



State of New Hampshire

New Hampshire State Library

**Library Services and Technology Act
Five-Year Plan, 2007-2012**

**For submission to the Institute of Museum and Library Services
June 2007**



**New Hampshire State Library
20 Park Street
Concord, NH 03301**

**Michael York, State Librarian
John Lynch, Governor**



Table of Contents

Introduction	3
Mission.....	3
History.....	4
Population characteristics.....	5
New Hampshire state rankings.....	6
Minority and disabled populations.....	9
Needs assessment.....	11
Priorities.....	12
Goals, Activities & Intended Outcomes.....	13
Goal 1: Utilize appropriate technology for statewide programs to improve access to information and ensure delivery of information to the citizens of New Hampshire.....	13
Goal 2: Maintain and create partnerships to enhance outreach services to those who have difficulties or barriers in using libraries.....	15
Goal 3: Strengthen the capacity of New Hampshire library personnel to meet the technology needs of their patrons by providing training, education and consulting to New Hampshire library personnel in order that New Hampshire citizens may improve their information- seeking knowledge, skills and judgment.....	16
Goal 4: Implement a State Library preservation initiative that offers programs and services for preservation planning and disaster preparedness and recovery.....	17
Timeline of activities.....	17
Evaluation plan.....	18
Stakeholders.....	19
Communication and monitoring.....	20
Acknowledgements.....	21
Assurances and certifications.....	22

I. Introduction

The New Hampshire State Library supports programs and services to all types of libraries: public, school, academic and special with a combination of state of New Hampshire general funds and federal LSTA funds, the outcome of which supports service to the New Hampshire population at large. As the state library agency, we are an advocate for the library and information service needs of all those living in New Hampshire. New Hampshire has 230 public libraries, 700 school libraries (elementary, middle school and high school), 32 academic libraries and 64 special libraries.

This Five-Year Plan for the Library Service and Technology Act (LSTA) program is prepared in accordance with Public Law 104-208, the Library Services and Technology Act of 1996. Its purpose is to comply with Section 224 (b) and to show how funds under the Act will contribute to meeting library needs in New Hampshire.

The plan sets forth the New Hampshire State Library mission, needs, goals, programs and evaluation methodology for administering New Hampshire's LSTA program during 2007-2012. It defines priorities, intended outcomes, stakeholders and their roles, evaluation plans and the communication and monitoring procedures that will assure the involvement of the library community and library users in the implementation of the LSTA state program in New Hampshire.

The plan was developed to ensure that all persons in New Hampshire, irrespective of place of residence, disability, or social or economic circumstance, will have equal access to quality library service. The state library administrative agency sought the advice of the library community in the development, improvement and strengthening of this Five-Year Plan. The State Librarian and the Administrator of Library Operations/LSTA Coordinator have worked with the New Hampshire State Library Advisory Council, state library staff members and the members of the library community in preparation of this document.

The state plan outlines the goals and objectives that the New Hampshire State Library will undertake using LSTA-funded programs and services to achieve statewide impact.

II. Mission

The mission of the New Hampshire State Library is to:

1. Promote excellence in libraries and library services to all people of New Hampshire;
2. Assist libraries and the people of New Hampshire with rapid access to library and informational resources through the development and coordination of a statewide library/information system;
3. Meet the informational needs of New Hampshire state, county and municipal governments and its libraries; and
4. Serve as a resource center on New Hampshire.

By engaging in activities that support its mission the New Hampshire State Library enriches the lives of the people of New Hampshire by preserving and sharing the literary, cultural and historic heritage of the state, providing leadership to the state's libraries, ensuring equal access to information for all, supporting the development of public policy and promoting the joy of reading and lifelong learning.

The New Hampshire State Library exists:

1. To ensure access to quality support and development services for New Hampshire's libraries;
2. To help libraries nurture the human intellect in a rapidly changing and complex technological age, and
3. To enable all people in New Hampshire to reach their full potential.

Integral to this mission is the state library's advocacy of the freedom of New Hampshire citizens to read and to have full access to information and readily accessible resources regardless of their geographic location, level of income, access to technology, language barrier or disability. As the official depository of New Hampshire state documents, the New Hampshire State Library proudly preserves the record of New Hampshire government for the public trust, while at the same time contributing to the well-informed and continuously self-educated citizen.

III. History

New Hampshire is part of the New England region. It became the 9th state on June 21, 1788. It was one of the original 13 colonies. The total area of the state is 9,304 square miles comprising 9,027 square miles of land and 277 square miles of inland water. New Hampshire is bordered on the north by the Canadian province of Quebec, on the east by Maine and the Atlantic Ocean (with a short 19-mile seacoast), on the south by Massachusetts, and on the west by Vermont. The beginnings of the New Hampshire State Library were in 1717. It is generally considered to be the oldest state library institution in the United States. In colonial times, the British government sent its statutory commands in great folios which were preserved, and moved around as the seat of government changed from one place to another. In 1777 Congress passed a resolution recommending to the several states "to order their statute laws and the additions that may be made thereto to be sent to Congress and to each of the states together with all discoveries and improvements in the arts of war made in such states respectively." The state library continues to be statutorily authorized to collect all state published documents.

During the 19th century, many towns throughout New Hampshire had begun to set up their own libraries, but these were so-called "social" or "parlor" groups and were supported by subscriptions or memberships. There were some that were part of local academies; some were in factories or places of business; but in Peterborough, New Hampshire, in 1833, the first tax-supported Free Public Library in the world was established. The library spirit proved to be so compelling in New Hampshire that by 1849 a state law was passed permitting towns to appropriate money for the purchase of books and the maintenance of a building for the use of their people. New Hampshire, by being the first state to pass such a law, made libraries sure of a measure of public support.

1866 marked the establishment by Legislative Act of the New Hampshire State Library as a separate state department with a librarian, a Board of Trustees, and rooms on the west side of the capitol. In 1889, the New Hampshire Library Association became the oldest statewide library association established by legislation in the nation, its purpose to be the promotion of the efficiency and usefulness of libraries and the cultivation of fellowship among its members. Two years later, a Library Commission was formed, by act of the General Court. With its four members, and the State Librarian an ex officio member, the Commission served to advise libraries and give assistance.

Two hundred and ninety years later (1717-2007), the New Hampshire State Library still enriches library services through its work to maintain and improve conditions of libraries throughout the Granite State. It benefits the New Hampshire citizens through a variety of statewide programs and services to public libraries that help local libraries be more efficient and responsive to their customers.

IV. Population Characteristics Impacting Library Services in New Hampshire

Selected Demographics & Economic Characteristics

Predominantly rural and homogeneous, New Hampshire is 95.5 percent white, making it one of the least diverse states in the country. Two percent of New Hampshire population is of Hispanic origin and one percent is African-American. In addition, our population continues to be characterized as overwhelmingly affluent and well-educated. New Hampshire citizens are well-informed and steeped in democracy. The U.S. Census Bureau reports New Hampshire as having the lowest level of poverty among the 50 states and as being the sixth wealthiest state in the nation with a median household income in 2005 of \$56,768. There are 13 cities and 218 towns in NH, for a total of 231 communities.

2005 estimates or projections	New Hampshire	Ranking (out of 51)*
Population 2000	1,235,786	41
Population 2006 (est.)	1,314,895	41
Population 2010 (projection)	1,358,746	40
Population 2030 (projection)	1,646,471	40
Population under 18 (est.)	23.1%	39
Population aged 65 & over (est.)	12.5%	30
Persons per square mile	147	
Unemployment rate, 2005	3.6%	45

Source: U.S. Census Bureau, 2005 American Community Survey. *Includes District of Columbia.

Where does New Hampshire rank among the 50 states and Washington, DC?

Rank	Variable	NH	U.S. avg.	Source
	<i>INCOME</i>			
51st	Percent of Persons Below Poverty Line – 2001-2002	6.1%	11.9%	Bureau of the Census
5th	Median Household Income - 2002	\$53,734	\$42,654	Bureau of the Census
7th	Median Income for Four-Person Families – 2001	\$72,606	\$63,278	Bureau of the Census
6th	Per Capita Personal Income - 2002	\$34,334	\$30,941	Bureau of Economic Analysis
6th	Disposable Per Capita Personal Income 2002	\$30,285	\$26,974	Bureau of Economic Analysis
	<i>EDUCATION</i>			
6th	Percent of Persons 25 years and Older that are High Graduates or more - 2002	90.2%	84.1%	Bureau of the Census
10th	Percent of Persons 25 and Older with Bachelor's Degree or more - 2002	30.1%	26.7%	Bureau of the Census
29th	Average Salary of Classroom Teachers (Elementary & Secondary) - 2002	\$40,519	\$45,822	National Education Association
23rd	Full-Time College Enrollment, Percentage of Total – 2000	64.5%	58.8%	National Center for Education Statistics
36th	Public/Elementary School Enrollment Rate 2000	89.1%	88.9%	National Center for Education Statistics
	<i>TRANSPORTATION</i>			
32nd	State Gasoline Tax - 2001	19.5 cents	20.1 cents	Federal Highway Administration
	<i>POPULATION</i>			
41st	Population 2003	1,288,000	290,809,777 (Total US)	Bureau of the Census

Rank	Variable	NH	U.S. avg.	Source
13th	Percent Population Change 2000 - 2003	4.1%	3.3%	Bureau of the Census
36th	Number of Immigrants Admitted in 2002	3,009	1,063,732 (Total US)	U.S. Immigration & Naturalization Service
37th	Percent 65 Years and Older - 2003	12.0%	12.4%	Bureau of the Census
36th	Percent Living Inside Metropolitan Areas - 2000	59.9%	80.3%	Bureau of the Census
22nd	Population per Sq Mile of Land Area - 2002	142.2	81.5	Bureau of the Census
38th	Percent of Population Under 18 Years - 2003	23.8%	25.1%	Bureau of the Census
	GOVERNMENT			
10th	Percent of Voting Age Population Casting Votes for President, November 2000	66.6%	59%	Bureau of the Census
1st	Women Holding State Public Offices, per 100,000 Population 2002	9.8	0.6	Center for the American Woman & Politics
48th	Per Capita Federal Aid 2002	\$5,441 (millions)	\$6,527 (millions)	Bureau of the Census
38th	State Government Per Capita Total Revenue - 2000	\$3,136	\$3,506	Bureau of the Census
	SOCIAL			
36th	Percentage of Persons Receiving Temporary Assistance for Needy Families – 2002	1.2%	1.7%	U.S. Administration for Children & Families
51st	Criminal Offenses per 100,000 Residents- 2000	2,322	4,161	FBI - Crime in the U.S. annual
47th	Violent Crime Rate per 100,000 Population - 2000	170	504	FBI-Crime in the U.S. annual
39th	Percentage of Teens Who Are High School Dropouts - 2000	8%	9%	Kids Count Data Book – 2003

Rank	Variable	NH	U.S. avg.	Source
50th	Teen Birth Rate per Thousand - 2000	10	27	Kids Count Data Book, Center for Disease Control
43rd	Percentage of Families with Children Headed by a Single Parent - 2000	25%	28%	Kids Count Data Book – 2003
50th	Percentage of Children in Poverty (Under Age 18) - 2000	8%	17%	Kids Count Data Book/Bureau of the Census
	<i>HEALTH</i>			
17th	Doctors Per 100,000 Residents- 2001	245	253	American Medical Association. Statistical Abstract of the U.S.
17th	Cigarette Smoking by Percentage, 2001	24.1%	23.4%	Center for Disease Control
	<i>CONSUMPTION</i>			
2nd	Retail Sales per Person - 2001	\$18.05	\$11.67	Bureau of the Census
21st	Home Ownership Rate 2002	69.5%	67.9%	Bureau of the Census
	<i>LABOR</i>			
17th	Average Annual Pay - 2001	\$35,479	\$36,214	Bureau of Labor Statistics
6th	Percent Labor Participation Rate for Males 16 Yrs and Older - 2002	71.4%	66.6%	Bureau of Labor Statistics

Source : New Hampshire Office of Energy and Planning, April 26, 2004
http://www.nh.gov/oepp/programs/DataCenter/Where_New_Hampshire_Ranks.htm

5-Year Comparisons of Minority & Disabled Populations

New Hampshire	2000 Census (% of population)	2005 estimate (% of population)
Population	1,235,786	1,272,486
Median age	37.1	39.5
Hispanic or Latino origin	20,489 (1.7%)	29,097 (2%)
Black or African-American	9,035 (1.0%)	10,465 (1.0%)
Population under 5 years of age	75,685 (6.1%)	73,804 (5.8%)
Population under 18	309,562 (25%)	302,852 (23.8%)
Population aged 65 & over	147,970 (12%)	151,426 (11.9%)
Any disability status non-institutionalized (aged 5 & over)	193,261 16.9%	118,294 14%
Percent of people over age 5 who speak Spanish at home		1.9% (U.S. % = 12%)
Population over age 40 with vision impairments	441,615	553,140
Legally blind population		4,564
Population over age 18 with vision impairments		926,224

Source: U.S. Census Bureau, Factfinder <http://factfinder.census.gov>
 Lighthouse International <http://www.lighthouse.org/research/statistics-on-vision-impairment/>
 Vision Problems in the U.S.: Prevalence of Adult Vision Impairment and Age-Related Eye Disease in America
http://www.preventblindness.org/vpus/New_Hampshire.htm

In the time between this plan and our the last Five-Year plan (2002-2007), New Hampshire’s population increased by 79,109 people, an estimated 6 % and is projected to increase by another 3% over the next 25 years. The median age of New Hampshire’s population is currently 39.5 years, placing it in the same senior citizen category nationally as Florida. In 2005, 24% of the population was under 18 years and 12% was 65 years and older. These data also support the fact that New Hampshire libraries are now serving more “baby-boomer” populations and “baby-boomer” families than ever.

Although New Hampshire is a wealthy state, has a good economy and a well-educated populace, public libraries do not rank as high nationally with respect to revenue and financial resources as do its individuals. In 2005, 234 libraries expended a total of \$42.7 million in serving 1.3 million residents. New Hampshire public libraries had more than 1,035,000

library card holders. Public libraries purchased \$4.5 million worth of books while circulating close to 10 million books.

According to a study from CWA Communications (Communications Workers of America) and recently published in *USA Today*, New Hampshire ranks #8 in Internet access speed in the United States. The information is based on input from 80,000 broadband users.

The rest of the New England states line up as follows:

Connecticut = 15
Maine = 35
Massachusetts = 5
Rhode Island = 1
Vermont = 21

78% of public libraries in New Hampshire serve a population of fewer than 5,000 people. Many of these public libraries have acquisitions budgets of less than \$10,000. The libraries themselves range from predominantly very small to a few that are very large. Library trustees in the state total over 1,200. New Hampshire lost the Union Village Library in Wakefield, when it closed halfway through 2004.

There are several ways to count the number of persons in New Hampshire, but for library purposes we sometimes prefer to use the Total Unduplicated Population of Towns with Libraries, which in FY 2005 was 1,303,096. That bumps the per capita figures slightly above what they would be if using the total state population, which was 1,315,000. The TUP (Total Unduplicated Population) means that a town with more than one library is not counted once for every library included in its boundaries (e.g., Haverhill, with 4 libraries, does not have its population counted 4 times). TUP also excludes the populations of communities without libraries, such as Hart's Location, Roxbury, and the like. NH has no legal service areas other than the boundaries of the towns or cities which support their local libraries.

Currently, 173 out of 414 public librarians have an ALA accredited MLS degree. There are 739 full-time equivalent (FTE) library personnel working in New Hampshire public libraries. Based on these FY 2005 figures, public librarians worked an average of 28 hours a week (rather than the 40 on which the FTE figures are based).

- **Total library operating expenditures:** \$ 10,719,721
- **Total library personnel expenditures:** \$7,328,547 (includes fringe benefits)
- **Total library personnel expenditures:** \$5,967,570 (excludes fringe benefits)
- **Library operating expenditures per capita:** \$ 8.23
- **Library personnel expenditures per capita:** \$ 5.62 (includes fringe benefits)
- **Library personnel expenditures per capita:** \$ 4.58 (excludes fringe benefits)

Please note that the 2005 minimum wage in NH was \$5.15.

V. Needs Assessment

Funding & State Government

New Hampshire has no state income tax or state sales tax. Public libraries receive no income from the government of the State of New Hampshire. The range of services that can be offered at the local level varies widely based primarily on the resources available to a particular library. In 2007 seven libraries out of 230 offered no internet access of any kind to staff or public. Libraries are funded at the local level through appropriations and warrant articles proposed by elected town officials and approved by town residents (who comprise the local legislative body) or through trust fund income. The process of referenda is foreign to New Hampshire local government. With the enactment of LSTA in 1996, the only available state assistance for public library capital projects ceased.

Much of New Hampshire's economy is based on its history and the preservation of New Hampshire's character. The quality of life here is directly related to the persistent concept of the "home town." Local demographics and local decisions define New Hampshire politics.

The local decision model represents how the New Hampshire State Library has planned its LSTA funded programs and services for the next five years. In preparation for developing this plan the State Library conducted an assessment of its last Five-Year Plan during the fall of 2006. The process served not only as the evaluation of LSTA in New Hampshire, but as the identifier of LSTA programs for the future.

Statewide library development

Extension and development of library service over the State has been an objective of the State Library for over a century. Early on, effort was directed at the establishment of local libraries, "extension" of service in a literal sense. Also at an early stage, the "backdrop" functions of the State Library were established, by means of the union catalog and interlibrary loan. Public libraries developed as early as 1833 in New Hampshire and it was natural for them to turn to the State Library as an immediate institutional structure on which to depend and for the State Library to reach out to help them. As academic and school libraries appeared, they naturally functioned within the school, the college and the university, serving distinct needs and clientele.

Today, these distinctions are arbitrary and artificial and reflect the history of library organization more than the realities of library use. While the major share of the demand for services from the State Library is from public libraries, school, academic and special library needs are cutting across the organizational distinctions in order to meet information requirements of students, specialists and government officials. The State Library Development Services Section is the coordinating library agency which gives attention to and is the seat of responsibility for meeting the total statewide library development need. Coordination of consultant services has been greatly facilitated by constant interaction with library cooperatives. The consultant work of Library Development Services stresses sharing and learning at the regional/cooperative level as a means of advancement. Advances have occurred, but by and large the library development forces of the state still have the State Library as the integral factor. Federal money has also stimulated the library development momentum in New Hampshire over the past decade.

To meet the challenges and demands of the next five years, the State Library provides experienced, professional librarians who offer the planning, the viewpoint and the judgment which are often not available locally. Library personnel look to the State to provide a preeminent person in technology, planning, youth and family services for libraries, digital resources, research and development.

Minorities and disabled

A variety of special needs population groups exist in New Hampshire that have difficulties or barriers to using library services. These groups range from persons with visual and physical disabilities to those with language, geographical and financial barriers to those who are functionally illiterate. Outreach programs and outreach trainer education are identified in this plan as solutions to libraries which need to consider serving special needs populations.

17% of all people aged 45 and older in this country report some form of vision impairment. By the year 2010, when all baby boomers will be aged 45 and older, this number will increase to 21% of all people in America. Lighthouse International, a leading worldwide resource on vision impairment, estimates that 553,140 people in New Hampshire aged 40 and over are visually impaired, of whom 4,546 are legally blind. According to the organization, *Prevent Blindness America*, twice as many people will be blind in 2030 as are today. And according to the American Diabetes Association, diabetes is the leading cause of blindness in persons ages 20-74. An estimated 12,000 to 24,000 people lose their sight each year because of diabetes.

This planning cycle has a major component of accessibility activities and increased awareness to improve library outreach and services to minority populations. New to the plan, in particular, is emphasis on Spanish-speaking immigrants to New Hampshire. Although very small in comparison to national statistics, New Hampshire's greatest minority population is Hispanic. Our plan is to align library programs, outreach and outcomes with the economic and social goals of the local community in order to serve the children, the elderly and recent immigrants.

Priorities

The evaluation team of Himmel & Wilson collected and analyzed data and determined the trends and issues for libraries throughout the state. They identified existing and anticipated library and information services that public libraries need. The assessment tools included five focus groups, a statewide web survey and one-on-one interviews with ten recognized New Hampshire library leaders

The responses consistently emphasized that priority attention be given to five areas when providing LSTA statewide-funded services over the next five years:

- A rapidly changing technological context for future library services
- Training, consulting and education
- Outreach and marketing
- Partnership initiatives
- Improved communication to stakeholders

The written evaluation report underscored what needs currently exist and what needs are anticipated by our stakeholders. Innovative technology programs and services are critically important and effective in New Hampshire. Statewide programs and services are essential to providing better library services. If the New Hampshire State Library wishes to achieve its intended customer outcomes, frequent formal and informal communication among librarians throughout the state is paramount. An increased LSTA marketing and public relations program is needed for librarians to have a better, more accurate understanding of state LSTA goals. Librarians also told us that they rely on the training and staff development offered by the state library to maintain and improve their knowledge, skills and abilities.

VI. Goals, Activities and Intended Outcomes

The following goals, activities and intended outcomes are a result of current trends affecting New Hampshire libraries and an analysis of input gathered from stakeholders. They relate to the following LSTA purposes.

LSTA Purposes

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

20 USC § 9141. GRANTS TO STATES

Goal 1: Utilize appropriate technology for statewide programs to improve access to information and ensure delivery of that information to the citizens of New Hampshire.

Activities:

- 1.1 Provide access to and promote use of a comprehensive array of subscription databases through the NHewLink program

Intended Outcomes:

- State legislature will recognize and convey the importance of licensing electronic resources by contributing to the NHewLink program

- Databases will be chosen based on library demand so that a greater number of libraries will register for NHewLink and patron usage will increase from year to year

1.2 Provide access and content for New Hampshire Downloadable Audiobooks Consortium

Intended Outcomes:

- Growing patron enjoyment of and familiarity with digital entertainment will drive increased membership to over 50% of New Hampshire public libraries
- Based on demand, new media type (digital video) will be purchased

1.3 Implement a New Hampshire Center for Digital Content by purchasing a digital assets management solution

Intended outcomes:

- New Hampshire State Library staff will acquire knowledge of new technologies available for archiving and delivering digital library services
- Digitization policy and priorities will be established for the New Hampshire State Library
- New Hampshire State Library will demonstrate a leadership role in collecting and accessing born-digital state of New Hampshire state documents

1.4 Promote WebJunction as a public access computing tool for library personnel to better manage their libraries, build upon technology and serve their patrons

Intended outcomes:

- Public libraries will be able to develop, articulate and implement community visions for public access computing sustainability
- Library personnel will use WebJunction to manage their libraries, build upon technology and better serve their patrons
- Library personnel will use WebJunction to develop professional vision to encourage library leader input and to share ideas
- WebJunction will contribute to a team building approach throughout the New Hampshire library community

1.5 Provide leadership and training to NH librarians to invest in assistive technologies for patrons with disabilities.

Intended outcomes:

- Library personnel will possess a greater awareness of how New Hampshire's disabled population may be served through libraries.
- New Hampshire State Library will assist library personnel with the knowledge to purchase and implement needs-based assistive applications within a public access computing environment.
- Library personnel will become trusted resources for patrons with disabilities who seek information services and public access computing.

1.6 Maintain and upgrade the New Hampshire Union Public Access Catalog (NHU-PAC) and support a statewide delivery system for resource sharing and interlibrary loan

Intended outcomes:

- State legislature will demonstrate a continued commitment to the New Hampshire Automated Information System (NHAIS) by providing funding for an upgraded NHU-PAC
- Librarians will have an enhanced resource sharing capacity among all types of libraries via a new interlibrary loan component through NHU-PAC
- Libraries will receive materials and information more efficiently and faster based on an accurate digital database
- All members of the New Hampshire Automated Information System (NHAIS) will contribute their records and holding data to the Union Catalog
- All NHAIS libraries will have access to regular (at least once a week) deliveries of interlibrary loans and other resources, either by direct deliveries or nearby library pick-ups
- A sufficient transport system to facilitate interlibrary loan and resource sharing will be offered

Goal 2: Maintain and create partnerships to enhance outreach services to those who have difficulties or barriers in using libraries

Activities:

2.1. Brand state library programs and increase publicity for initiatives funded by LSTA

Intended outcomes:

- Librarians, trustees and policy makers will clearly identify LSTA services and be familiar with LSTA goals
- Stakeholders will identify priority statewide programs that help libraries provide better service
- New Hampshire will continue its good track record of extending the impact of LSTA funding by matching it with State, local and other grant dollars
- Existing regional literacy agency partnerships will be strengthened and new programs will emerge

2.2. Design train-the-trainer programs for libraries service Spanish speaking immigrants

Intended outcomes:

- Public library personnel will know how to target services to special populations

2.3. Purchase and launch a web-based database of Talking Books collections in order to provide patrons who have visual and other qualified disabilities with access to quality library services

Intended outcomes:

- End-user services will be improved to NH blind and low-vision persons and those with other physical disabilities (including children and young adults)

- Talking Books patrons will be able to self-select materials for both pleasure and information
- State Library personnel will implement the digital technology transition and migration from the National Library Service by 2012

2.4 Support the Center for the Book at the New Hampshire State Library

Intended outcomes:

- The State Library will stress the importance of the literacy role for public as well as academic and school librarians
- By participating in national, state and local reading programs, library personnel will stimulate public interest in books, reading, literacy and libraries (e.g. The Big Read)

Goal 3: Strengthen the capacity of New Hampshire library personnel to meet the technology needs of their patrons by providing training, education and consulting to New Hampshire library personnel in order that New Hampshire citizens may improve their information-seeking knowledge, skills and judgment.

Activities:

3.1. Provide library personnel with professional support, education and training opportunities to meet identified information access and technology needs

Intended outcomes:

- Library personnel will be better able to meet the changing technological needs of their patrons
- Library patrons will receive better reference services at the local level
- Library personnel and trustees will have the ability to play a more integral role in their communities by providing strategic information to local officials
- Libraries will receive increased support as a result of their technological importance within their communities
- Library personnel will receive advisory and consulting services which will enable all personnel in all types of libraries to plan for services that meet constituent needs

3.2. Assist with training and education at the library cooperative level by establishing a speaker fund to help defray the costs of training

Intended outcomes:

- A stronger alliance will develop among the New Hampshire State Library and the New Hampshire Library Association, the New Hampshire Library Trustees Association, New Hampshire Automated Information System and regional library cooperative groups
- Library patrons will possess improved information seeking and technology skills
- New Hampshire State Library will be the leading provider for cost-effective personnel development in the state

3.3. Participate in WebJunction as a community partner to improve service to patrons

Intended outcomes:

- Library personnel will embrace online environments for training and distance learning
- Library personnel will be provided with educational programs designed to meet a range of identified competency levels for all levels of library operations
- The quality and relevance of content will meet the ongoing needs of library personnel
- New Hampshire librarians will have the desire and the skills to contribute content
- Local library strategic planning and advocacy efforts will be strengthened and increased

Goal 4: Implement a State Library preservation initiative that offers programs and services for preservation planning and disaster preparedness and recovery

Activities:

4.1 Offer workshops and assessments conducted by a preservation professional to help public libraries identify, assess, prioritize and address their preservation needs

Intended outcomes:

- Library personnel will identify potential hazards to their collections and take action to achieve long-term preservation of their materials
- Library personnel will be able to prioritize the needs of the collection and identify steps necessary to achieve preservation plans

V. Timeline of Activities

It is highly possible that some programs may even extend beyond the timeframe of the plan as LSTA goals nurture and develop the best innovations until they become an accepted part of library practice in New Hampshire.

	Ongoing	Completion
Goal 1: Utilize appropriate technology		
1.1 NHewLink	2007-2012	
1.2 NH Downloadable Audio Books Consortium	2007-2012	
1.3 NH Center for Digital Content		2012
1.4 WebJunction/NH	2007-2010	
1.5 Assistive technologies for the disabled	2007-2010	
1.6 Upgrade NH Union Public Access Catalog (NHU-PAC) & maintain delivery system	2007-2012	2010
	Ongoing	Completion
Goal 2: Outreach to those with barriers to service		

2.1 Brand LSTA funded programs	2007-2012	
2.2 Outreach to Spanish speaking immigrants		2009
2.3 Web-based catalog for Talking Books Service		2009
2.4 Support NH Center for the Book	2007-2012	
Goal 3: Training, education and consulting		
3.1 Library workshops and training opportunities	2007-2012	
3.2 Establish cooperative speaker fund	2009	
3.3 WebJunction/NH	2007-2010	
Goal 4: Preservation and disaster recovery planning		
4.1 Preservation workshops and assessment surveys		2008
5. Evaluation of activities		
5.1 Surveys, data collection & analysis, record keeping, cost-benefit reporting	2007-2012	
5.2 Tracking & reporting of intended outcomes & changes	2010, 2012	
5.3 Independent evaluation—focus groups, interviews, surveys		2012

VI. Evaluation Plan

To assess the effectiveness of the activities included in its Five-Year Plan, the New Hampshire State Library will use a variety of measures to collect quantitative and qualitative data depending on the activity being evaluated. Some activities will be evaluated and reported on annually, while other ongoing activities will be assessed halfway through the planning cycle and again at the end of the five-year cycle. A report of the five-year cycle findings will be provided to the Director of IMLS.

Standard and accepted practices, including but not limited to, surveys, questionnaires, data collection, cost-benefit determinations, anecdotal stories, record keeping, observation and comparison will measure outputs and amounts for activities. Outcomes and impacts will be determined using focus groups, surveys, interviews and a comparison of improvements and changes in the knowledge, skills, attitudes and service capacity of library personnel over the course of the plan.

As recommended by the evaluators Himmel & Wilson in their evaluation report of LSTA activities in New Hampshire from 2002-2007, measurable objectives and intended outcomes for projects with a statewide scope are now built into New Hampshire State Library's evaluation strategy efforts from the outset.

This change in evaluation strategy will enable a determination of the results of a particular implementation of an activity in relation to stakeholder needs and priorities, what impact an activity has had on targeted audiences, and whether anticipated outcomes have been accomplished. The five-year evaluation of this plan will also be designed to provide a needs assessment for the subsequent long-range plan through focus groups, interviews and other outreach methods. In addition to evaluating New Hampshire's progress toward goals

outlined in the plan, the evaluation process can be used to demonstrate New Hampshire's efforts to ensure that LSTA has met or exceeded the expectations of elected officials who authorized the program.

VI. Stakeholders

We could not have undertaken these planning initiatives without stakeholder input, support and commitment to providing high-quality library service. Our constituents seek our assistance in education, advocacy, funding, technical assistance, partnering and networking, reliable and useful information, expert advice and responsive library service to the people of New Hampshire. The following explanations of stakeholder groups reflect the characteristics of New Hampshire libraries and its people. The New Hampshire State Library relies on the following three important groups to help gauge stakeholder needs.

New Hampshire State Library Advisory Council (NHSLAC)

The New Hampshire State Library Advisory Council has taken part in the development of this five-year program, as required by federal and state regulations. The Advisory Council has advised the State Librarian on the planning, development and evaluation of effective library service programs for all the people in the state. The advisory council consists of 19 members. Each member serves a three-year term appointed on a staggered schedule. Three public members are appointed by the governor and council, no more than 2 of whom are of the same political party. One member is appointed by the state board of education. Six members are appointed by the State Librarian. Nine members are appointed as follows:

- Five appointed by the New Hampshire Library Association broadly represent public, academic, and special libraries
- Two appointed by the New Hampshire Educational Media Association represent school libraries
- One appointed by the New Hampshire Library Trustees Association
- One appointed by the Association of New Hampshire Library Friends

Source: NH RSA 201-A:3 <http://www.nh.gov/nhsl/nhslac/index.html>

New Hampshire Automated Information System (NHAIS)

NHAIS was established in 1983 by an act of the legislature to allow the New Hampshire State Library to manage the responsibility for coordinating a statewide union catalog and public access database for resource sharing. Over the past 15 years NHAIS has developed a statewide union catalog of more than 1.2 million titles representing the holdings of more than 176 libraries. It provides libraries with electronic interlibrary loan and a very active listserv. In 1997, NHAIS became the official state government locator service. NHAIS has also begun offering library access to full-text periodical titles.

Source: N.H. Revised Statutes 201-A:25

Public Library Directors

The same New Hampshire's legislative model of 424 legislators representing the interests and needs of 1.3 million people can also be applied the New Hampshire public library community of 230 libraries representing the interests and needs to the State Librarian. In this manner, LSTA-funded programs and services funded have already been vetted. Each one of the 230 public libraries (not counting 7 branch libraries) in our 231 communities is totally independent of any other local or state government.

VII. Communication and monitoring

In developing this plan, interviews, focus groups and surveys were employed to inform and to focus attention on LSTA-funded programs. Librarians directly identified programs and services needed to serve their patrons. By initially assessing needs and by collecting information for this plan by attending and participating at regularly scheduled library cooperative gatherings, the State Library remains positioned to announce and report on at least a quarterly basis the activities and progress of this plan.

These acknowledged institutional relationships let us connect with stakeholders on a frequent basis in an environment where open discussion and communication provide us with the ideas, support and encouragement for implementing this plan. Above all, we often communicate with librarians across the state on a daily basis.

Upon approval of this Five-Year Plan by the Institute of Museum and Library Services, it will be made available to all libraries and New Hampshire citizens by means of the New Hampshire State Library LSTA web site at http://www.nh.gov/nhsl/nhlac/lsta_2000.html

The State Library will use frequent contact with stakeholders in the Five-Year plan to keep them aware of activities, progress and any amendments. These opportunities, as well as the quarterly online newsletter, *Granite State Libraries*, provide a good process for annual comment and review. <http://www.nh.gov/nhsl/services/librarians/gsl/index.html>

The State Librarian and senior department staff, especially the Supervisor of Library Development Services, will oversee the implementation of the Five-Year Plan and prepare and submit annual reports as required. An important part of this monitoring process will be the tracking of outcomes by State Library personnel who have consulting, training and technical assistance responsibilities. Compliance with LSTA statutory provisions will be established by routine contact between IMLS staff and State Library staff, plus hosting a site visit conducted by IMLS staff.

Acknowledgements

With gratitude for contributions to this plan:

New Hampshire State Library

- Michael York, State Librarian
- Janet Eklund, Administrator of Library Operations/LSTA Coordinator
- Sue Palmatier, Supervisor of Library Development Services/State Data Coordinator
- Tom Ladd, Education Coordinator
- Donna Gilbreth, Supervisor of Reference and Information Services
- Charles LeBlanc, Supervisor of NHAIS Services
- Nancy Cristiano, Supervisor of Special Services
- Diana Degen, Supervisor of Electronic Information Resources
- Ann Hoey, Youth Services Coordinator
- Bobbi Slossar, Electronic Services Coordinator
- John Barrett, Supervisor of Library Services to Persons with Disabilities

Himmel & Wilson Library Consultants, Janesville, Wisconsin

- Bill Wilson
- Ethel Himmel
- Coral Swanson, focus group facilitator