the Institute will be re-evaluated in 2008-2009 to determine if this is still the best format for offering this training.

   - Institute Participation
     i. 2002 -- 25
     ii. 2003 -- 24
     iii. 2004 -- 20
     iv. 2005 -- 19
     v. 2006 -- not held
     vi. 2007 -- 19 registered to date

   100% Institute attendees indicated that they found the Institute valuable and that they had implemented one or more skill/idea taught annually.

2. Trustee Workshops -- Trustee workshops were offered in 2002, 2003, and 2004. Attendance was poor, though attendees gave the

program high marks for relevancy, content, and usefulness. The workshops were suspended pending a review by a panel of librarians and library trustees who will make recommendations for format, time of year, and incentives to attract trustees. This panel is currently being appointed by SDLA and will make recommendations prior to end of FY 07 grant year.

3. Online Training Opportunities – In 2002, training was offered in a face-to-face mode only. Since 2002, several other delivery methods have been instituted. For example, the State Library has contracted with University of North Texas to deliver LE@D online classes. To date the State Library has sponsored and paid for the following LE@D classes:
    - Library Privacy and Confidentiality
    - Managing Difficult Patrons
    - Copyright Basics for Libraries (167 completed)
    - Volunteers: Recruitment, Development, Supervision (85 completed)
    - Grant Writing Basics (54 completed)
    - Reaching Teenagers
    - Providing Excellent Customer Service in a Multicultural Environment (scheduled for April, 2007)
    - Copyright Issues in the Classroom and Library (scheduled for September)

    Additional online training is being offered through the University of Wisconsin. These classes are primarily focused on computer skills and are being jointly funded by Gates Library Foundation funds and LSTA. To date, 60 seats have been purchased with LSTA funds and 110 seats with Gates Library Foundation funds. All seats have been used. The first set of classes will be completed and evaluated in April, 2007.

4. Face-to-Face training opportunities. The State Library has offered numerous workshops provided either by State Library staff or by contractors such as Pat Wagoner and Mary Bushing. Topics varied from "Let's Go Internet" to "Marketing" to "Collection Development Policies". While response to face-to-face training always cites the benefits of interacting with peers as a major plus, research also has shown that librarians are less likely to be able to travel to training events today than they were five years ago. Today a combination of face-to-face and online training is preferred. This will be further evaluated and reflected in the next Long Range Plan.

5. Training offered by other providers. The State Library also promoted training provided at no cost by other providers. The State Library website includes links to training provided by Idaho and

Arizona. Training provided by vendors such as ProQuest and OCLC was also advertised. College of DuPage downlink programs provided as a service of MINITEX were advertised and library staff urged to participate.

Total attendance at all State Library sponsored training during the evaluation period (2002-2006) was 9,630 non-unique participants at 442 training events. 93% attendees indicated they were satisfied or highly satisfied with training content and relationship to their job.

Strategy: Training for State Library Staff
Training was also offered to State Library staff to assist them in being better prepared to provide meaningful, appropriate training for South Dakota's librarians. One such training has been Web-CT training so that staff will be able to more effectively use this software for future training. Six staff attended the IMLS sponsored Outcome Based Evaluation training in Sheridan, Wyoming. OBE is the preferred method of evaluation for grants submitted to the Institute of Museum and Library Services and for Library Services and Technology Act grants and this training will help staff work more effectively with libraries seeking LSTA grants. Finally, two staff are currently studying to earn the Synchronous Learning Expert Certification.

Strategy: Maintain professional library
The South Dakota State Library maintains a current library reflecting the latest trends in the extension of library services for all types of libraries and makes this collection available to all libraries via interlibrary loan. This collection provides access to a wider range of materials than the public or school library would be able to purchase. Materials are purchased in a variety of formats and include some self-contained workshops that can be easily replicated at the local library. Topics included: summer reading programs from other states, dynamic youth services, digital resources, Stephen Abrams and other leaders, metadata, library web sites, usability testing for websites, library planning and construction, administration, out-come measurement, grantwriting, and more.

This collection of approximately 2000 volumes is heavily used by library development staff when answering questions posed by library staff, trustees, and local governmental officials. In 2006, over 900 items were checked out for public and school library staff to use. In-house use by library development staff was not tracked. A quick survey of the current ALA Fall 2007 catalog revealed that the average price of 10 new titles was $48.00. Borrowing the 919 items from the State Library saved the local libraries approximately $44,112 -- Money that was better spent on popular items such as children's books.

Did Not Accomplish Objective # 3: Promote MLS degree
Little time was spent on this strategy during the evaluation period. This has been identified as a high priority for the coming Five Year Plan.

A matrix of all available online masters in library science programs was prepared and posted on the State Library website. People inquiring about masters programs were referred to this site.

Accomplished Objective # 4: Support SDLA activities that promote professional development

The State Library lists all SDLA sponsored continuing education activities on the training calendar maintained on the State Library website. SDLA training opportunities are also promoted by library development staff during on-site visits and at other training opportunities.

Leadership Institute – the South Dakota Library Association and the South Dakota State Library jointly collaborated on the creation of a Leadership Institute. This Institute was held twice. The evaluations of the participants were positive and there was a noted increase in advocacy activities among attendees. This Institute has not been scheduled for the immediate future.

Spring Forum and Annual Conference – The State Library has actively worked to assist South Dakota Library Association with the planning and presentation of these events. State Library staff have provided several training sessions at each of these events annually.

Accomplished Objective # 5: Serve State Government information needs.

State government needs were not being fully met during the majority of this evaluation period and little attempt was made to market to this audience until late 2006. An introduction to services provided for state agencies has been developed and has been presented to 14 different agencies to date with seven additional presentations planned for April, 2007. State government agencies have been submitting more research requests since the launching of these information sessions. Usage of the databases provided specifically for state agency use is gradually increasing. Agencies have indicated a desire for additional, more in-depth training. This is under development.

Accomplished Objective # 6: Define resources to be available through the State Library

During 2006 a major study of the services provided by the State Library was undertaken under the direction of Dr. Mary Bushing. The study found that libraries were receiving inadequate attention from the State Library and that individuals were receiving a disproportionate amount of services. Libraries were not being visited by library development staff as scheduled. State employees were being ignored. This study determined that beginning in 2007, the State Library needed to make major revisions in the services offered beginning with the elimination of services offered directly to citizens (exception: databases). It was

also recommended that services to state agencies be increased and all services offered directly to libraries be increased and refocused with less emphasis on services to the smallest libraries. All services to libraries will be strengthened with added emphasis placed on library development activities. This study will serve as the base for building the next Five Year Plan. The Bushing Report can be found at http://www.sdstatelibrary.com/transition/media/report.htm

Accomplished Objective # 7: Provide appropriate databases

The State Library has established an Electronic Resources Task Force. This Task Force conducts statewide trials of potential databases, evaluates current databases, and makes recommendations to the State Library Board concerning future database purchases/deletions. This Task Force was established in 2006 and is currently conducting the second round of database trials. The Task Force is composed of representatives from:
- One large public library
- One small public library
- One school library
- One state government representative
- One private higher education library
- One public higher education library

The South Dakota State Library has significantly increased the number and variety of databases offered to libraries and the general public during the grant period. The following commercial databases are currently available to all citizens statewide with an appropriate library card:
a. ProQuest
b. SIRS Researcher
c. SIRS Discoverer
d. HeritageQuest
e. America's Newspapers (Aberdeen <u>American News</u> and Sioux Falls <u>Argus Leader</u>)
f. Contemporary Authors
g. Gale Virtual Reference Library
h. Learning Express Library
i. NetLibrary
j. Sanborn Maps – SD
k. Web Feet
l. WorldCat

Additional commercial databases available only at the library are:
a. AncestryLibrary
b. A to Z e-journals
c. South Dakota Newspaper Association South Dakota newspaper database

Databases available exclusively for state government are:

a. Associations Unlimited
b. Biography and Genealogy Master Index
c. LexisNexis Congressional
d. LexisNexis State Capitol
e. LexisNexis Statistical
f. LitFinder
g. ReferenceUSA
h. ValueLine Research Center

Usage reports submitted by vendors are reviewed monthly and annually to note changes and trends within each subscription. Usage statistics showing statewide database trends are attached in Appendix A.

The ability to provide access to these databases has resulted in a diverse set of resources that provides citizens the ability to conduct research, collect information, and make decisions based upon authoritative vetted resources that are available at the library and (in most cases) from the home or office.

Accomplished Objective # 8: Provide resources in appropriate format

The South Dakota State Library provided a significant collection of large print books that circulated to both individuals and in packets to libraries and nursing homes statewide. This collection received 100% approval from the participants but the Bushing Study found that it discouraged citizens from going to their local public library for large print materials. A change in method of circulation was implemented in early 2007 and local large print circuits were established. Local libraries were given an opportunity to chose a level of participation (based on number of large print books that they wanted to receive periodically) and packets were created. In February, 2007, 60 public libraries launched the large print book circuits. Local public libraries are now responsible for maintenance of the circuits including the addition of new titles.

The Braille and Talking Book Program continued to serve patrons of all ages and to provide special format textbooks for students, access to Braille for Braille readers, and recorded materials. For an in-depth look at the Braille and Talking Book Program see page 21.

The Digitization Program (a non-LSTA function) developed the SDMemory project, an e-brary, and digitized historical state documents including the 50th Anniversary Edition of the South Dakota State Library Commission Bulletin which contains the history of most public libraries and higher education institutions in South Dakota. This program is also collecting current state documents and storing them in digital format for easy retrieval. The search engine developed for the SoDakLIVE digitization program is now being used as the search engine for state government.

Partially Met Need 2 of 5 :   Increase Visibility and Demand for Quality Library Services

Goal: To increase the visibility and demand for quality library services

Did Not Accomplish Objective # 1: Business community should be aware of the business services available in libraries which support their economic development and success.

Strategy: Promote an awareness of the value of libraries in the business community.
No progress was made on this specific objective beyond doing presentations about the value of databases and libraries to the state economic development staff. When the State Library requested permission to hire a public relations firm to develop a statewide campaign to promote libraries, permission was denied. No new services specific to business and economic development were added during the grant period.

Partially Accomplished Objective # 2: Expand knowledge of health databases available to local communities and citizens.

Strategy: Promote use of health related resources.
At the beginning of the evaluation period, the State Library was promoting the Health Reference Database licensed by the South Dakota Library Network from InfoTrac. Several training sessions were sponsored statewide to increase knowledge of this resource. When the MEIR Task Force met to consider database contracts for the three-state region (ND, SD, MN), the decision was made to drop the InfoTrac databases, including the Health database. South Dakota could not afford to subscribe to this resource independently.

The South Dakota State Library has continued to promote a small group of "free" health related databases on their homepage. These databases include MedLine Plus and PubMed. Patrons have reported a high degree of satisfaction with these databases and report that they can usually find the information that they are seeking.

Additional health databases targeting teen were added to the Teen Page section of the State Library website. These web links included information about skin care, hair care, growth and maturation, pregnancy, and life style. The links to two resources that included discussion about abortion were ordered removed from the website by the Governor. The entire teen health section has been removed pending a complete review of all web links.

Accomplished Objective # 3: Parents should know what services are available for children including preschool programming, children's programming, homework

programs, teen programs, as well as information on children's health issues and parenting.

Strategy: Develop marketing program to promote services for children

 While the State Library was not allowed to hire a professional marketing firm to promote libraries statewide, several other methods of targeted promotion were utilized. These included:

  a. Exhibits at events such as the State Fair where the State Library assisted in coordination of daily storytelling sessions and provided some of the staffing for storytime;

  b. Programs presented at key events such as Space Days 2006 which provided exposure to hundreds of children and adults;

  c. Participation in statewide conferences as a speaker and exhibitor in settings where parents and childcare providers are present (HeadStart, SD Association for the Education of Young Children, Special Needs Conference, and similar groups.);

  d. Reading enrichment programs such as Read Across South Dakota which is co-sponsored annually with the SD Public Television staff. This event promotes summer reading programs statewide and brings a key literary figure (like Arthur or Clifford) to ten communities to promote reading and family literacy; and

  e. Participation as a partner in the IMLS funded Hands On Partnership for Science, Literature and Art (HOP). HOP is bringing museum quality science exhibits to communities statewide and providing opportunities for families to participate in literature, art and science activities related to the exhibit theme. There are currently four exhibits touring South Dakota: Light and Color, Dinostories, Bugs Eye View, and Animals as Architects. See pictures on the HOP website http://www.hopsd.org/

Strategy: Programming for pre-school, children and teens

 The South Dakota State Library supports the development of strong programs for these age groups in a variety of ways. The library science professional collection (Goal 1, Objective 2) provides extensive resources for developing programming for all ages (lapsit through teens).

 The State Library has also:

- presented workshops on creating teen areas within the public library and launching teen service programs (several libraries have created teen areas and started teen programs);
- encouraged parents and their children to interact with books (Mother Goose Asks, "Why?", Count on Mother Goose, and Prime Time Reading Time);
- promoted statewide summer reading program activities for preschool through young adults at JumpStart workshops;
- supported family literacy through collaboration with HeadStart; and

- participated in the development and launching of the four traveling exhibits in the HOP program (see e. above).

Strategy: Insure people unable to use standard print are aware of State Library services for the visually impaired and how to take advantage of these services

One of the goals of the Braille and Talking Book Library (B&TB) is to promote an awareness of the services offered for citizens with visual impairment. They seek to reach out to potential users in a variety of ways:

- The staff do presentations at conferences such as the South Dakota Association of the Blind and the Special Needs Conference (parents of students with special needs).
- They do presentations in collaboration with the SD School for the Blind and Visually Impaired at Teacher Education programs on college campuses.
- They present programs at the South Dakota Library Association and Library Training Institute.
- They speak at state Lions Club conferences about the special needs of blind children.
- They promote a summer reading program specifically designed for children who read Braille and recorded books.
- They staff exhibit booths at a variety of conferences, fairs, and events where they can contact family members who might encourage use of these services.
- They serve on committees such as the state level committee on Adaptive Equipment that is approved for state purchase and the state committee concerning blindness and diabetes.
- They promote whenever possible ADA compliant websites and software purchases by libraries and state agencies.

These efforts have resulted in almost 6,000 South Dakotans utilizing the services of the B&TB Library. For a more in-depth review of this service see page 21.

When surveyed, about 60% of public and school library directors indicated that they felt "somewhat knowledgeable" about the services of the B&TB Library. Most acknowledged that they knew B&TB provided talking books but were not sure about the eligibility requirements. This is an area that needs further work because referrals from local libraries are a key way of finding new eligible patrons.

Strategy: Develop awareness in new immigrant communities and Native Americans of the opportunities available at local libraries.

The South Dakota State Library has become more involved in the promotion of library services for Native Americans since the appointment of the Indian Education Coordinator within the Department of Education. LaVera Rose, the Digitization and Technical Services Librarian has assumed the role of Tribal Library Liaison. In this role, she has conducted several workshops on Stereotyping in Children's Literature, has launched a listserv for tribal libraries

(K-12, public, and post-secondary), and attended all focus group discussions held on or near reservations. Once the State Library has completed the transition from public library serving citizens to special library serving libraries and state government, she will be conducting on-site visits and working closely with these libraries as they strive to meet the information needs of their patrons.

The State Library did not develop any specific programs that targeted recent immigrants during this evaluation period. While the State Library had a modest collection of fiction books in alternative languages, this service was not marketed and will be discontinued as part of the Bushing Study.

Strategy: Virtual library to support education and lifelong learning
Because South Dakota is a sparcely-populated state, many people rely on the internet for business and personal information. In addition to the many statewide database contracts outlined in Need 1, Objective 2, the State Library has been working to establish a virtual library that supports both education and lifelong learning. This virtual library currently includes:
  a. Commercial databases
  b. Digital state documents
  c. Digital federal documents
  d. NetLibrary e-books
  e. SDMemory (a digital repository of historic photographs, documents, etc. deposited by libraries, museums, etc. – still in its beginning stages)
  f. e.Library (Providing access to South Dakota State Agency publications not found elsewhere online. The goal of this website is to make state publications freely accessible to South Dakotans and the global community by putting the publications online. It also includes digitized historical documents such as **Compiled Laws of the Territory of Dakota, 1887** and **Governor's Messages** including early inaugural addresses, biennial messages, and veto messages)
  g. For Librarians web pages developed specifically to assist library staff in finding resources on topics of interest such as copyright, combined school/public libraries, grants, facilities design, continuing education opportunities, etc.
  h. Web pages for targeted age groups such as children and teens that include homework helpers, resources for SD history classes, recommended reading lists, and more.

Funding was requested in the 2007 Legislative Session to expand the Virtual Library with a homework help service (Tutor.com) and remote level membership in the South Dakota Library Network for all school libraries. Funding was not secured for 2008.

Met Need 3 of 5: Facilitate Access to Resources

Goal: Facilitate access to resources

Accomplished Objective # 1: Facilitate equal access to resources regardless of location or financial situation.

Strategy: Facilitate access to required resources regardless of format
> The South Dakota State Library has maintained collections in print, digital, multi-media and microform for the delivery of research information to citizens statewide. In addition, it maintains the capability to produce materials in Braille or recorded format for persons who are registered patrons of the Braille and Talking Book Library. Until January 1, 2007 these services have been delivered to the citizen at their library, their home, or their office. After January 1, 2007 only online databases and Braille and Talking Book services are delivered to citizens at their home or office. All services continue to be offered through interlibrary loan.

Strategy: Insure provision is made for rural, Americans with disabilities, and non-English speakers
> During the first four years of this evaluation period, the South Dakota State Library acted as a **public library** for citizens that did not live in an area of the state that taxed for local public library service or where library services were very limited. Each year almost 100,000 books were circulated directly to persons who lived in the rural areas of the state and to libraries through interlibrary loan. The evaluation study completed in 2006 by Dr. Mary Bushing recommended that the South Dakota State Library step away from the role of functioning as one of the largest public libraries in the state because it was a role that was in competition with local public libraries and was, in some cases, inhibiting the growth of local public libraries and school libraries. After testimony was taken at a series of statewide focus groups, the State Library Board and the Department of Education accepted the recommendations in the Bushing Report and, effective January 1, 2007, stopped circulating materials directly to citizens. This ended a tradition that extended back more than 50 years (possibly to the Library's beginning in 1913). In 2007-2008, the State Library will be meeting with library directors throughout the state to define alternate methods of delivering library services to the rural disadvantaged. The availability of the internet and online databases has meet this need in part. There is still a need to find alternate service for leisure readers and for scholarly researchers – some of which are "lone eagle" entrepreneurs or authors. Work will continue on methods to deliver printed materials where needed most.

> The needs of citizens with **visual impairment** or other physical disabilities that prevent them from using standard print have been met by the Braille and Talking Book Library. This library circulates materials received in recorded format from the Library of Congress, National Library Service (NLS). Supplemental materials are recorded by volunteers and inmates on a "request" basis. Additional details about this service can be found in the in-depth review of this service on page 21.

> **Statewide access to databases** was expanded and several additional databases were added to the suite offered for statewide use. These databases were recommended by the Electronic Resources Task Force with evaluations provided

by librarians and citizens statewide. A complete list of these databases is found in Need 1, Objective 7. The Electronic Resources Task Force recently completed another round of evaluations which included a request for feedback on current subscriptions for ProQuest products: Should they be continued? The support for continuing these products was unanimous.

Government complex access to information. Beginning in 2006 and continuing the staff of Research /Documents and Digitization have been visiting state agencies to acquaint state employees with the resources and services that are available to them. Demonstrations of targeted databases such as LexisNexis have been presented that are targeted specifically to state employees. Current awareness services are promoted. State documents (both current and historical) are being cataloged to make them more retrievable and current documents are being stored in digital format as part of SoDakLIVE. A complete list of state agency specific databases is found in Need 1, Objective 7.

Develop web content. Need 2, Objective 3 outlined the web content that is found in the virtual library. SDMemory and e.Library are developed by State Library staff. In addition to the resources found on the State Library website, the State Library has developed and delivered several workshops that were designed to assist local libraries in developing quality websites at the local level. One such workshop was "Evaluating Websites for Children" which was presented at four locations statewide. With support from the Gates Library Foundation, several classes that relate to creating and maintaining webpages have been made available statewide through the University of Wisconsin. These classes are on-going currently. The State Library also continued to maintain the webpages that are targeted toward specific age groups (Kids Page and SDSL Teen Center).

Acccomplished Objective # 2: Support development of local libraries and personnel to insure delivery of quality services at the local level

As reported in Need 1, Objective 2 The State Library has hosted 442 training events during the period 2002-2006. The topics of these training events ranged from "Writing Collection Development Policies in an Online World" to "Marketing Your Library" to "Creating Teen Spaces" to Evaluating Websites for Children." Customer service, copyright, library law, grantwriting, DeepWeb, using databases, Using data to tell the story, advocacy, technology planning, planning summer reading programs, and working with volunteers were a few other topics taught. Total attendance at all State Library sponsored training during the evaluation period (2002-2006) was 9,630 non-unique participants. 93% attendees indicated they were satisfied or highly satisfied with training content and relationship to their job.

The State Library also continued to sponsor the annual Library Training Institute that is designed to prepare library staff from public libraries in smaller communities for the role of library administrator. 100% of the attendees of the Institute have reported that they are more confident and that they have

implemented strategies learned at the Institute. The Institute is funded 100% with LSTA funds and annually costs approximately $800 per participant. These costs include: use of campus facilities, four college credits, and fees for the trainers. Trainers for the 2007 Institute include: Dr. Mary Bushing, Internationally known Library Consultant; Jerry Krois, Wyoming Deputy State Librarian; Sharon Osenga, Administrator of Meridian Library System (NE) and immediate Past-President of Mountain-Plains Library Association; and staff from the State Library.

The State Library has worked closely with the Gates Library Foundation to encourage the installation and use of technology in public libraries statewide. The most recent grant focused on Sustainability. As part of the commitment for this grant, the State Library hosted Sustainability Workshops in several locations throughout the state. A total of 89 librarians attended statewide. Gates Library Foundation grants for Staying Connected have supplanted the LSTA Technology Grants as the "grant of choice" for keeping public access computers up-to-date. The librarians have stated firmly that the CIPA rules are the discouraging factor when considering application for LSTA funding.

Partially Accomplished Objective # 3: Coordinate equal access to resources

Strategy: Purchase appropriate databases for statewide access and for state government
> The commercial databases purchased for use by citizens and state employees statewide at the library, at home, or at work were previously described in Need 1, Objective 7.

Strategy: Coordinate joint purchases of resources
> The only statewide purchase that was coordinated during the grant period was the collaborative purchase of NetLibrary eBooks. Only four libraries statewide agreed to participate for one year. Other collaborative agreements are under discussion (e-audio, for example) but have not yet been implemented.

Strategy: Coordinate with South Dakota Library Network
> In addition to databases provided by the State Library, collaboration with the South Dakota Library Network (SDLN) provides access to two additional major databases for SDLN member libraries – EbscoHost and InfoTrac (six databases including: Discovering Collection, grades 6-12; Info Trac Junior Edition, middle school; Junior Reference Collection; Kids InfoBits, grades K-5; Professional Collection; and InfoTrac Student Edition). The South Dakota Library Association and State Library requested funding at the 2007 Legislative Session to provide basic (remote) level SDLN memberships for all K-12 schools. This membership would have made these databases available to every student in the state in addition to providing access to the statewide online interlibrary loan system. Funding was not approved. There are currently 138 public and school libraries that maintain remote level memberships of a potential 520.

Strategy: Support efforts to improve Internet service access at higher speeds

> Early efforts to obtain cooperation of the Bureau of Information and Telecommunications (BIT) did not meet with success. BIT coordinates a statewide network of high speed internet for public K-12 schools. Extension of this network to public libraries required additional wiring by commercial sub-contractors and was considered too costly at that time. Subsequently, a few libraries were able to get internet service from cable vendors which is high speed. A few libraries located in county courthouses were able to tap into the high speed lines that were installed for law enforcement and auto licensing. And, a few libraries were able to utilize Gates Library Foundation funds to pay for the installation of high speed lines. These efforts were supported by but not coordinated by the State Library. More work remains to be done in this area.

Met Need 4 of 5   Advance Literacy

Goal: Advance Literacy

Accomplished Objective # 1: Assist and support development of literacy programs for all state citizens

Strategy: Assist the Citizens of South Dakota to become more information literate

> The South Dakota State Library worked closely with the South Dakota Library Association (SDLA) to develop **information literacy standards** for K-12 schools. The State Library worked to secure adoption by the State Board of Education and the State Library Board as well as the membership of the South Dakota Library Association. These standards are now promoted throughout the state and are accessible via a link on the State Library's website. The standards have been promoted through presentations at school administrator's association conferences, at the Teacher Leadership Conference, at SDLA, and in individual school districts.

> **Computer literacy** has been promoted through classes on basic computer skills and web design. Current classes being offered are online classes through the University of Wisconsin. Computer literacy skills have also been taught at the Library Training Institute and in programs offered at Technology in Innovation and Education conferences and SDLA conferences.

> A **laptop lab** was purchased with LSTA funds for use in delivering training to local libraries. Because of complications created by safety software installed by the state technology staff, this lab has been less useful than originally anticipated.

After two years of struggling with the technology experts, it now appears to be fully functional and will be field tested soon. This can not be considered a complete success because so much time was lost due to technology complications.

Training promoting **critical thinking skills** including the development of a video and learning package was not accomplished.
Criteria for critical evaluation of online and print resources were developed. They were promoted in the Collection Development workshops that were presented by Dr. Mary Bushing and in the Evaluating Websites for Children workshops presented by State Library staff.

Additional FTE to focus on promotion of school libraries and their importance in the development of information literacy has been requested from the Legislature several times. It was not previously funded. Two additional FTE have been written into the transition plan for the State Library to provide a focus on school libraries and their importance. This plan has not yet received approval.

The proposed **Best of Information Literacy** certificate program was not developed.

Accomplished Objective # 2: Promote development of information literacy programs

Promotion of local literacy programs continued. One State Library staff person is assigned to coordinate and provide support for the local programs. During the interim covered by this grant, the state level literacy organization became inactive and no longer meets. Local literacy programs in several communities continue to be health and the State Library continues to make referrals to these programs on request.

The State Library continues to work collaboratively with the two state level associations that provide support for citizens with visual impairment. The State Library also works with and provides training at the Special Needs Conference which addresses families with special needs children. No brochures were developed specifically to support these collaborations.

Met Need 5 of 5: Promote Lifelong Learning

Surpassed Goal: Promote Lifelong Learning

Exceeded   Objective # 1: Develop thirst for learning in children.

Strategy: Encourage love of reading

The South Dakota State Library has established several collaborative relationships to help promote the love of reading. These collaborations include:

Summer Reading Programs   The South Dakota State Library maintains a membership in the Collaborative Summer Library Program (41 member states belong to CSLP) on behalf of the public libraries statewide. The State Library annually sends a representative to attend the planning meetings for future summer reading programs. Program manuals are purchased for every public library that hosted a summer reading program the previous year plus school libraries that host summer reading programs in communities that lack a public library. JumpStart Summer Reading Program workshops are held annually to share programming ideas and to encourage librarians who may not have hosted programs previously.

In 2004, South Dakota served as the first state to implement the No Child Left Behind Summer Reading Achievers program. This program was fraught with problems: extremely late launch, local schools not able to pay staff for summer hours to keep school library open, difficulty in meeting national standards for finding donors for prizes, difficulty in determining best method to distribute prizes. On the positive side, public libraries really stepped up to the plate and promoted Summer Reading Achievers as a parallel program to the statewide public library summer reading program. Kids were encouraged to read for both programs simultaneously. Summer reading participation that summer was at an all time high. This flurry of reading activity carried over to the next summer when a new all time high number of readers was recorded. Because there was no record kept by the state of which children participated in Summer Reading Achievers, no evaluation could be completed the following year to determine if these readers returned to the library. The results of the South Dakota "test" proved that Summer Reading Achievers wasn't ready for a nationwide launch and that statewide programs were not as good as local programs.

Summer Reading for Braille and Talking Book Patrons. See report on page XX for complete details on this popular program.

Family reading.   The South Dakota State Library promoted family reading through several projects:

> *Prime Time Family Reading Time* – The State Library was a participating partner in the application for four libraries to receive Prime Time Family Reading Time grants.

> *Mother Goose Asks, "Why?"* and *Count on Mother Goose* These family reading /science programs were developed by the Vermont Center for the Book and included the linking of science skills such as observation and prediction with favorite children's books. These programs were promoted to public libraries, HeadStarts, and daycare providers statewide.

> *KELO-TV and Slumberland Partnership* The State Library and Siouxland Libraries of Sioux Falls worked collaboratively with staff of KELO-TV to develop a series of PSAs that were aired on KELO-TV during prime time

hours. These PSAs promoted the importance of reading with your child, the acquisition of early language skills linked with reading, summer reading programs in public libraries, and the importance of talking about what is read. KELO-TV and Slumberland (furniture chain) also ran a statewide booksale to raise money for grants to libraries. They raised $4000 and awarded four $1000 grants for the improvement of children's library services statewide.

Every Child Ready to Read training was completed at three locations last month. Local workshops based on the concepts of Every Child Ready to Read are now being scheduled by workshop attendees. One local workshop was scheduled before the attendee left the training workshop.

Participation in these collaborative activities has resulted in an increased number of children participating in reading activities. Though no specific links have been established, reading scores on standardized tests for 4th grade have risen slightly during the testing period.

<u>Cultivate reading in young adults</u> The South Dakota State Library has worked with local public libraries and school library staff to increase the number of young adults using the library. Some activities included are:

Young Adult Reading Areas have been established in several public libraries statewide following a State Library sponsored workshops led by Patrick Jones and Kimberly Bolan Taney. Patrick Jones promoted teen reading clubs and other activities to draw teens to the library. Kimberly Bolan Taney promoted the creation of Teen Spaces in the library – a place that teens could call their own.

Summer Reading Programs for teens have been added to the CSLP Program manuals and JumpStart workshops annually contain one segment that promotes programming designed specifically for teens.

Graphic Novels workshop presentations and other workshops that focus specifically on materials and programs for teens have been presented by State Library staff.

SDSL TeenCenter webspace was created on the State Library homepage to provide weblinks that are most relevant to teens.

Strategy: Create a desire to read for knowledge and curiosity

The State Library has worked to develop new library users and to extend children's programming beyond the traditional library storytime. Examples of projects that extend reading are:

Hands on Partnership for Science, Literature and Art This project was born as a collaboration between the South Dakota School of Mines and Technology Children's Science Museum, the Dahl Art Museum, the South Dakota Discovery Center and Aquarium, the Rawlins Municipal Library (Pierre) and the State Library. The collaborative applied for an IMLS grant and received it. The purpose of the grant was to put museum quality science exhibits on the road in trailers that travel from community to community. These science exhibits are linked with art and literature activities that are tied to curriculum standards. Today there are four exhibits traveling: Dinostories, Light and Color, Animals as Architects, and Bugs Eye View. More information about these exhibits can be found at the Hands on Partnership website. http://www.hopsd.org/

Read to Me Project This project was designed by the State Library to encourage parents of young children to go to the local public library to find high quality children's books that were appropriate for their child's age. This project was a three phase project: Phase one, a committee of children's librarians recommended a list of 100 favorite children's books that are currently available in hardcover/library binding. Phase two, a growth chart and brochure featuring the selected books were created and printed. And Phase three, the growth charts and brochures were distributed to libraries statewide as well as being placed in the BrightStart packages that are distributed to the family of every newborn child in South Dakota. This project will continue for three years. All publicly funded public libraries were given an opportunity to participate in this project.

South Dakota Center for the Book The South Dakota Center for the Book was established during this evaluation period and the State Library has been an active member of the board and promoter of Center activities. The State Library has maintained an exhibit at the annual Festival of the Book and has annually sponsored advertising in the Festival brochure that promotes libraries and reading. The State Library has also annually participated in the Letters About Literature project, has promoted participation in this project through email messages, and has provided staff to act as judges.

Kids Page of the State Library website has standards based curriculum support resources for 4th grade South Dakota history classes. Check out Mount Rushmore and other symbols on this interactive webpage which is found at http://www.sdstatelibrary.com/forkids/index.htm

Prairie Bud, Prairie Pasque, and YARP The State Library also works collaboratively with the South Dakota Library Association committees responsible for the selection of the kids' choice awards – Prairie Bud winner is selected by K – Grade 3 and Prairie Pasque winner is selected by Grades 4-6. The Young Adult Reading Program (YARP) is a librarian

selected reading list of high interest books for students grades 7-12. The State Library provides staff members to serve on these committees and to assist with promotion of these reading lists.

Strategy: Establish minimum competencies for local library staff for provision of electronic access to resources

The State Library has provided extensive training for library personnel. This training has been detailed in numerous other locations throughout this report.

Accomplished Objective # 2: Develop programs that expand an adult's ability to learn, participate in the democratic process, and enjoy a high quality of life.

Strategy: Encourage effective use of online databases as a source of quality information

100% of public libraries have had opportunities to attend either face-to-face or online computer classes that taught the effective use of databases. The majority (but not 100%) of the libraries have had staff attend at least one database training class. Classes have been taught in many venues to provide ample opportunity to take advantage of the training. In spite of best efforts, there remain an estimated four public libraries statewide that do not have internet access.

Strategy: Promote the library as the first and best provider of information

The State Library is working collaboratively with the South Dakota Library Association on a public relations project that promotes the library as the one-stop source for information and entertainment. This project is currently underway and has not been evaluated.

Results of In-depth Evaluations

Braille and Talking Book Services

Braille and Talking Book services are found interspersed throughout all five of the Goals. This program has made significant progress and has exceeded all expectations set in 2002. Activities within this project have assisted the State of South Dakota in meeting its ADA commitments and, by extension, is helping other states meet their commitment as well. This program has been called by some, "The most progressive program of its kind" and "the best in the nation." Determining which of the fifty states has the best program is difficult, but we are sure we have one of the top two or three.

Need 1, Objective # 4: Serve State Government information needs.

The Braille and Talking Book Library (BTBL) had a certified Braillest on staff and can provide special format meeting agendas, meeting materials, and publications on demand. During the evaluation period they have produced the state driver's manual in recorded and large print formats, voting instructions and Attorney General explanations for referendums in recorded and Braille formats, and meeting agendas and menus on request. Small publications needing quick turnaround are completed in-house by staff. Larger requests and those with longer lead times are sent to the inmate Braille units for completion. By providing this service, BTBL assists state agencies to meet ADA requirements for constituents and employees.

Need 1, Objective # 8: Provide resources in appropriate format. And
Need 3, Objective # 1: Facilitate equal access to resources regardless of location or financial situation.

The BTBL made significant improvements in the delivery of special format textbooks on time and in complete format during this evaluation period.

Problem: Near the beginning of the evaluation period it was noted that the BTBL was unable to provide all requested textbooks in the required format by the beginning of the school year, even when materials were requested in a timely way. Students were receiving textbooks in parts (frequently one or two chapters at a time) and the parts in hand did not always coincide with the order that the teacher was teaching in. The result was frustrated parents, students and teachers. The cause of the problem was identified as being multifaceted: project management, time allotted, insufficient resources

Resolution: The BTBL and Department of Education worked with the SD Legislature to enact a law requiring textbook companies to provide computer files for textbooks being used by SD students. This law was passed and went into effect July 1, 2005.

In addition, the BTBL revised the rules concerning when textbook orders should be placed, moving the date to the beginning of the second semester. This allowed more time to find or create the needed format.

Additional resources were placed at the Braille Production Unit at the State Penitentiary. The acquisition of additional equipment for producing the Braille page and for binding the books speeded up the process. The creation of the Tactile Graphics Unit in 2006 also had a significant impact.

Finally, the BTBL re-evaluated the in-house procedures for tracking textbook orders in all formats (Braille, recorded and large print) and assigned a different staff person to this project. The combination of improvements in these four factors has resulted in 100% on-time delivery of textbooks for two consecutive years.

Tactile Braille Graphics   In April, 2005, Susan Christenson with Duxbury Braille Translation Program conducted training at the South Dakota State Penitentiary. During this training, she was very impressed with the quality of tactile graphics that were being produced by the inmate braillests. During the three day training a discussion was held with Susan Christiansen, Acting Dept. of Corrections (DOC) Secretary Doug Weber, Acting Penitentiary Warden Daryl Slykhuis, PheasantLand Industries Director Robert Rae and Braille & Talking Book Library Program Assistant, Connie Sullivan about the feasibility of developing a "National Tactile Graphics Center" as part of the Braille Unit.

As more and more Braille Transcribers become independent contractors they are looking for a source for tactile graphics. Graphics are a very labor intensive time consuming product. It can take a transcriber anywhere from one hour to a day to complete one tactile graphic. When you are being paid per page of Braille translation, you would just as soon have someone else doing the graphics. A national tactile graphics repository meets that need.

All parties agreed that the creation of a national clearinghouse for tactile Braille graphics was a good idea and the planning began. This would be a winning program for all involved. The Braille Unit would win with national recognition and an increase in billable hours, the SD Braille & Talking Book Library would win with having the best quality graphics for SD students, SD Dept. of Education (DOE) & DOC would win by being players in approving the development of a cutting edge facility to provide the tactile graphics students need.

This was the beginning of a new "National Tactile Graphics Center." This center now produces graphics for Braille producers throughout the United States. Because textbooks frequently use the same or similar illustrations, the center has become a repository for graphics that can be reused. To accommodate this new facility at the prison the Braille unit was expanded by 10 employees and their space was more than doubled. Lucia Hasty, an internationally known expert in graphics conducted the initial training the week of August 22nd, 2005. This training certified the first 10 inmates with a Level One Tactile

Graphics Technician certification. This level was required for them to produce Braille for the repository. The second and third level training was completed by correspondence.

In addition to providing training Lucia Hasty also developed a tactile graphics manual. from materials already in her possession and additional information she gained while providing the training and working in South Dakota. This training manual is jointly owned by Lucia Hasty and the South Dakota Braille & Talking Book Library. It is the only manual of its kind in the US.

Lucia Hasty and Braille and Talking Book staff did a presentation about the tactile graphics center at the Prison Braille Forum that was held during the American Printing House for the Blind (APH) Conference in 2006. A presentation was also made during the Association of Resource Centers for the Blind & Visually Impaired meeting.

Both Lucia Hasty and Susan Christenson have returned several times to continue training. Both have commended the work being done by the inmate Graphics Technicians as exemplary and unique and both national experts have stated that they have learned a great deal from working with the South Dakota program.

Because of the work being done at the Tactile Graphics Center, Braille textbook producers nationwide are better able to produce textbooks in a more timely way and more students will begin the school year with complete textbooks. In this way, the South Dakota Braille and Talking Book Library is assisting all states to meet ADA requirements for textbooks.

Talking Book Machine Repair Another service that was developed by the South Dakota Braille and Talking Book Library is the Talking Book Machine Repair Unit. This unit is housed at the Yankton Prison Camp (a federal prison). This unit was established to help South Dakota eliminate its backlog of talking book machines that needed cleaning and/or repair. To make this unit function efficiently, staff of the Braille and Talking Book Library created some testing equipment that makes the process of testing the "boards" more efficient. This equipment was not readily available commercially. In addition to eliminating the backlog of unrepaired machines for South Dakota, this unit now also repairs and cleans machines for other states – usually three to four additional states each month. Through this project, the South Dakota Braille and Talking Book Library is assisting other states in meeting their federal commitment to have clean and fully operational talking book equipment ready to send to patrons on demand.

Need 2 Objective # 3: Parents should know what services are available for children including preschool programming, children's programming, homework programs, teen programs, as well as information on children's health issues and parenting. And
Need 5, Objective # 1: Develop thirst for learning in children

As stated earlier the Braille and Talking Book Library has developed a summer reading program specifically for young people enrolled in the program. Staff from the Braille

and Talking Book Library have worked with the national Collaborative for Summer Library Programs to assure that there are more activities included in the program manual that are appropriate for visually impaired children. The South Dakota Governor's Summer Reading Program includes divisions for Braille readers and for recorded readers. The readers are awarded progressive prizes to help them maintain their enthusiasm and at the end of the summer there is a party held for the top three readers in each age grouping for both recorded and Braille. Staff are challenged annually to find a fun, tactile, learning event for the Award Luncheon. In 2004, the theme was based on the Lewis and Clark journey and discovery. That year the finale included a riverboat ride on the Missouri River with tactile objects like a buffalo robe and bones for the young people to explore. In 2005, the theme was Dragons, Dreams and Daring Deeds and the final party was held at the Great Plains Zoo. In 2006, the theme was Paws, Claws, Scales and Tales. The Zooman brought some scaly friends to share. It was a great hit. Every one wants to be a winner.

EVALUATION

In 2006, in compliance with NLS requirements, a patron satisfaction survey was conducted. A total of 18% of the registered readers (644 surveys) responded. Overall, 97% of the survey respondents described the service of the Braille and Talking Book as "excellent". The patrons have a high level of satisfaction with all of the Library services. Survey results also indicated that the citizens served are not early adopters of new technology. Only 21% reported having/using email and 39% reported not having access to a computer. Postal mail and phone continues to be the best way to reach this client group. These responses were probably influenced by the age range of the people who were the predominant respondents. The combined age block of patrons age 50-90+ provided 85% of the surveys returned and of that group the 80-89 age subset had a 32% response rate. In the question, "Do you have a membership with one of the listed commercial producers of electronic or CD books?" 1% (4 respondents) listed Audible.com and 98% listed no such memberships. In spite of what the low response to that question might indicate, many continue to ask questions about the new digital format and want to know when it will be available.

One area of this service that received low marks was the SD News Telephone Reader service. This service allows patrons to listen to three SD newspapers using synthesized speech. Only 23% indicated that they were aware of this service and only 3% indicated that they used the service either daily or weekly. The satisfaction survey did not assess why the rate was so low for this service. This will be an area for future improvement.

The services of the Braille and Talking Book are valued and actively supported by the registered clients.

PROGRESS IN SHOWING RESULTS OF
LIBRARY INITIATIVES OR SERVICES

The State Library has worked to expand access to resources statewide through the licensing of databases that have statewide contracts. At the beginning of the evaluation period, access to databases was restricted almost exclusively to the two provided by the South Dakota Library Network and databases such as ERIC. During the grant period, the State Library has increased access to databases to meet the stated goal:

- facilitates access to information resources which support the education, information and entertainment needs regardless of format

and the LSTA purpose # 2:

- Electronically linking libraries with educational, social or information services.

The number of databases currently provided has increased exponentially. The following chart shows current subscriptions:

ALL DATABASES	DESCRIPTION	AMOUNT OF INVOICE	FOR
A TO Z E-JOURNALS		1,800.00	ALL
Contemporary Authors		35,901.58	ALL
Heritage Quest		13,650.00	ALL
NETLIBRARY		21,000.00	ALL
Sanborn		1,260.00	ALL
SIRS DISCOVERER		16,200.00	ALL
SIRS RESEARCHER		27,000.00	ALL
WorldCat		29,700.00	ALL
Ancestry Library		28,600.00	ALL--IN LIB ONLY
Proquest		91,800.00	
SDNA NEWSPAPERS		15,000.00	ALL--IN LIB ONLY
		281,911.58	TOTAL SPENT ON STATEWIDE ACCESS
America's Newspapers		72,000.00	ALL
Learning Express Library		80,000.00	ALL
Gale Virtual Reference Library		31,788.67	ALL
		183,788.67	TOTAL NEW DATABASES
ASSOCIATIONS UNLIMITED (GALE 1)		2,948.00	GOVT
BOOKS IN PRINT		1,651.00	GOVT
LexisNexis Congressional		2,758.00	GOVT
LexisNexis Congressional Indexes 1789-1972		772.00	GOVT

LexisNexis State Capital	1,346.00	GOVT
LexisNexis Statistical	2,591.00	GOVT
LitFinder	325.00	GOVT
REF USA	7,995.00	GOVT
VALUE LINE (THIS WAS PAID TWICE, SO MOVED ONE PAYMENT TO NEXT YEAR)	2,475.00	GOVT
	22,861.00	TOTAL SPENT ON GOVERNMENT ACCESS

AMERICA NEWSPAPERS	6,995.00	STATE LIB
ARCHIVE IT	10,000.00	STATE LIB
WEB FEET	650.00	STATE LIB
BIOGRAPHYGENEALOGYMI(GALE)	844.00	STATE LIB
CHILDREN'S LITERATURE	275.00	STATE LIB
	18764.00	TOTAL IN-HOUSE ONLY

Recent evaluations of ProQuest products and OCLC WorldCat that are being considered for renewal solicited responses like the following:

Our customers have used Heritage Quest 1837 times in the last 6 months. Ancestry 1128 times Sirs only 63 times, World Cat 311, but it's very helpful for ILL and selection.

WorldCat is very useful in determining if and where a title exists; the genealogy databases are very necessary to our customers; for walk in, phone and online research requests

Both databases are essential tools for all types of libraries in South Dakota. Both ProQuest and WorldCat provide excellent sources of information for patrons of all levels across the state of South Dakota K-12, public, and academic users alike.

These are both essential! ProQuest has an unmatched coverage of the humanities, in the broad/multidisciplinary database category. Worldcat is a vital tool for academic level research.

We need these sites to be available from the State library, because our district cannot afford to pay for them individually. They are accurate and easy to use; also a great place for just harmless reading in spare time!

Even though I do not use WorldCat often, when all sources have failed me it usually has the answer I need.

For a small school having these databases gives all our K-12 students the same benefit of all other schools. Information given is trustworthy and lets the students have options on material

As part of our library curriculum for middle school children, we teach them how to use Pro-Quest and Info-Trac. As a school library, we use World Cat and First Search almost daily when we do our cataloging.

We use these databases quite frequently and would hate to see them not renewed. They are a very valuable research tool used by our students that would be hard to replace.

We use SIRS Researcher and ProQuest daily in our library. I wish the state would add access to Historical Newspapers as well. We use it often, but we may not be able to afford it next year.

The usage of these databases has been increasing as more teachers and librarians attend training opportunities and learn how to use the resources effectively.

An example of increased in usage are demonstrated by the following table:
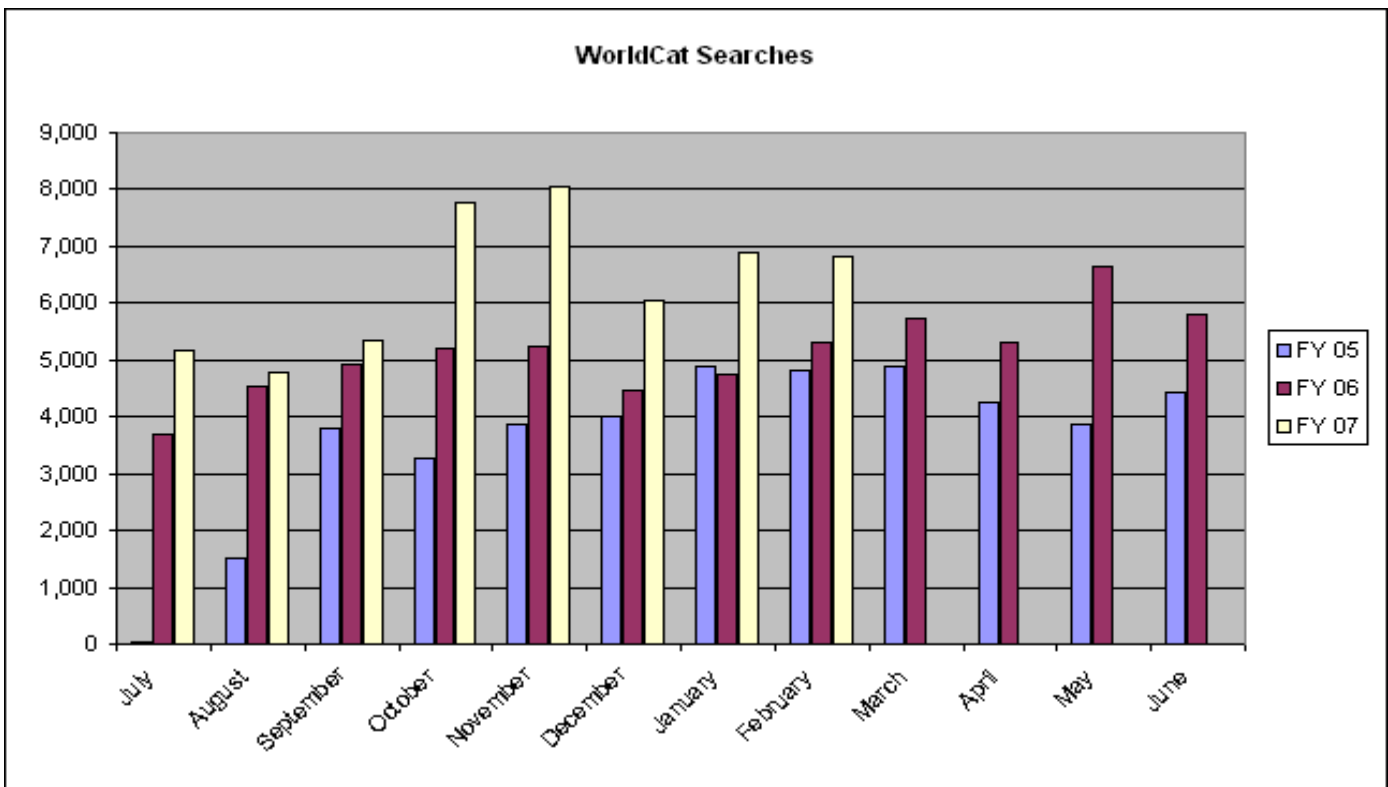
Similar increases in usage have been recorded in more traditional databases such as the Sirs Researcher and Sirs Discoverer. These increases are demonstrated in the following table:

SIRS Discoverer Searches
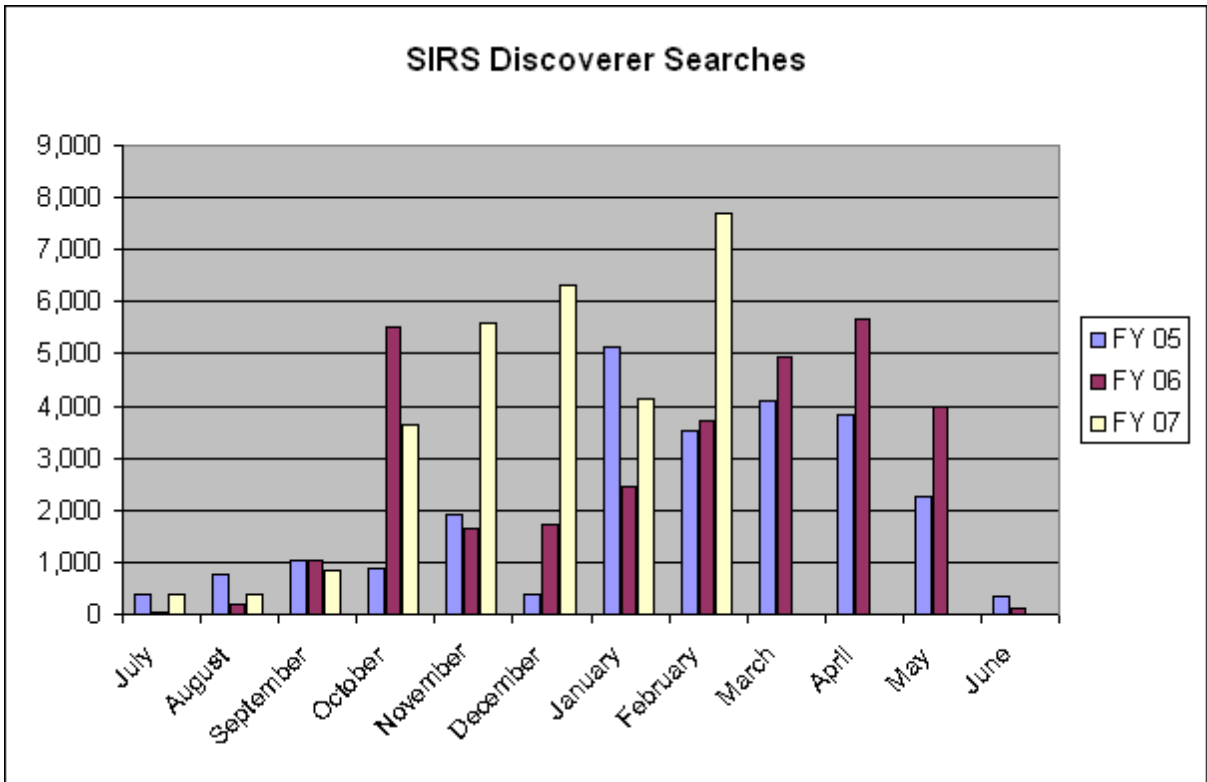
The Electronic Resources Task Force is currently reviewing twelve resources for potential databases to add to the current suite. The State Library anticipates spending a total of approximately $650,000 (state and federal funds) on statewide database licenses in Fiscal 2008.

LESSONS LEARNED

The statewide study that was conducted by Dr. Mary Bushing revealed several important things that will have long-range impact on the relationship between the local libraries and the South Dakota State Library. The key things learned were:

1. While many libraries (especially the smaller libraries) appreciated the fact that the State Library had extensive collections and would loan them, many libraries did not support the loaning of materials directly to citizens. They reported that they felt that providing services directly to citizens undermined their ability to make a local case for improved funding and services.
2. Facilitation of interlibrary loan is a key service provided by the State Library but many local libraries are willing to step up to the plate and take a more active part in the process if a solution can be found to offset increased local costs resulting from lending books, etc.
3. Libraries wanted/expected the State Library to move more aggressively into a leadership role. The State Library had formerly been more of a leader in identifying trends and assisting libraries to plan for future changes, had been more of a leader in the statewide interlibrary loan process, and had been more visible in the development of improved services at the local level. The State Library had moved away from that role during the past 20 years. The libraries want that back.
4. The libraries want to see State Library Development staff in their library. They want more face-to-face and personalized assistance. They want to feel that the Library Development staff can identify with their local issues because they have been there. In short, they want more Library Development staff.
5. Training, Training, Training. Training on all types of subjects and on many different levels (beginner to advanced) is desired by the library staff statewide.
6. The library directors want the State Library to work with them to find solutions, not tell them what the solution will be.

As a result of this study, the State Library has:
- ceased to provide services directly to citizens and citizens have been redirected to their nearest local library.
- the State Library has ceased to create and distribute collections of hand selected large print books to public libraries, nursing homes, and senior centers on request and has replaced this service with several circuits of public libraries that were supplied books from the State Library collection. These 60 libraries have accepted responsibility for managing and maintaining these circuits. There are more public libraries participating in the circuits than borrowed large print previously and several have established new relationships with their local nursing homes.
- the State Library has discontinued the circulation of children's books to Head Start centers. The Head Start Centers are being redirected to

their local public library for materials and service. All children's books from the State Library collection will be dispersed to libraries statewide.

- the State Library has ceased to acquire books that are considered standard school or public library books and has refocused its collections on materials that serve State Government and libraries.
- the State Library is reconfiguring its staffing so that the Library Development staff will be 300-400% larger.
- The State Library is forming committees and task forces to participate in the decision-making process to find solutions to several challenges created by the changes in State Library services.

Demand for Electronic Resources and Alternative Training Methods

As shown in the Progress section, the demand for databases is a growing demand. This demand is found in all types of libraries across the board which makes it challenging to determine the most appropriate mix of databases to provide. To assist in this process the State Library has appointed the Electronic Services Task Force. This group has representatives from all types and sizes of libraries. They conduct trials, solicit comments from library staff statewide, and make recommendations to the State Library Board. Last year they recommended the addition of: NewsBank American's Newspapers (SD edition), Learning Express Library, and Gale Virtual Reference Library.

The demand for new and different databases will likely never be met because it will far exceed the fiscal resources available. In the future consideration will need to be given to consortial purchases that would then be made available statewide.

The demand for training about both the newly added and the on-going databases has far surpassed staff ability to meet the demand. One of the new positions being recommended as part of the reorganization of the State Library is an additional full time database trainer. This demand has also created the need for State Library staff to get training in new alternative methods of delivering training. The vast travel distances do not make it practical to travel 3 – 6 hours to deliver a training session to five people. By using Web-Ex or a similar product, State Library staff can deliver targeted training to even small groups of people. Using alternative methods of delivering training also relieves the need to travel for the participants as well. The State Library is currently working on developing a training calendar and a well-defined training strategy that will meet the needs of library staff for improving their ability to serve their patrons.

BRIEF DESCRIPTION OF EVALUATION PROCESS

This evaluation report is being submitted in compliance with the guidelines of Library Services and Technology Act administered by the Institute of Museum and Library Services for funds expended between October 1, 2002 and September 30, 2007. Statistical data included in this report reflects the period October 1, 2002 to December 31, 2006 with the exception of database statistics.

The evaluation of the activities of the South Dakota State Library was completed by staff and with some reliance on the evaluative report prepared by Dr. Mary Bushing as part of the transition planning process for the State Library. The complete report of Dr. Bushing can be found at   http://www.sdstatelibrary.com/transition/media/report.htm .   Staff members involved in the collection and analysis of data included:
- Dorothy M. Liegl, State Librarian
- Ban Boyd, Director of Braille and Talking Book and Access Services
- Colleen Kirby, Continuing Education Coordinator
- Jasmine Rousey, Children's and Youth Coordinator
- LaVera Rose, Digital Resources and Technical Services Librarian and
- Annie Brunskill, Research/Documents Librarian.

An independent evaluator was not hired specifically for the completion of the Five Year Evaluation because of the amount of data that had already been gathered and the availability of the results from the study done by Dr. Bushing.

Data was collected throughout the period being evaluated from staff of various types of libraries, workshop attendees, database users, and grantees. Evaluation also took the form of data analysis for the electronic databases – data supplied by the vendors.

During the course of the study completed by Dr. Bushing, eleven focus forums were conducted, eight informational meetings, and numerous telephone conference interviews with library directors from various types and sizes of libraries. Opinions and data collected during this process were reflected in the development of the transition plan and in this evaluation document.

In general, library directors indicated continuing satisfaction with the interlibrary loan services and coordination provided by the State Library, they praised the courier service, and they were very supportive of the databases that are provided. They indicated that the technology grants offered by the State Library were not as attractive as the grants offered by the Gates Library Foundation because of the CIPA requirement for filtering.

The librarians of the state have shared their opinions in many public venues and continue to support the use of a combination of state and federal funding for the provision of services delivered statewide – services that provided added value to the libraries at the local level.