An Independent Evaluation of the New Hampshire State Library's Implementation of the Library Services & Technology Act Five-Year State Plan 2002-2007

Prepared by Himmel & Wilson, Library Consultants

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I. Introductory Statement and Summary of Impact of IMLS Funds to Support State Library Services

The Library Services and Technology Act (LSTA) (20 U.S.C. 9141) specifies that a State Library Administrative Agency shall expend funds for one or more of the following:

1. expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
2. developing library services that provide all users access to information through local, state, regional, national, and international electronic networks;
3. providing electronic and other linkages among and between all types of libraries;
4. developing public and private partnerships with other agencies and community-based organizations;
5. targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with 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 [as defined by the Office of Management and Budget and revised annually in accordance with section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902 (2))] applicable to a family of the size involved.

The mission of the New Hampshire State Library (NHSL) is to

- Promote excellence in libraries and library services to all New Hampshirites;
- 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;
- Meet the informational needs of New Hampshire state, county, and municipal governments and its libraries; and
- Serve as a resource center on New Hampshire.

The three goals in the New Hampshire State Library's Five-Year Plan 2003-2007 support the six LSTA priorities as outlined in Chart 1.

Table 1: LSTA Priorities supported by New Hampshire State Library Five-Year Plan 2003-2007

LSTA Purpose	***New Hampshire State Library Goal***
2, 3, 5	*GOAL 1: Use technology in innovative ways while dramatically expanding and improving access to library resources.*
4, 6	*GOAL 2: Raise the status of public libraries in New Hampshire by focusing on the value of emergent/early reading.*
1, 2, 3	*GOAL 3: Ensure delivery of library services by a highly skilled library work force through training, consulting and education support to librarians.*

Because LSTA funds are distributed largely on the basis of population, the amount of LSTA funding allotted to the State of New Hampshire is relatively small in comparison to most other states. New Hampshire's fiscal year (FY) 2006 allotment of $1,173,848 places it 41st among the states. Chart 1 below shows the history of LSTA allotments to New Hampshire since FY 2003. Amounts of LSTA funding available have been $916,679, $1,055,006, $1,115,181 and $1,173,868 for FY 2003, 2004, 2005, and 2006 respectively.

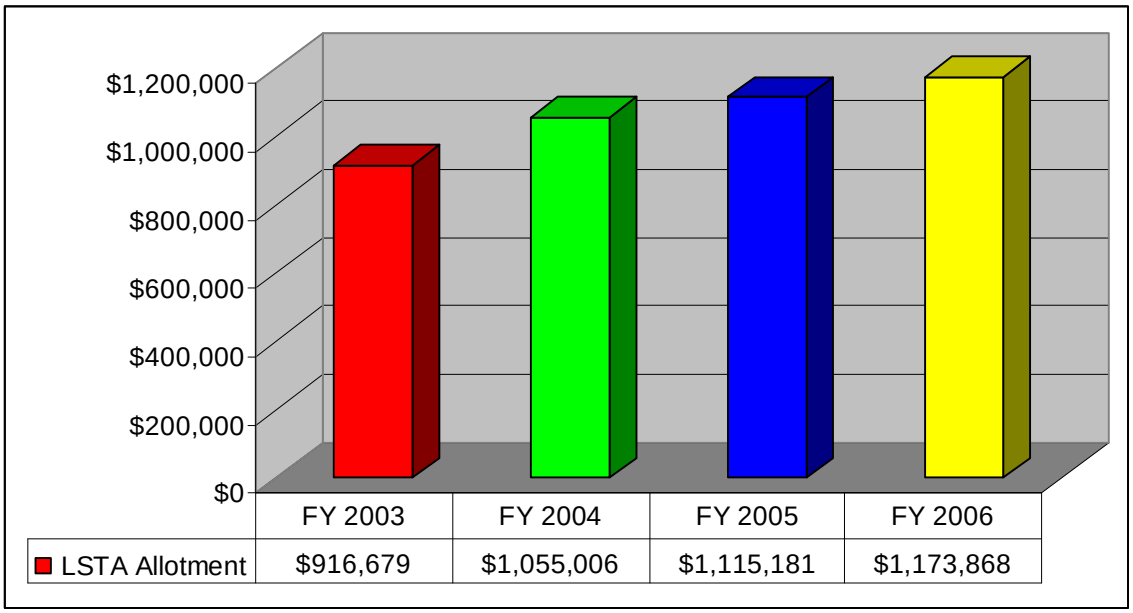


Chart 1 – LSTA Allotments – FY 2003 – FY 2006

Although New Hampshire is a relatively wealthy state (among the top ten in median household income) and has a good economy and a well-educated populace, libraries in the State continue to face significant challenges. The majority of libraries are town libraries serving very small municipalities. The financial resources available to many of these libraries are limited. In addition, most New Hampshire libraries do not benefit from e-rate funds since they object to the federally imposed filtering requirements of the Children's Internet Protection Act (CIPA).

Bandwidth and connectivity are a problem for the approximately thirty percent of public libraries that still have only dial-up access to the Internet. Access to professional consulting and support services is extremely important to small libraries and providing these services can be difficult due to travel distances, terrain, and the relatively small size of the New Hampshire State Library's development staff.

At one time, NHSL offered competitive sub-grant grants with LSTA funds; however, most of its LSTA allotment is now used to fund statewide programs in an effort to achieve the maximum impact on library and information services affecting the greatest number of people. A considerable amount of LSTA funding is used to support NHSL staff members who perform work that has a statewide scope. LSTA funding supports

the salaries of the Administrator of Library Operations, consultants, van drivers, New Hampshire Automated Information System (NHAIS) Services help-desk and data entry staff, the technology services coordinator, Talking Books Services staff, and the youth services consultant. Chart 2 below summarizes the total LSTA and other funds expended in 15 program areas during the three years covered by this evaluation (FY 2003 – FY 2005).

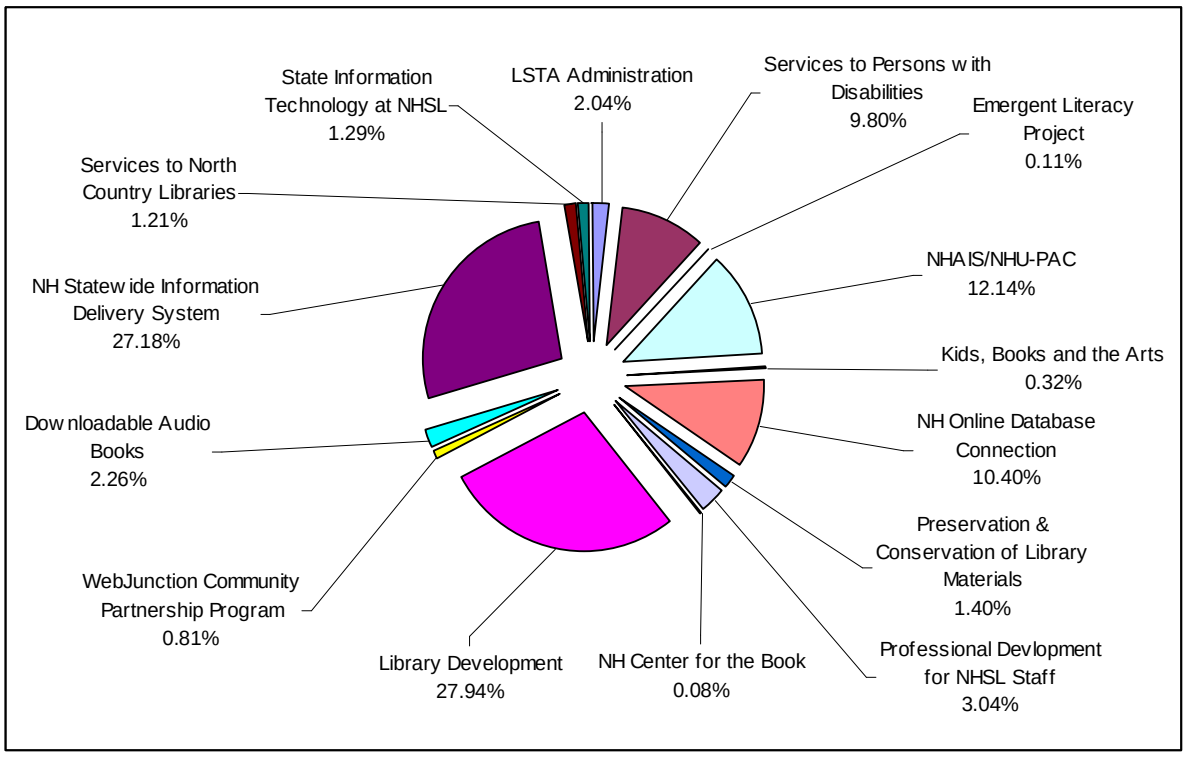


Chart 2 – LSTA Expenditures – FY 2003 – FY 2005

Library Services and Technology Act funding helps the New Hampshire State Library in its effort to be a central unifying force in the Granite State's library community. During the FY 2003 – FY 2006 period covered by this evaluation, the State Library carried out a number of programs that have had a statewide impact. Included are the New Hampshire union catalog (NHU-PAC) that supports interlibrary loan and cataloging, van delivery service, and access to online databases.

In addition, the NHSL's talented staff provided expertise to support library development through technical support and individual consulting. The continuing education offered under the State Library's auspices was well attended and highly regarded by librarians. The State Library supported introduction of new technology, including downloadable books and the collection of library statistics using Bibliostat. Finally, LSTA support helped the New Hampshire State Library leverage funding from a number of other sources. Included among other funding sources are the State of New Hampshire, the Bill & Melinda Gates Foundation, the New Hampshire Arts Council, and, in the case of individual libraries, local tax support and charitable giving.

II. Overall Report of Results in Achieving Goals and Objectives Based on the Five-Year Plan

The New Hampshire State Library's LSTA Five-Year Plan 2002 – 2007 includes three goals and a total of ten objectives. The plan also outlines a large number of activities designed to support the goals and objectives. The following table (Table 2) summarizes the progress that has been made in regard to each of the goals, objectives and activities. It should be noted that the activities, which are listed under each of the objectives, are, and should be, far more subject to change than the goals and objectives. Although the number of activities listed is large, the reader should remember that progress toward or the actual meeting of a goal should be considered to be far more important than the completion of a specific activity.

Table 2: Summary of Progress toward Goals and Objectives, FY 2003 to FY 2005

	No Progress	*Progressing*	*Met Goal*	*Surpassed Goal*
GOAL 1: Use technology in innovative ways while dramatically expanding and improving access to library resources.			**X**	
Objective 1.1. Provide access to digital collections for all New Hampshire libraries.			**X**	
1.1.1. Maintain a telecommunications network of sufficient capacity to provide connectivity to State Library resources.		**X**		
1.1.2. Upgrade, then sustain the statewide union catalog database (NHU-PAC).			**X**	
1.1.3. Assist libraries in creating electronic bibliographic records for use in NHU-PAC as well as local library system(s).			**X**	
1.1.4. Encourage all libraries to add their holdings to the New Hampshire Union Catalog and to share resources with other libraries.			**X**	
1.1.5. Establish an original cataloging service for libraries within the Network Services Section.			**X**	
1.1.6. Develop a robust electronic document delivery system for libraries to share resources by meeting Interlibrary Loan ISO standards and subscribing to services such as Article Express and/or Ariel.			**X**	
1.1.7. Offer grants and technical assistance to enable libraries to acquire high bandwidth telecommunications networks.	**X**			
1.1.8. Provide advisory and consulting services to enable all types of libraries to plan for services that meet constituent needs.			**X**	
1.1.9. Purchase access to digital full-text products for all New Hampshire libraries with statewide licensing whenever possible at no direct cost to the partner libraries.			**X**	
1.1.10. Pursue a "Virtual Reference Demonstration Project" that encompasses quality content, management and planning.			**X**	

Table 2: Summary of Progress toward Goals and Objectives, FY 2003 to FY 2005 (continued)				
	No Progress	*Progressing*	*Met Goal*	*Surpassed Goal*
Objective 1.2. Provide access to New Hampshire state documents electronically.		**X**		
1.2.1. Enhance Webster, www.nh.gov, the citizen portal to state government resources available on the Internet.			**X**	
1.2.2. Develop finding tools to access electronic state government documents and information resources.	**X**			
1.2.3. Provide leadership to New Hampshire state government agencies relative to dissemination and retrieval tools for electronic resources.	**X**			
1.2.4. Establish free and open access to state government information to contribute to a strong democracy.		**X**		
Objective 1.3. Increase public access to unique community and historical collections through preservation of New Hampshire's paper-based collections using digitizing technology.		**X**		
1.3.1. Encourage statewide and regional coordination of preservation and digitization activities.		**X**		
1.3.2. Initiate the transition in New Hampshire from a paper-based information to a digital public information infrastructure.	**X**			
1.3.3. Utilize OCLC's digital and preservation resources to digitize State Library newspaper, historical and legislative collections.	**X**			
1.3.4. Establish digitization policy, determine digitization standards and identify priority digitization activities.		**X**		
Objective 1.4. Ensure delivery of library services and resources to meet the needs of all people in New Hampshire.			**X**	
1.4.1. Provide greater access to library services to persons with disabilities by offering assistance and technical support for installation of assistive technologies.		**X**		
1.4.2. Improve patron satisfaction and interlibrary loan efficiency by supporting a statewide delivery service.			**X**	
1.4.3. Assist libraries who cannot afford technology and those who are slow to adopt technology.		**X**		
1.4.4. Implement an incentive program for libraries that participate in Interlibrary Loan that will be based on a lending formula.	**X**			
1.4.5. Investigate establishing a special services section within the State Library to address library services and resources to senior populations.			**X**	
1.4.6. Revise the statewide interlibrary loan network, which includes agreements and protocols for lending and borrowing.	**X**			

Table 2: Summary of Progress toward Goals and Objectives, FY 2003 to FY 2005 (continued)				
	No Progress	*Progressing*	*Met Goal*	*Surpassed Goal*
GOAL 2: Raise the status of public libraries in New Hampshire by focusing on the value of emergent/early reading.		**X**		
Objective 2.1. Develop a program with the assistance of New Hampshire libraries, medical societies and hospitals to make reading to infants and young children a priority for families.		**X**		
2.1.1. Provide reference service and support to the "Early Learning Lasts a Lifetime" program to ensure all children have the best chance to do well in school.			**X**	
2.1.2. Provide books and materials to every new parent in New Hampshire through a "Books for Babies" program that has as its goal to help children read on grade level from the beginning of their school careers.		**X**		
Objective 2.2. Develop a statewide training and promotion program for public libraries to encourage family literacy, which will build on existing programs such as the New Hampshire Summer Reading Program.		**X**		
2.2.1. Provide financial assistance and consulting support to libraries in the development of summer reading programs and after-school programs directed at reading and lifelong learning.		**X**		
2.2.2. Establish a State Librarian-sponsored event(s) for family reading programs/promotion.		**X**		
2.2.3. Establish partnerships with state and local literacy agencies.		**X**		
2.2.4. Promote early-childhood programs that encourage pre-school learning.		**X**		
Objective 2.3. Investigate establishing a New Hampshire Center for the Book as an effective vehicle for promoting reading.			**X**	
2.3.1. Work with the Library of Congress to understand the guidelines and activities involved with an affiliate state Center for the Book.			**X**	
2.3.2. Utilize a Center for the Book to promote reading throughout New Hampshire.			**X**	

Table 2: Summary of Progress toward Goals and Objectives, FY 2003 to FY 2005 (continued)				
	No Progress	*Progressing*	*Met Goal*	*Surpassed Goal*
GOAL 3: Ensure delivery of library services by a highly skilled library work force through training, consulting and education support to librarians.			**X**	
Objective 3.1. Improve the speed and accuracy of reference services by training librarians in effective online searching skills.			**X**	
3.1.1. Increase the number of hands-on training sessions at the Concord and Lancaster training labs.			X	
3.1.2. Develop, coordinate and deliver library education programs to improve access to library education for those who are geographically isolated.			X	
3.1.3. As new technologies are introduced and offered to the library community, coordinate a series of workshops to use of the technology.			X	
3.1.4. Develop web and computer based training applications to provide convenient and comprehensive instruction for independent learning.		X		
3.1.5. Create a "train the trainer" institute to provide local librarians an opportunity to facilitate training at the local level.		X		
Objective 3.2. Develop distance learning approaches to training and continuing education from remote sites.		**X**		
3.2.1. Participate with the Granite State Distance Learning network to provide professional development opportunities throughout the state.		X		
3.2.2. Create an online environment to allow for "just-in-time" training opportunities using instant communication technologies.		X		
Objective 3.3. Create a computer literate community of librarians.			**X**	
3.3.1. Utilize the mobile training lab to ensure every public librarian has proper instruction to use computers, possesses basic computer skills, and can perform online search strategies.			X	
3.3.2. Establish a "connected" New Hampshire where all library computers can access the Internet and all librarians can use the Internet.		X		
Objective 3.4. Strengthen the expertise and accountability of the New Hampshire State Library.			**X**	
3.4.1. Build the capacity of State Library employees through professional development in communications, advocacy and articulating information needs.		X		

GOAL 1: Use technology in innovative ways while dramatically expanding and improving access to library resources.

Objective 1.1. Provide access to digital collections for all New Hampshire libraries.

1.1.1. Maintain a telecommunications network of sufficient capacity to provide connectivity to State Library resources.

Activities and Outputs

Each year during this 5-year period, the State Library has replaced or upgraded one-fourth of its computers to meet its Strategic Information Technology Plan goal. In addition, new switches and hubs have replaced old equipment and Cat 5 Ethernet cabling now connects clients to servers. The operating system has been upgraded on all desktop PCs from Windows 98 to Windows XP Professional.

Between 2003 and 2005, the State Library upgraded server hardware and software and continued to support a backupT-1 line and frame-relay connections to two satellite offices.

Evidence of Progress

Connectivity remains an important issue in many New Hampshire libraries; however, for those libraries that have reasonably good Internet connections, technology upgrades at the State Library mean that access to the NHSL's digital resources is no longer an issue. An indication of the degree to which connectivity issues remain at the local level can be found in the web survey. A total of 47 of the 148 librarians (31.75%) responding to a connectivity question on the survey, agreed or strongly agreed with the statement, "connectivity is the biggest technology issue facing my library." However, it should also be noted that libraries with very limited connectivity were certainly less likely to complete an electronic survey.

1.1.2. Upgrade, then sustain the statewide union catalog database (NHU-PAC).

1.1.3. Assist libraries in creating electronic bibliographic records for use in NHU-PAC as well as local library system(s).

1.1.4. Encourage all libraries to add their holdings to the New Hampshire Union Catalog and to share resources with other libraries.

Activities and Outputs

NHU-PAC. The New Hampshire Union Public Access Catalog (NHU-PAC) is a web-based catalog of the holdings of the 400+ public, school, academic, and special libraries that make up the New Hampshire Automated Information System (NHAIS)[1]. NHU-PAC provides rapid access for customers to more than 1.5 million library records and 2.8 million holdings for New Hampshire residents and supports cataloging and interlibrary loan for libraries.

In 2001-02, the State Library upgraded NHU-PAC so that staff in the State's 397 public, school, academic, and special libraries can search for records, add and delete holdings, download MARC records, create and respond to interlibrary loan requests, and submit requests for records not currently in the system through a single web site.

Between 2003 and 2005, the database was re-indexed several times to eliminate duplicate records.

Membership in NHAIS was opened to school libraries during 2003-04, and by 2005, 29 school libraries had joined.

Table 3: Participation in and Usage of NHAIS	***03-04***	***04-05***	***05-06***	***06-07****
Participating libraries: Public	215	215	215	
Academic	29	29	29	
Government agency	4	4	4	
Schools	118	118	118	
Special	35	35	35	
Total	***401***	***401***	***401***	452**
Help desk calls: Phone	620	687	613	
E-mail	379	435	288	
Records Added	73,000	71,454	64,494	28,990
Holdings Added		279,202	332,719	181,451
Cards printed		31,105	29,644	8,483

* As of February 7, 2007
** Membership in NHAIS was opened to school libraries below the secondary level during 2003-2004.

[1] The New Hampshire Automated Information System was established by the Legislature in 1983.

Evidence of Progress

In the web survey, New Hampshire librarians gave interlibrary loan (through NHAIS) a mean positive rating of 4.60 (on a 5 point scale) and NHU-PAC a rating of 4.22, confirming broad satisfaction with these core NHAIS services (Chart 3). They agreed (mean rating 4.36) that "interlibrary loan works well" in the opinion question in the survey (Chart 6).

The NHAIS Union catalog and interlibrary loan are used every day in libraries across the state and were highly valued by librarians and staff interviewed. Focus group participants were generally positive about NHAIS and its role in interlibrary loan.

> *"The State Library does a great job with the technology goal."*
>
> *"There's been a stress on technology and we appreciate it."*
>
> *"Automated ILL works well. A huge innovation from paper."*

Following is a series of charts that summarize the results of the web survey. These charts will be referenced in numerous places in the report as issues related to the areas covered in the survey are discussed.

Chart 3: Online Survey: How Well Do Services Address Needs of New Hampshire Libraries and Residents (n=177)

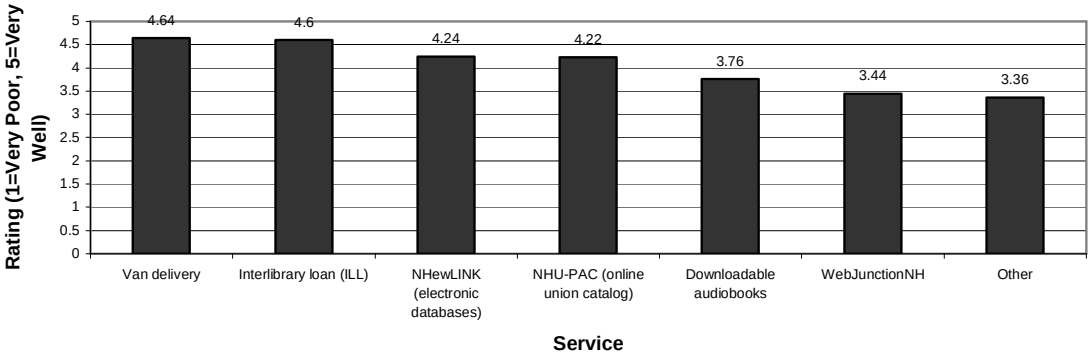


Chart 4: Online Survey: How Well Do Services Address Needs of New Hampshire Librarians

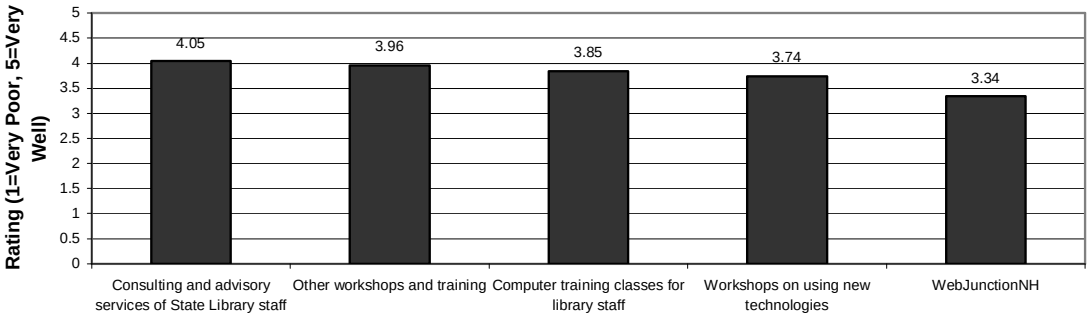


Chart 5: Online Survey: How Well Do Services Address Needs of New Hampshire Residents

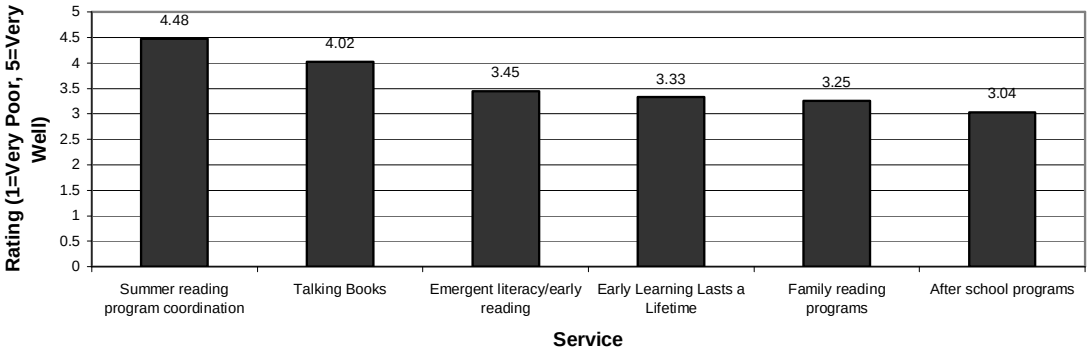
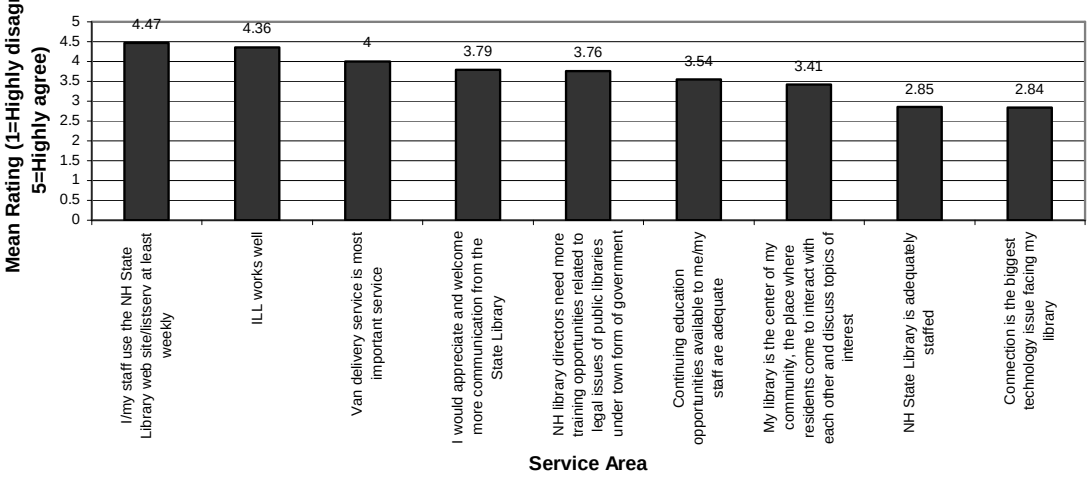


Chart 6: Opinions on State Library Services



"Most places in NH are generous on loaning."

"It's incredible. We use it every day."

"We're so isolated it means a lot not to be limited by the collection. People are surprised to know we can receive materials from outside our area."

"Sometimes I'm amazed at how quickly ILL items come. We try to find a library close by in order to get a quicker response. The system works very well. This also eases the stress of weeding a collection."

"We have two active book clubs so ILL works well for that too."

"A lot of patrons know how to use the State Library web site to get there."

A few made critical comments.

> *"Automation is not innovative. The system for MARC records is unwieldy and inefficient. It is needlessly cumbersome. There are complaints about speed and slow connectivity. Manual deletion is awful."*

Librarians in focus groups and interviews also made suggestions for improvement:

- Improve the capability for requesting multiple copies of a request for books for book discussion groups.
- Improve the records transfer: *"Transferring records is sometimes annoying. It drops the record occasionally."*
- *"Provide basic information on the procedures involved in the ILL process."*

1.1.5. Establish an original cataloging service for libraries within the Network Services Section.

Activities

According to State Librarian Michael York, the State Library is "doing original cataloging for libraries – local authors, mostly NH related materials. About 200-300 per year."

1.1.6. Develop a robust electronic document delivery system for libraries to share resources by meeting Interlibrary Loan ISO standards and subscribing to services such as Article Express and/or Ariel.

Activities

New Hampshire libraries can receive copies of articles from periodicals supported by the Article Express service. If requests are received by 2:30 p.m., Monday through Friday, the State Library is usually able to FAX the copy of the article to the requesting library on the same day.

1.1.7. Offer grants and technical assistance to enable libraries to acquire high bandwidth telecommunications networks.

Activities

To date, NHSL has not been able to offer grants for this purpose.

1.1.8. Provide advisory and consulting services to enable all types of libraries to plan for services that meet constituent needs.

Activities

"Library Development" services including consulting accounted for the largest total expenditure of LSTA funds between FY 2003 and FY 2005 (Chart 2).

Four State Library staff members are directly involved in library development. Each of them participates in research, planning, consultation, and professional development in special areas, and contributes to consulting on general topics including personnel management, collection development/management, grant writing and fund raising, intellectual freedom, copyright, local funding and budgeting, historic preservation, and intergovernmental and interagency relations.

- Susan Palmatier is Supervisor of Library Development Services based at the North Country office. Her consulting responsibilities include long-range and strategic planning, space needs assessment, planning and construction; and Friends and volunteers development and management. She is also the State Data Coordinator.
- Thomas Ladd, Education Coordinator, based at the North Country office, covers trustee consulting, WebJunction, and professional development.
- Anne Hoey, Youth Services Coordinator based in Concord, is responsible for the area of services to young adults and children, including programming, collection development, children's listserv administration and partnerships.
- Bobbi Slossar, Technology Coordinator based in Concord, helps public and school libraries with technology issues, teaches technology classes, researches systems, visits library cooperatives, and administers two listservs to support communication among libraries.

Activities

Library Development Services staff perform a wide variety of tasks ranging from very general (e.g., a sympathetic ear and moral support) to the very technical (e.g., advice and assistance on connectivity issues). Contact with libraries is sometimes initiated by NHSL staff; however, most frequently, libraries with a specific need contact the State Library to request assistance.

As can be seen from the descriptions of the staff positions listed above, Library Development Services staff members perform multiple functions ranging from the collection and analysis of library statistics to staff development and from fostering the improvement of services to children and youth to enabling communication between and among libraries through the establishment and maintenance of listservs.

Changes in how library statistics are collected provide an indication of how far New Hampshire libraries have come in a short period of time. Before 2002, all New

Hampshire libraries submitted their annual report statistics manually. In 2002-03, the New Hampshire State Library migrated to Bibliostat Collect and promoted the submission of public library annual report statistics online. By 2004-05, 195 public libraries submitted their reports online while only 22 submitted reports in print format.

Consultations.
Following is a brief summary of consulting contacts between NHSL staff and local libraries.

Table 4: Consultations	***02-03***	***03-04***	***04-05***	***05-06***
Phone	883	656	672	982
E-mail	83	748	839	1,573
In-person	222	239	254	301
Mail	111	115	121	169
Total	**1,299**	**1,750**	**1,886**	**3,025**

Evidence of Progress

In the online survey, consulting was rated highest of all services for librarians (but lower than van delivery, interlibrary loan, electronic databases, and the union catalog), receiving a mean rating of 4.05 out of 5 (Chart 4).

Survey respondents agreed with the statements: "New Hampshire Library directors need more training opportunities related to legal issues of public libraries under the town form of government" (rating 3.76) and "Continuing education opportunities available to me/my staff are adequate" (rating 3.54) (Chart 6).

Six of 14 librarians and State Library staff interviewed listed technology assistance and consulting as a key service. Their comments were positive:

> *"We get prompt responses to our e-mail queries."*
>
> *"Technology and consulting go hand-in-hand in order to understand which part of technology is best for your library."*
>
> *"The library consultants have helped us several times. A few years ago they helped with a building program, space audit. The state is helpful about policy and state law."*

Focus group participants were also generally positive about State Library consulting.

> *"Tom did space consulting at our library. The changes he suggested made a difference. Access to expertise like that is great."*
>
> *"Tom helped with weeding. Sue always has an answer."*

They agreed that many libraries needed help with technology and appreciated the technology consulting they received:

> *"The technology consultant helped with downloadable audio program and is doing a presentation on databases."*
>
> *"Automation consultant goes around the state. Having somebody available is critical."*
>
> *"The State has a technology person who came to the co-op meeting. She went through the choices. She's available and excellent. She answers our questions."*

Several observations were not as positive.

> *"Consulting doesn't happen much in lower tier, but happens more upstate. That's where the smaller libraries are."*
>
> *"Consultants have older information. Consultants are not on the cutting edge and up-to-date on current literature."*
>
> *"Staff wearing multiple hats hold the State Library back."*

They made some suggestions:

- More visibility of State Library staff at area meetings and library visits.
- More current expertise.
- Expand State Library hours to a six-day week to match library operating hours.

1.1.9. Purchase access to digital full-text products for all New Hampshire libraries with statewide licensing whenever possible at no direct cost to the partner libraries.

Activities

The NHSL has worked diligently to expand public access to resources in digital/electronic formats. Access to full-text databases in libraries and from the home is provided through local libraries. Recently, NHSL has started a program to offer public access to downloadable books. Both programs have been warmly received.

Online databases. NHewLINK, New Hampshire's electronic database program, was selected by the State Library as the subject of its in-depth evaluation. Information about this program can be found in Section III (Results of In-Depth Evaluation) of this report.

Downloadable books. This program was selected by the State Library as the topic for an examination of the application of outcome-based evaluation principles. See Section IV (Progress in Showing Results of Library Initiatives or Services: Outcome Based Evaluation).

Serials Solutions. In 2004, the State Library implemented Serials Solutions E-Journal Electronic Resource Management System (ERMS) to compile all full-text and print serial holdings records. From January-September 2004, 2011 searches were conducted; in 2004-05, 1,897 searches were conducted.

Outcomes

The implementation of Serials Solutions E-Journal ERMS has streamlined the process of managing the electronic resources to which the NHSL subscribes and has facilitated more rapid access to the content being sought by end-users.

Online databases. See Section III.

Downloadable books. See Section IV.

1.1.10. Pursue a "Virtual Reference Demonstration Project" that encompasses quality content, management and planning.

Activities and Outputs

In 2002-03, the State Library converted the "Ask a Librarian" feature on its web site to QuestionPoint for e-mail and real-time chat reference; that year they answered an estimated 150 questions per month; in 2003-04, they responded to 1,810 questions by e-mail and 298 via chat; in 2004-05, 1,887 by e-mail and 254 via chat. Ask a Librarian also serves as the main question service on the State of New Hampshire's home page at http://www.state.nh.us/ask/index.html.

Evidence of Progress

The combination (or blending) of Ask a Librarian and QuestionPoint accessibility offers NewHampshire residents and librarians an array of options for seeking answers to their reference questions.

Objective 1.2. Provide access to New Hampshire state documents electronically.

1.2.1. Enhance Webster, www.state.nh.us, the citizen portal to state government resources available on the Internet.

1.2.1.1. Develop and maintain a government information locator service (GILS).

1.2.1.2. Establish a permanent retention and archival program for electronic state documents.

1.2.1.3. Implement an accessibility initiative to make Webster available to persons with disabilities.

Activities and Outputs

The New Hampshire State Library was a major player in the development of the State's worldwide web presence many years ago. Usage of the system continued to grow and in 2002-03, Webster had 600,000 visitors and 17 million pages were viewed per month. The New Hampshire State Library continued its work implementing the strategies outlined above during the early portion of the evaluation period. However, since that time, the State has decided to move Webster from the auspices of the State Library and to place it under the New Hampshire Office of Information Technology.

1.2.2. Develop finding tools to access electronic state government documents and information resources.

Little or no progress has been made in this area.

1.2.3. Provide leadership to New Hampshire state government agencies relative to dissemination and retrieval tools for electronic resources.

Little or no progress has been made in this area.

1.2.4. Establish free and open access to state government information to contribute to a strong democracy.

The only specific activity in this area has been the ongoing coordination of the state document depository program. In the most part, these documents are still in print-on-paper format.

Evidence of Progress

The move of Webster from the State Library to the Office of Information Technology impacted several of the activities in this area. Although little or no progress has been made in carrying out several of the activities, the fact that the State moved the Webster program from the State Library to the Office of Information Technology should ***not*** be seen as evidence of failure. The utility of the site is obvious from its high level of use.

Objective 1.3. Increase public access to unique community and historical collections through preservation of New Hampshire's paper-based collections using digitizing technology.

1.3.1. Encourage statewide and regional coordination of preservation and digitization activities.

Activities and Outputs

During 2002-03, the State Library completed transcription of 62 interviews, 33 transcript summaries and finding aids resulting from the Women's Voices, Women's Choices oral history project.

Beginning in 2003-04, the State Library Administrator of Library Operations began a three-year term, representing New Hampshire, on the New England Document Conservation Center (NEDCC) Advisory Committee.

Outputs and Outcomes

Over the last five years, the New Hampshire State Library has emerged as a credible resource on preservation and conservation. In addition, librarians in the field has started to turn to NHSL for information and advice on issues such as disaster preparedness and recovery. LSTA funding provided Janet Eklund with an opportunity to develop a good base of knowledge in these areas and she now serves as the State Library's preservation officer and has been instrumental in remobilizing a once defunct State Library preservation committee. The new committee's charge is to coordinate preservation and digitization activities within the State Library (not on a statewide basis).

1.3.2. Initiate the transition in New Hampshire from a paper-based information to a digital public information infrastructure.

Little or no progress has been made in this area.

1.3.3. Utilize OCLC's digital and preservation resources to digitize State Library newspaper, historical and legislative collections.

Little or no progress has been made in this area.

1.3.4. Establish digitization policy, determine digitization standards and identify priority digitization activities.

Activities and Outputs

In 2002-03, the State Library completed a Preservation Assessment Survey, with additional funding by a grant from the National Endowment for the Humanities. They microfilmed 16 newspaper titles, bound seven periodical titles, and began an inventory of 17th-19th century manuscripts.

In 2004-05, the inventory of manuscripts and publications dating from 17th-19th centuries continued. The Library paid for vault storage of 1,800 archival copies of NH newspaper microfilm at Iron Mountain.

In 2005-06, the State Library received a National Endowment for the Humanities grant to assess 18th and 19th century New Hampshire maps and atlases for $5,000. (see 2003 attendance at 'writing successful grant proposals for preservation and digitization projects' workshop!)

Outcomes

The survey referenced above has been completed. In addition, an assessment of the condition of maps was performed to determine treatment priorities. LSTA funds were used to match National Endowment for the Humanities funds to purchase storage equipment in order to house the maps in a way that will enhance their preservation.

Evidence of Progress

Overall, the State Library staff indicated disappointment with the progress that has been made in the area of digitization. They acknowledged that "…moving forward on digitization has proven to be far more challenging than was originally anticipated." One senior staff member characterized the progress that has been made as "small potatoes" but added that NHSL hasn't given up. They added, "…it's just taking us longer than we had hoped!"

There has been some discussion of including a "Center for Digital Content" as an objective in the next LSTA five-year plan.

Objective 1.4. Ensure delivery of library services and resources to meet the needs of all people in New Hampshire.

1.4.1. Provide greater access to library services to persons with disabilities by offering assistance and technical support for installation of assistive technologies.

Activities and Outputs

The Talking Books Service continued to provide materials for people with vision impairments.

Table 5: Talking Books Service	***02-03***	***03-04***	***04-05***	***05-06***
Current patrons	-	1,967	2,412	1,944
New patrons added	505	445	404	426
Total patrons	1,967	2,412	2,478	2,370
Recorded cassettes circulated	-	62,511	66,621	68,646
Large print books circulated	-	6,215	6,855	6,916
Descriptive videos circulated	-	899	536	484
Total items circulated	76,004	69,625	74,012	76,046

In 2002-03, the State Library purchased Zoomtext to assist visually impaired customers in using computers for the Concord training lab.

State Library staff also made presentations at Senior Wellness Fairs, conferences, and Disabilities Expositions each year, 10 in 2002-03, 9 in 2003-04, and 9 in 2004-05.

Outcomes

In the online survey, librarians rated the Talking Books Service favorably, with a mean rating of 4.02 out of 5.0 (Chart 5).

In January 2003, patrons of the Talking Books Service responded to a survey requesting information on service usage and satisfaction level. Approximately 2,000 surveys were distributed and 370 were returned for a response rate of 18.5%. Overall satisfaction with the program was very high. For example, over ninety percent (91.62%) said that they were “always” given courteous, prompt assistance. Another 3.5% said that this was “usually” the case. Over ninety-two percent (92.4%) said that their machines worked to their satisfaction.

Several interesting issues related to access were also explored. While a majority of users ***did not*** have access to the Internet (73.24%), this also means that more than a

quarter (26.76%) ***do*** have access. The open-ended questions in the survey also revealed that the technological sophistication of talking book users is increasing. A number offered comments regarding differing formats and their desire for smaller players with greater capabilities.

Evidence of Progress

The program's high level of user loyalty as well as quantitative and qualitative data from the user survey demonstrate the high value that program participants place on the service.

1.4.2. Improve patron satisfaction and interlibrary loan efficiency by supporting a statewide delivery service.

Activities and Outputs

The State Library runs a statewide van delivery system, with four vans on the road five days a week and two vans on the road two days a week. Statewide delivery is used by more libraries than any other State Library service.

Table 6: Statewide Van Delivery	***02-03***	***03-04***	***04-05***	***05-06***
Participants: Public libraries	206	173	173	173
Schools	63	6	6	6
Academic libraries	27	9	9	9
Special libraries	11	4	4	7
Continuing stops/week	-	314	320	324
Stops added	48	-	14	20
Total stops plus delivery via a "drop" for another library 2004= 221 per week 2005= 229 per week 2006= 245 per week	-	314	320	324
Items delivered estimate based on survey in public libraries only	293,000	166,424	168,815	203,000

Outcomes

The outreach activities of the Talking Books Section have resulted in increased visibility of the program.

In the online survey, librarians gave the van delivery service the top rating—4.64 out of 5.0 (see Chart 3). In the opinion portion, they agreed (rating 4.0) that "Van delivery is the most important service" (Chart 6).

Delivery was mentioned with second-most frequency (just behind NHAIS, with which it was linked) as an important service by librarians and staff interviewed. Focus group participants confirmed that it allows libraries to participate in interlibrary loan, which they would otherwise not be able to do, because of shipping costs.

> *"Good service… We have seen improvement annually. Keep it up. Little libraries need this service desperately. We could probably sell it to the Legislature. It offers cost savings for the libraries."*
>
> *"Van delivery service is great. We couldn't live without it. Small libraries can't afford mailing costs. The Van driver is very pleasant."*

They made three suggestions for improving delivery:

- More frequent stops
- Consider four-wheel drive vehicle for northern routes: *"ILL means so much to us and it's hard when we miss one delivery."*
- Add van service to schools

Evidence of Progress

There is broad recognition that van delivery service is a vital component in the State's resource sharing system.

1.4.3. Assist libraries who cannot afford technology and those who are slow to adopt technology.

No LSTA funds were invested in this area with the exception of paying the salary of the Technology Services Coordinator. No direct grants were awarded to libraries to purchase technology.

1.4.4. Implement an incentive program for libraries that participate in Interlibrary Loan that will be based on a lending formula.

This activity reflects a program that had been discontinued in 2002. It had been hoped that the program could be reestablished during the 2003 – 2007 period; however, to date, this has not happened.

1.4.5. Investigate establishing a special services section within the State Library to address library services and resources to senior populations.

Activities and Outputs

The New Hampshire State Library now has a Special Services Section with a staff of three. In addition to addressing the needs of senior populations, the section coordinates the Books for Babies program.

1.4.6. Revise the statewide interlibrary loan network, which includes agreements and protocols for lending and borrowing.

Although significant strides have been made in the development and coordination of finding tools through NHU-PAC, interlibrary loan protocols remain much as they were a decade ago. Updating these protocols remains a goal for the future.

GOAL 2: Raise the status of public libraries in New Hampshire by focusing on the value of emergent/early reading.

Objective 2.1. Develop a program with the assistance of New Hampshire libraries, medical societies, and hospitals to make reading to infants and young children a priority for families.

2.1.1. Provide reference service and support to the "Early Learning Lasts a Lifetime" program to ensure all children have the best chance to do well in school.

Activities and Outputs

In 2004-05, the State Library's Family Resource Connection lent materials through the mail to New Hampshire residents on subjects pertaining to children.

The State Library children's consultant presented three workshops on Every Child Ready to Read @ Your Library and distributed 82 early literacy videos to public libraries in 3 counties.

Outcomes

Online survey results indicate that New Hampshire librarians rate early literacy services lower than other State Library services (Chart 5). Early Learning Lasts a Lifetime rated 3.33 out of 5.0.

Some focus group participants were aware of the Family Resource Center and felt it had been helpful.

> *"Our library uses the Family Resource Center. Topics in a box. We plan storytimes around them. We use it to reach out to daycares."*

One focus group participant knew that the Children's Consultant invited children's librarians to review children's books.

Some were unsure about its connection with the State Library. Some wondered why there was a focus on early literacy and not on adult literacy or seniors.

2.1.2. Provide books and materials to every new parent in New Hampshire through a "Books for Babies" program that has as its goal to help children read on grade level from the beginning of their school careers.

Activities

This project was piloted in two of New Hampshire's ten counties. The program was well received and extremely successful in the two counties. However, funding has not been available to expand the program statewide.

Evidence of Progress

Activities in this area represent an effort on the part of the New Hampshire State Library to help the library community recognize the important role that libraries play in emergent and family literacy. There is evidence that the message has been received and that a few libraries are acting upon it; however, there are still many who view literacy as a peripheral rather than a core role and many others are unaware that the NHSL is investing LSTA funding in this area.

Objective 2.2. Develop a statewide training and promotion program for public libraries to encourage family literacy, which will build on existing programs such as the New Hampshire Summer Reading Program.

2.2.1. Provide financial assistance and consulting support to libraries in the development of summer reading programs and after-school programs directed at reading and lifelong learning.

Activities and Outputs

The New Hampshire State Library worked with NH State Council on the Arts and the New Hampshire State Library Association to provide quality arts experiences and to promote summer reading for children in their communities. Three-thousand, three-hundred and sixty-eight (3,368) children and adults attended. Forty-three libraries received total funding support of $10,373. Sixteen-thousand, one-hundred and twelve (16,112) children read 176,177 books in 124 libraries during summer reading programs.

The Youth Services Consultant coordinated book reviews for children's literature in different venues, taught classes and assisted with Homework Help.

Outcomes

In the online survey, librarians gave a mean rating of 4.48 to the State Library's summer reading program coordination (Chart 5). Their mean rating for after-school reading programs was 3.04, the weakest of any service (Chart 5).

The 2004-05 State Library LSTA report included anecdotal comments from two local librarians that suggest the program's impact on children.

> *"…I know this performance made a great impression on all who attended. Alex the Jester got immediate feedback from one child, and outside the school after the show I had at least half a dozen kids run up and tell me how much they enjoyed it. I have also had several families in the library the week following inquiring about Camp Wannaread. Finally, this event brought two libraries together to complement and support each other in providing library services to children in our area. Thanks!"*

> *"The Kids, Books and the Arts performance helped make the summer reading program information they received more memorable and showed the library to be a place where fun things happen."*

Some focus group participants were complimentary about the State Library's coordination of the summer reading program.

> *"The Children's Consultant is very helpful. She coordinated the whole summer reading program. We all benefit from it."*

> *"Summer reading support is great. Sometimes we use their model."*

Others believed that the New Hampshire Library Association's CHILIS was responsible for the summer reading program.

> *"CHILIS is the driving force behind the summer reading program. I'd love to see the State Library take more of a leadership role but they have not taken one so far."*

2.2.2. Establish a State Librarian-sponsored event(s) for family reading programs/promotion.

Activities and Outputs

The Family Resource Center provided research service and technical assistance.

Outcomes

Family reading programs received a 3.25 mean rating from librarians in the online survey (Chart 5).

2.2.3. Establish partnerships with state and local literacy agencies.

Activities and Outputs

The State Library partnered with the New Hampshire State Council on the Arts and the New Hampshire State Library Association's children's section (CHILIS) to sponsor a summer arts experience along with a reading program. The Youth Services Consultant assisted in recruiting librarians to the summer reading program planning committee.

The Youth Services Consultant worked with CHILIS to plan two conferences each year.

The Youth Services Consultant also served as liaison to the New Hampshire Educational Media Association (NHEMA), through which a New Hampshire Teen Book Award was established.

2.2.4. Promote early-childhood programs that encourage pre-school learning.

Outcomes

Emergent literacy received a mean rating of 3.45 out of 5.0 in the online survey of New Hampshire librarians (Chart 5).

In interviews, New Hampshire Librarians confessed that they didn't realize this was a State Library goal and gave some clues about their reasons:

> *"In our library we have a goal for early reading. I'm surprised it's a goal of the State Library. I think of it as more of a community program."*

> *"I'm not sure about Goal #2. We don't have a children's librarian."*

They suggested that the State Library conduct some focus groups with children's librarians to discover their needs and those of the audiences they serve.

Focus group comments indicate that this goal was not well-known in the New Hampshire library community:

> *"This goal is a surprise. We have not known about this. The State Library is not a driving force in library programming. The Youth Services Consultant does a lot with teens. This is more low-level and lacks coordination."*
>
> *"Not aware of anything. Know the Youth Services Consultant. She's doing a great job. With her we have a lot more focus on young children."*
>
> *"I'm not sure they do much with early reading."*

Evidence of Progress

The activities carried out under this objective demonstrate progress in fulfilling several of the LSTA purposes. There are good signs of partnerships with other organizations and in integrating efforts to encourage literacy through both new and previously existing programs. The New Hampshire State Library has made some efforts to raise the consciousness of the library community in regard to the importance of emergent and family literacy and the role that libraries can play in helping people develop their literacy skills. Unfortunately, it appears that more work is needed. Many people were unaware, and a bit surprised to find that literacy was prominently mentioned in New Hampshire's LSTA Plan for 2003 – 2007.

Objective 2.3. Investigate establishing a New Hampshire Center for the Book as an effective vehicle for promoting reading.

2.3.1. Work with the Library of Congress to understand the guidelines and activities involved with an affiliate state Center for the Book.

2.3.2. Utilize a Center for the Book to promote reading throughout New Hampshire.

Activities and Outputs

During 2002-03, New Hampshire became the 50th state to open a Center for the Book.

The New Hampshire Center for the Book established a New Hampshire Authors' Room in the State Library. The Center sponsored three literacy contests:

Ladybug Award for pre-school through third grade children's choice. 10,000+ children cast ballots.
Letters about Literature
New Hampshire's Favorite Book

In 2004-05, the Center initiated a newsletter, *Book Notes*, and distributed 2,200 copies to college faculty, antiquarian book dealers, library staff, book store patrons, members of library book discussion groups, and others with interest. Feedback was very positive.

The Center also collaborated with NH Humanities Council, Verizon, NH Poetry Society. A representative from NH Center for the Book participates on all NH literacy awards committees.

Evidence of Progress

Again, there is evidence of activity in support of Objective 2.3 as well as exemplary efforts to engage other organizations in productive partnerships.

GOAL 3: Ensure delivery of library services by a highly skilled library work force through training, consulting, and education support to librarians.

Objective 3.1. Improve the speed and accuracy of reference services by training librarians in effective online searching skills.

3.1.1. Increase the number of hands-on training sessions at the Concord and Lancaster training labs.

3.1.2. Develop, coordinate and deliver library education programs to improve access to library education for those who are geographically isolated.

Activities and Outputs

In 2003-03, 70 individuals participated in five teleconferences, each downlinked to seven sites, sponsored by the State Library.

Outcomes

State Library reports indicate that teleconference participants were satisfied and that the sessions "raised awareness, increased knowledge, and changed attitudes" Participants were asked if it was likely that they planned to use the information they gained from the sessions immediately for improved patron services. Most reported that they would be able to do so.

However, a few comments by focus group participants indicate that the objective is an elusive one for several reasons. The comments indicate that funding, both for pursuing

higher education and for compensating people who have earned an MLS, remains a major problem in the State.

> *"As a librarian who doesn't have credentials, I would like to see more opportunities for me to advance in the profession. Some way for me to take courses online would be helpful. Maybe some kind of funding."*
>
> *"They want us to have an MLS. Towns won't pay salaries for an MLS. The State needs to accept that reality. State certification perhaps."*

3.1.3. As new technologies are introduced and offered to the library community, coordinate a series of workshops in use of the technology.

Activities and Outputs

In 2002-03, 200 library staff members participated in database searching workshops at the State Library and other locations; 600 participants attended at least one NHU-PAC training session; many attended all three courses, each offered 10 times at 9 different locations.

In 2003-04, 100 participated in database searching workshops at State Library and 200 participated in 26 sessions of NHU-PAC training on using the system for copy cataloging and interlibrary loan.

In 2004-05, 60 individuals participated in workshops at State Library on searching EBSCOhost, AncestryPlus, HeritageQuest; 200 attended 26 sessions of NHU-PAC training on using the system for copy cataloging and interlibrary loan.

Outcomes

In the online survey, librarians gave a mean rating of 3.85 to the State Library's computer training classes for library staff, 3.74 to workshops of using new technologies, and 3.96 to other workshops and training (Chart 4). (See also WebJunction in 3.1.4. below.)

Professional development was mentioned as a key State Library service by eight of 14 librarians and State Library staff in interviews. Susan Conrad commented: "If we don't have training, we don't know what to do with the tools we have." Susan Dunker-Bendigo noted: "It's very important. We take advantage. I've taken a number of excellent workshops.")

Focus group participants' commented on professional development in general, rather than on technology professional development specifically.

> *"Technology seems to be covered pretty well."*
>
> *"Training is fabulous across the board."*
>
> *"The people they get to teach are good."*
>
> *"A number of my staff have gone to workshops and found them helpful. Good feedback on instructors—reference, technology, how to use databases, health information, homework."*
>
> *"CE helps us to become skilled."*

They had several complaints:

> *"State does offer continuing education opportunities. Whether it's offered at a time and place that are convenient is the question."*
>
> *"Most training seems to take place around Concord. Too hard to get away."*
>
> *"Need to update. Jazz it up. Start by asking what the library community would like."*

They requested:

- Input into what classes will be offered
- More opportunities
- Publicity further in advance
- More convenient locations
- More experimentation with alternative delivery mechanisms
- Focus on emerging technologies
- Professional development in a number of specific topic areas—legal issues, how to use specific state resources, budgeting, orientation for new directors (especially issues seen on listservs), topics for paraprofessionals, reference, teens, buildings, marketing, policy development, bus tour of libraries.

3.1.4. Develop web and computer based training applications to provide convenient and comprehensive instruction for independent learning.

Activities and Outputs

WebJunction-New Hampshire debuted in June 2005. Its purpose is to facilitate and build communities of librarians and to support public access computing in libraries. WebJunction includes national content as well as New Hampshire content, free online courses for any New Hampshire library staff member, and an online discussion area where library staff can ask and answer questions and share opinions.

Outcomes

In the online surveys, New Hampshire librarians gave average ratings to WebJunction of 3.44 in addressing needs of libraries and residents (Chart 3) and 3.34 in addressing needs of librarians (Chart 4).

In interviews, librarians described a slower-than-expected rate of adoption and numerous log-in problems with WebJunction.

Comments from focus group participants confirm that some library staff have used WebJunction.

> *"I've printed out some great articles."*
>
> *"I've used it for policies and job descriptions."*
>
> *"Access to WebJunction is helpful to me. Classes are very helpful."*

Staff at the State Library noted that the limitations of the target audience also presented hurdles.

> *"The libraries we're trying to bring into the community have dial-up access, tiny libraries with part-time staff, with no time."*

Their perceptions were confirmed by comments in the focus groups:

> *"Online classes look interesting. Potential to be used for that. However, hard to make the time commitment. Also hard to do in a public place which some small libraries would have to do. Not realistic."*
>
> *"WebJunction? I have too much to do. I avoid it. Seems like the State Library is investing a lot of effort in something where there is little library community interest. I don't see the advantage of using it."*

3.1.5. Create a "train the trainer" institute to provide local librarians an opportunity to facilitate training at the local level.

A proposal to the Gates Foundation Rural Sustainability program to fund this institute was unsuccessful.

Evidence of Progress

New Hampshire faces significant challenges in its efforts to provide high-quality staff development opportunities for library staff in the Granite State. Geography, terrain, and the small size of many New Hampshire libraries all limit the ability of library staff to attend training and continuing education events. The library staff encountered by the evaluators through the web survey, focus groups, and interviews generally held the New Hampshire State Library's efforts in high regard. Many of the negative comments concerned access issues such as too many of the courses being offered in Concord. In recognition of these realities, the NHSL has sought solutions that offer access to online training, specifically WebJunction. To date, acceptance of WebJunction training has been less than spectacular. There has been some interest in courses and, during the period between July 2005 and April 2006, New Hampshire library staff members signed up for 91 courses. Unfortunately, only 9 of those courses (less than 10%) were ever completed.

It does ***not*** appear that this low completion rate is due to the quality of the courses. Several of those who participated in WebJunction courses indicated that they have been satisfied with the experience. The largest number of non-completions (42 of 91) were situations in which people registered for courses and never even started them! The evaluators believe that, through WebJunction, the NHSL is making a good faith effort to provide useful content in a manner that is not bound by time or place. We would encourage the State Library to continue to offer this opportunity in hopes that the low participation/completion rate is due to unfamiliarity with this method of learning.

Objective 3.2. Develop distance learning approaches to training and continuing education from remote sites.

3.2.1. Participate with the Granite State Distance Learning Network to provide professional development opportunities throughout the state.

See 3.1.4. WebJunction.

3.2.2. Create an online environment to allow for "just-in-time" training opportunities using instant communication technologies.

See 3.1.4. WebJunction.

Objective 3.3. Create a computer literate community of librarians.

3.3.1. Utilize the mobile training lab to ensure every public librarian has proper instruction to use computers, possesses basic computer skills, and can perform online search strategies.

The mobile training lab has been discontinued. Instead the State Library uses the Gates Training Lab in Hooksett and the Training Lab in Concord.

3.3.2. Establish a "connected" New Hampshire where all library computers can access the Internet and all librarians can use the Internet.

Evidence of Progress

The New Hampshire State Library has attempted to create a "connected" New Hampshire through a variety of initiatives. Strategies have included, but are not limited to, efforts such as NHU-PAC (finding and resource sharing tools), NHewLINK (digital content), WebJunction (online staff development), technology support, and hands-on training. It is clear to the evaluators that the State has made considerable progress in spite of significant challenges.

Objective 3.4. Strengthen the expertise and accountability of the New Hampshire State Library.

3.4.1. Build the capacity of State Library employees through professional development in communications, advocacy, and articulating information needs.

Activities and Outputs

During 2002-03, State Library staff members attended the Information Today conference, Mindleaders online courses on HTML via OCLC, NYLink Virtual Reference conference, New Hampshire Library Association and New England Library Association conferences. Staff attended a workshop on writing successful grant proposals for preservation and digitization projects. The State Library maintained memberships in COSLINE, COSLA, ALA, and Northeast Document Conservation Center (NEDCC),

which facilitated exchange of ideas and best practices. They shared current information through the in-house weekly online journal

In 2003-04, no state or federal funds were used to support professional development registration or travel. The NHAIS supervisor attended advanced training in system administration and regional user groups. The State Library continued its memberships in COSLINE, COSLA, ALA, and Northeast Document Conservation Center (NEDCC) and shared current information through an in-house weekly online journal.

In 2004-05, 20 librarians at the State Library participated in more than 100 professional conferences, committees, and workshops, including School for Scanning (NEDCC). The State Library continued memberships in COSLINE, COSLA, ALA, and Northeast Document Conservation Center (NEDCC) and continued to share current information shared through the in-house weekly online journal. The Youth Services Consultant attended a train-the-trainer session on the Every Child Ready to Read program. Preservation staff participated in conferences concerning stewardship of digital assets.

In 2005-06, the NHAIS supervisor received advanced training in system administration and regional user groups.

Outcomes

In the online survey, New Hampshire librarians agreed (mean rating 4.47) that they use the State Library's web site or listserv at least weekly (Chart 6). They gave weaker agreement (3.79) to a statement that asked if they would welcome and appreciate more communication from the State Library (Chart 6).

On the survey, agreement that the "library is the center of the community, the place where residents come to interact with each other and discuss topics of interest" was relatively weak—3.41 (Chart 6).

Survey respondents disagreed (2.85) that the State Library was adequately staffed (Chart 6).

Regarding communications, focus group participants had a few compliments for State Library communication with libraries.

> *"The listserv is great. One of the most helpful tools for little libraries all over the state."*
>
> *"The e-mail discussion lists are valuable for ILL, children's NHAIS. People write in about problems and receive helpful answers."*
>
> *"Ann Hoey is always sending e-mails. She lets us know about available grant programs."*

They were more critical in this area than in any other, so there is clearly room for improvement.

> *"…send someone every month to GMILCS. Representation by the State Library is spotty. It's a critical communication avenue."*
>
> *"A separate listserv dedicated to state level communications is needed."*
>
> *"The State Library needs to communicate about this goal (early literacy). It needs to get into directors' consciousnesses."*
>
> *"I have not known about it in the state (early literacy)."*
>
> *"They should tell us more about what LSTA does."*
>
> *"Hope they communicate [new LSTA] goals to us early in the process."*

Focus group participants also suggested a larger emphasis on external communications.

> *"The State Library could perhaps market what they do to the public louder rather than depending on us, for example, the databases and union catalog. Don't just depend on us."*
>
> *"Branding."*

Focus group participants recognized and appreciated those instances in which the State Library took a proactive leadership role—in negotiating database licenses, for instance.

> *"The ideal state role is to do the planning, negotiating, administration, and manage the set-up."*

Evidence of Progress

The New Hampshire State Library has worked to develop the capacity of its staff to serve the New Hampshire Library community. Its efforts have been hampered by the limited availability of State funding for internal staff development and for travel. Nevertheless, it appears that staff has remained engaged with professional organizations and that staff have done an exemplary job of maintaining their awareness of new trends, new technologies, and best practices related to providing 21st Century library and information services.

Communication, especially regarding special initiatives funded with Library Services and Technology Act funds, appears to be an area that could use some improvement.

III. Results of In-depth Evaluation

The New Hampshire State Library chose to highlight NHewLINK, New Hampshire's database licensing program, in its in-depth evaluation. Sources of information for the in-depth evaluation were similar to those used in the general evaluation. The primary difference was the depth to which the evaluators went in collecting and analyzing data. The in-depth evaluation included review of documents provided by the State Library; interviews with State Librarian Michael York, State Library staff, and individual librarians; a web survey of librarians; and focus groups with librarians that were held in five locations throughout the State.

Activities and Outputs

The State Library licenses a suite of databases from EBSCO, Newsbank, AncestryPlus, HeritageQuest, and WorldCat and makes them available via the Internet to residents in New Hampshire. Usage is growing. The New Hampshire State Legislature has provided partial funding for the program.

According to Janet Eklund, Administrator of Library Operations at the State Library, this project is "one of the best examples of the use of LSTA money in New Hampshire. It is cost effective and easy to use."

Over the three years covered by this evaluation, the State Library spent $321,048 of its LSTA funds on this program (Chart 2). The State Legislature contributed $325,000 in additional support for the program during this time span.

Although participation by individual libraries dropped a bit during the period, the overall number of log-ins and searches of the databases has increased substantially.

Table 7: Full-text databases	***02-03***	***03-04***	***04-05***
Participating libraries: Public	176	158	168
School	301	244	242
Other	28	28	25
Total Participating Institutions	***505***	***430***	***425***
Log-ins	259,578	211,545	306,035
Searches: EBSCOhost	766,236	838,538	1,092,666
Newsbank (public libraries, schools, NHAIS libraries)	32,160	25,550	22,746
AncestryPlus (public libraries) (pages viewed)	200,415	567,814	407,982
HeritageQuest Online			413,126
WorldCat	40,576	40,451	57,994
Total Searches	***1,039,387***	***1,472,353***	***1,994,514***

Evidence of Progress

Although the scope of this evaluation did not allow the evaluators to gain direct feedback from end-users, comments from librarians in both focus groups and from the web survey as well as statistical data indicate that library customers use and appreciate the databases.

> *"Our customers find them useful. Our biggest increase of use is through our website and use of online databases."*
>
> *"EBSCO databases are popular. People are surprised they can access from home. The service is a benefit to the library as well as to our customers."*

The online database service was rated positively (4.24 out of 5.0) by librarians responding to the online survey (Chart 3 above). It was the third most frequently mentioned as important when librarians and staff were interviewed.

Librarians appreciate the State Library's leadership in licensing databases, which saves effort and money and results in libraries' having access to far more than they individually could afford. It is abundantly clear that most New Hampshire libraries would not be offering access to online databases (or to as many databases as are available through NHewLINK) if NHSL was not licensing these resources.

> *"We couldn't embark on buying the databases. We couldn't go by ourselves and participate in the audiobook program. They are heavily used by our patrons, but we would not be able to afford these services."*
>
> *"Databases purchased for every library's use is innovative and saves libraries money. The staff does an excellent job of evaluating and allowing a training period. They listen to what we want. The program has a great equalizing effect."*
>
> *"I love this and use them constantly. There's no way to do that without LSTA. Important, especially for the smaller libraries."*
>
> *"We get 20+ we don't pay for. We've been able to drop our subscriptions and use the money elsewhere. The State [Library] deals with the negotiations… I like the remote access."*
>
> *"The whole list of databases is important, genealogy resources especially. We could never afford those."*

There seems to be a continuing need for training and support for librarians in making the databases available to customers. Some didn't seem to know what was available themselves and others suggested that patrons were not aware.

"We use them minimally, but we'd like to do more."

"Patrons use it when we tell them about it. I don't know that they think to use them. It's probably underutilized. The state could use more money for promotion."

Only one participant expressed the opinion that the databases were not needed by her patrons.

"My patrons don't necessarily want to do research. Very few use this service. It's a lot of effort for little outcome."

Focus group members would like to see more databases added to those currently available and more promotion of the databases directed at customers.

The New Hampshire State Library is performing a vital service in licensing electronic resources on behalf of all New Hampshirites. NHSL has also been successful in its efforts to convey the importance of these resources to the State Legislature as evidenced by the degree to which the State has contributed to the program.

IV. Progress in Showing Results of Library Initiatives or Services: Outcome-Based Evaluation

Outcome-based Evaluation in New Hampshire

New Hampshire has not made a great deal of progress toward measuring outcomes during the FY 2003 – FY 2005 period covered by this evaluation. State Librarian Michael York was aware of the need for assessment.

> *"…The Legislature isn't going to give us more money unless we can say how library services are going to improve because of it."*

He also admitted that the State Library has struggled to find a way to measure outcomes. While NHSL staff members know that what libraries, including the State Library, do has an impact on individuals, respect for individual privacy and Library Development Services' focus on serving libraries rather than individuals has made NHSL's foray into outcome-based evaluation a bit frustrating.

> *"The hardest part of this cycle has been the outcome-based evaluation. We have a hard time expressing that. It's hard to find an individual whose life has been changed because of an interlibrary loan."*

Janet Eklund, Administrator of Library Operations, who also serves as the LSTA Coordinator for New Hampshire, echoed this frustration in the FY 2005 State Program Report in which she stated, "What the State Library staff have perceived and reported as 'outcomes,' the changes in knowledge, feelings and attitudes by librarians and citizens in New Hampshire, have been viewed differently by IMLS staff as outputs."

The evaluators found ample evidence of the fact that New Hampshire's LSTA program is producing positive outcomes. New Hampshire's difficulty in applying outcome-based evaluation principles appears to be primarily related to semantics and the establishment of clearly-defined outcome-based indicators at the outset of a program or initiative. We believe that the NHSL should review each of the initiatives/services that receive LSTA funding with their IMLS program officer and should select one or two candidates for evaluation using outcome-based techniques. The State Library should then seek assistance from IMLS in designing outcome-based measures for that program or program.

The evaluators believe that New Hampshire has several programs that lend themselves to the identification and measurement/verification of specific outcomes and that substantial progress can be made in applying outcome-based evaluation principles before the end of the current LSTA cycle.

Downloadable Books Program

The New Hampshire State Library identified the relatively new "downloadable books" program as the topic for examination of the application of outcome-based evaluation (OBE) techniques. The project, launched as a pilot program patterned after a similar successful effort in the State of Oregon, has been extremely well received.

Activities

A New Hampshire Downloadable Audio Book Consortium was created and a steering committee was formed to oversee the project. NHSL used a combination of funding sources to make the pilot project a reality. Funding sources included Gates Foundation "Staying Connected Technical Support Grants," LSTA funds, and a participation fee that was based on library service population.

Outputs

Twenty libraries with a total service population of approximately 500,000 (almost 38% of the State's population) agreed to participate in the initial round of the initiative. Twelve additional libraries joined the program in the second round and 45 libraries joined the consortium in February 2007. Libraries participating in 2007 serve well over half of the State's total population.

During the program's first month of operation, 822 patrons registered to use the service. These individuals "checked out/downloaded" 914 titles. As of January 2007, the program was offering access to 1,218 titles.

Evidence of Progress

In a relatively short period of time, the downloadable books program has amassed a great deal of anecdotal information that the program has been well received by the public.

Anecdotal comments from the 2005 State Program Report include:

> *" We haven't gotten a lot of feedback, but what feedback we've gotten has been very positive. We've gotten a few comments—oh, I'm so glad the library is staying on the cutting edge. And one of our patrons who uses this is a state rep, and he's very excited about it – needless to say, a good thing! Also, I was in a non-library setting in another town the other day, and someone was saying how they had moved from Massachusetts, and their library in NH just wasn't the same, but that they did offer downloadable audio books. A good use of LSTA funds. I'd like to see the State Library do more along these lines, use the funds to enable libraries to try out some of the new technologies." Katie McDonough, Kimball Library, Atkinson.*

"The few comments we received were all positive about the downloadable audio program. Most had to do with the ease of use and the patron's pleasure that we were part of the service." Dianne Hathaway, Goffstown Public Library.

"Manchester Library customers are obviously enjoying downloadable audiobooks as evidenced by our climbing statistics. New customers register every day and comments we have received are overwhelmingly positive. We appreciate the support that the State Library and LSTA have provided for this program. It's working wonderfully! Only a handful of customers have needed assistance using this service. The information provided by Overdrive for new customers is excellent. We're very happy!" Dee Santoso, Head of Information Services, Manchester City Library.

"Our patrons are delighted with the downloadable audio service. They are so excited that a library can provide them with this. We have one patron who is currently serving in Irag – we are still able to provide her with audiobooks thanks to this service. She was ecstatic. The only downside is the iPod users who are very angry that they are left out. One told us he felt discriminated against." Carrie Tremblay, Dover Public Library.

Perhaps because it was a new service in 2005-06, the downloadable books service received a mean rating of 3.76 in the online survey of librarians (see Chart 3). Because of the fact that only 20 libraries participated in the pilot project, many people rating the service late in 2006 did not have direct experience with downloadable books. The evaluators' contact with individuals who had direct experience reveals a high level of support for the program. Librarians and State Library staff interviewed as well as many focus group participants were enthusiastic about this new service:

"Downloadable audio is innovative…It's going well. It's hugely popular."

"I'm really excited about this. Great response without a lot of PR. There's no way we could do this on our own."

"People are thrilled."

"I'd be willing to pay for more."

Librarians appreciate the State Library's leadership that has allowed them to experiment with a leading edge service. Some focus group participants felt the planning went smoothly, while others noted that they received no communication for four or five months, which resulted in some confusion.

In the smallest rural libraries, cost and uncertainty about their customers' interest were factors for some who chose not to participate in the first year.

> *"I thought $1,500 was too much for the first year. I didn't know how it would go, if there would be enough interest."*
>
> *"We think it's better to have the materials on-site. Having money spent for intangibles wouldn't go over well with taxpayers here. People who use audio books here don't use computers. Elderly people, with poor vision, are not likely to download."*

For others, it was a budget timing issue.

> *"Downloadable books are fantastic. Need to budget for this soon."*
>
> *"This developed after our budget was allocated."*

Conclusion

All indications are that the downloadable books program is, and will continue to be, a great success. However, to date, the program has not done an adequate job of identifying desired outcomes and tracking whether those outcomes have occurred. The evaluators believe that the downloadable books program is a good choice for the application of outcome-based evaluation principles. All that is lacking is a relatively simple experimental design that would provide an assessment in changes in library user behaviors.

The New Hampshire State Library appears to be at the edge of outcome-based evaluation. The development of the next five-year LSTA plan would seem to present a good opportunity for the State to step over the line and to implement a solid OBE effort.

V. Lessons Learned

Findings

From FY 2003 through FY 2005, the New Hampshire State Library spent more than three-quarters (77.66%) of its LSTA funding on four statewide programs (library development /consulting services, delivery and access services, the New Hampshire union catalog [NHU-PAC], and online databases [NHewLINK]). While several of these programs are multi-faceted (Library Development, delivery and access services), most of the efforts undertaken in these four categories fall into the Goal 1 area – **innovative technology**. Librarians generally agree that these programs are critically important and that they are effective.

Activities in support of Goal 2—**early literacy**—received a much smaller percentage of available LSTA funding, even if the Youth Services Consultant's salary is included. Efforts in this area are also much less well-known and, with the exception of the summer reading program, have not made much of an impact on a statewide basis.

LSTA funding supporting Goal 3—**a highly skilled library work force**—is more difficult to identify, since much of the work was done by consultants funded through Library Development Services. A great deal of the work done by the Library Development Services staff, not just formal workshops and training, is educational in nature. Most consultant contacts include some element of staff development in them.

In the survey, interviews, and focus groups, the training and development provided by the State Library are generally well-regarded. The results of Goal 3 are difficult to assess, due to the lack of large quantities of output and outcome data. General workshop topics are reported; however, little is available that identifies measurable objectives for the sessions. There is little evidence of participant evaluation and little was available that helped the evaluators assess whether participants changed their attitudes, gained knowledge or skills, or changed their behavior as a result of the staff development opportunities they were afforded. Likewise, reporting of individual consultations included the communication channel (phone, e-mail, on-site, etc.) but no information about the topic, the individual, or the result.

The New Hampshire State Library is clearly doing good things. Unfortunately, much of the evidence of the good things that are happening is anecdotal and "after-the fact." If there is a single area that the New Hampshire State Library needs to improve upon, it is building evaluation into their efforts from the outset.

Recommendations

1. Continue priority statewide programs that help libraries provide better service—van delivery, the New Hampshire union catalog, and online databases.

2. Continue to focus on opportunities offered by innovative technology to save time or money for libraries and extend access for customers (such as the downloadable books program).

3. Separate general State Library consulting from LSTA-related consulting, at least for purposes of financial reporting, activities reporting, and outcomes assessment. For LSTA-related library development, focus on capacity-building in key service areas, rather than individual problem solving. Continue to update and develop the expertise of consultants.

4. For the next planning cycle, build outcomes evaluation strategies into LSTA activities and clearly allocate responsibility for collecting, reporting, and analyzing data.

5. Develop strategies for identifying customers for each LSTA-funded program, understanding their needs and customizing promotional strategies for each customer group. For instance, for the downloadable books program, one customer group might be libraries that might be interested in joining, another might be end-users. For early literacy, library customers might include directors as well as children's librarians; end users might include parents and childcare providers; partners might be other groups that need different approaches.

6. For consulting and professional development services, develop a method for recording evidence of attendance, knowledge or skill learned, as well as follow-up assessment of implementation and improved customer outcomes.

7. Continue New Hampshire's good record of extending the impact of LSTA funding by matching it with State, local, and other grant dollars. Consider, for example, charging libraries a modest fee for each delivery stop. Maine's delivery service fee structure may be a model that could be adopted/adapted.

8. Support continued professional development in areas related to LSTA and state goals.

9. Brand State Library programs funded by LSTA so that librarians, trustees, and policy makers can clearly identify them.

10. Continue frequent formal and informal communication to inform New Hampshire librarians and their customers about services available.

VI. Brief Description of Evaluation Process

Evaluation Methodology

In keeping with the spirit of cooperation that pervades the LSTA goals, New Hampshire's evaluation was carried out as part of a cooperative evaluation of the LSTA programs in six northeastern states—Maine, Maryland, New Hampshire, New Jersey, Rhode Island, and Vermont . By creating a new model of evaluation, the Chief Officers of State Library Agencies in the Northeast (COSLINE) hoped to achieve a high level of efficiency in their evaluation efforts and to benefit from a heightened awareness of the strengths, weaknesses and innovative aspects of LSTA programs in other states in the region.

Himmel & Wilson, Library Consultants was selected to carry out the five-year evaluation of LSTA for six COSLINE states as the result of a competitive bidding process. The evaluation methodology proposed by Himmel & Wilson was designed to assess each state's implementation of the LSTA program individually using a similar set of data gathering techniques and to report the findings of the evaluation process using a standardized report format.

The considerable demographic variation between and among the six states as well as the differing approaches the six states had taken in developing their five-year plans required some modification of the process from state to state; however, the evaluators believe that the cooperative approach has resulted in some economies of scale as well as providing a number of insights that might not have emerged if each state had conducted a completely separate assessment of their LSTA program.

In addition to evaluating each state's progress toward the goals outlined in their five-year plans, the process also represents one piece of a coordinated effort to ensure that LSTA met or exceeded the expectations of the elected officials who authorized the program. Furthermore, the assessment process served to determine how LSTA makes a difference in the quality of library services available to the residents of each state. Because library services in each state exist in unique environments, each state's plan ***should*** differ both in its focus and in terms of the nature of the programs that were supported with LSTA dollars. At the same time, the LSTA purposes provide a framework that serves to create common themes among the states.

The evaluation progressed through five phases that involved a variety of stakeholders and a mix of quantitative and qualitative data-gathering methods. The phases were:

- Discovery
- Data/information Gathering
- Data/Information Analysis
- Synthesis
- Reporting

Following is a brief description of the efforts that took place in each phase of the project.

Phase I: Discovery

State library liaison: The consultants scheduled a telephone conference call involving representatives of all six states on July 17th and asked that each state name a liaison to act as the primary point of contact between the consultants and their states' library agency. Janet Eklund, NHSL Administrator of Library Operations, served as New Hampshire's liaison.

State library questionnaire: Prior to the conference call, Himmel & Wilson created a web-based questionnaire in which the state liaison identified specific materials, reports, and websites that could be made available for the consultants to review, including reports to IMLS and valuable internal documents (such as minutes from advisory committees and sub-grant evaluations) that would be useful in gaining an understanding of a particular state's approach to LSTA.

The web-based questionnaire also asked the state liaison to identify specific time periods that would be particularly good or particularly bad for site visits to the state library agency, focus groups, and other on-site events. This assisted the consultants in their effort to develop site visit schedules that were relatively free of conflicts with important events that might impede the ability of key stakeholders to participate, while taking advantage of statewide meetings such as library conferences or large training events. Addressing scheduling conflicts and opportunities early in the process was critical to carrying out this ambitious project in a timely fashion.

In addition to calendar information, the state liaison identified general locations, based on regional traffic patterns and topography that might be well suited as focus group sites and recommended libraries that had good meeting facilities, parking, and access to major highways.

Phone calls with state library liaisons: Shortly after the conference phone call, the consultants contacted the state liaison to refine the list of background documents, to select focus group sites, and to begin to refine the calendar for each of the six states.

Review of background documents: The consultants reviewed background documents, revisited the LSTA plan, examined the State Program Reports submitted to IMLS, and reread the last five-year LSTA evaluation. The consultants also reviewed supplemental materials and information that each state provided.

Phase II: Data/Information Gathering

Site visit to state library: After completing the background review, the consultants scheduled their first site visit to New Hampshire to gain a thorough understanding of the

scope of its LSTA program and overall library development and service priorities. Ethel Himmel and Bill Wilson visited the state library agency and interviewed:

Michael York, State Librarian
Janet Eklund, Administrator of Library Operations
Donna Gilbreth, Supervisor, Reference & Information Services Section
Charlie LeBlanc, Supervisor, New Hampshire Automated Information System (NHAIS)
David Harris, Trainer, New Hampshire Automated Information System (NHAIS)

Development of data collection instruments: In order to gather opinions and personal experiences of a wide array of stakeholders, the consultants developed and refined focus group questions, interview questions, and web surveys during this phase.

Focus groups. Coral Swanson, Associate Consultant with Himmel & Wilson, conducted five focus groups with a total of 24 participants, in the following locations:

Bedford—7 participants
Keene—4 participants
Dover—5 participants
Conway—2 participants
Lancaster—6 participants

A summary report covering the focus groups is attached to this report as Appendix A.

Following is a map showing the geographic distribution of the focus groups.

Map 1 – Focus Group Sites

Personal interviews were conducted in person and via telephone with key individuals identified by State Library staff. Those interviewed and the organizations with which they are affiliated are listed below.

Susan Conrad, Director, Oscar Foss Memorial Library, Center Barnstead
Mary Cronin, Director, Madison Library, Madison
Susan Dunker-Bendigo, Director, Jackson Public Library, Jackson
Janet Eklund, Administrator of Library Operations
Donna Gilbreth, Supervisor, Reference and Interlibrary Loan Section
Carl Heidenblad, Director, Nesmith Library, Windham
Katherine Hillier, Director, Pease Public Library, Phymouth
Ann Hoey, Youth Services Coordinator, Concord
Pat Immen, Director, Concord Public Library, Concord
Lesley Kimball, Director, Wiggin Memorial Library, Stratham
Nancy Ladd, Director, Pillsbury Free Library, Warner
Tom Ladd, Consultant, North Country Office, State Library
Charlie LeBlanc, Supervisor, and David Harris, Trainer, NHAIS
Susan Palmatier, Supervisor, North Country Office, State Library
Steve Russo, Director, Hollis Social Library, Hollis
Bobbi Slossar, Technology Consultant, Concord
Pam Smith, Head of Technical Services, Howe Library, Hanover
Michael York, State Librarian

A summary of the content of the interviews, excluding State Library staff, is attached to this report as Appendix B.

Web-based surveys. One hundred seventy-seven individuals responded to a web-based survey designed to gather responses to services and programs that are supported with LSTA funds in New Hampshire.

The vast majority of respondents were from public libraries. Nearly half of the respondents were directors; reference librarians were the second-largest group of respondents. More than half of respondents reported three or fewer FTE staff in their libraries. Sixty-two percent of respondents reported materials budgets of $25,000 or less.

A report of the survey results including frequencies and open-ended comments are included in Appendix C.

Phase III: Data/Information Analysis

During this phase, consultants compiled survey results and focus group and interview notes, as well as statistics. They completed the telephone interviews, made follow-up contacts with the state library liaison and other key state library agency staff who were unavailable during the site visit.

Phase IV: Synthesis

The consultants synthesized the data and information collected. They shared draft reports of the various data gathering efforts such as the web survey results with the state liaison to make sure the data gathering met the expectations of the state agency and fully complied with IMLS requirements.

Phase V: Reporting

The consultants completed the draft final evaluation report and provided it to the State Library agency in order for State Library staff to offer comments, corrections, and editorial suggestions. Upon receipt of the input from the State Library agency, the consultants produced the final version of the evaluation in a format suitable for forwarding to IMLS.

Responsibilities of Evaluation Team Members

The evaluation process was carried out by Himmel & Wilson's partners, Dr. Ethel E. Himmel and Mr. William J. "Bill" Wilson, with the assistance of two experienced associate consultants.

Himmel acted as principal consultant for the project and was responsible for the design of evaluation tools such as surveys and focus group and interview questions. She also coordinated the review and analysis of background documentation such as the five year plans, quarterly and annual reports. Himmel conducted focus groups and interviews, analyzed data and was involved in writing the evaluation report.

Wilson participated in nearly all of the evaluation efforts as well, including the review of the background documentation, conducting focus groups and interviews, and creating web surveys that were used to gather information from a variety of stakeholders in the state. Wilson took the lead on the analysis of how dollars were distributed and assumed primary responsibility for the creation of maps and graphs that illustrated trends and the consultants' findings. Wilson assisted with writing the evaluation report.

The Himmel & Wilson partners were assisted by two other experienced consultants, Ms Coral Swanson and Ms Sara Laughlin. Coral's primary involvement in the project was conducting and reporting on focus group sessions and telephone interviews. Laughlin assisted with evaluation of specific programs and authored portions of the evaluation report.

Evaluation Team

Since its founding in 1987, the Himmel & Wilson firm has completed nearly 300 planning and evaluation projects for public libraries, regional consortia, and state library agencies in thirty-five states. Included among these projects are six statewide evaluations of the implementation of the Library Services and Technology Act (LSTA) program completed during the last round of five-year evaluations in 2001 and 2002—for Indiana, Massachusetts, Montana, Nevada, Ohio, and Oregon. Swanson worked on North Carolina's LSTA evaluation during the same time period. In 2006, Himmel & Wilson was awarded contracts from the New York State Library to evaluate the New York Online Virtual Electronic Library (NOVEL) database program as a part of their five-year LSTA evaluation and from the Delaware Division of Libraries to conduct its LSTA evaluation and to help with the development of that state's next five-year plan.

Earlier, Himmel & Wilson worked on projects for the Colorado State Library (delivery study), Maryland Division of Library Development (delivery study), the Library of Michigan (technology plan), the Mississippi Library Commission (an examination of the roles and responsibilities of the Commission), and the Washington State Library (resource sharing study).

Ms Laughlin has recently worked with the State Library of Iowa, the Kentucky Department of Library and Archives, and the Mississippi Library Commission. Ms Swanson has worked with state library agencies in Georgia, North Carolina, and Wisconsin.

Evaluation Costs

The following table documents the total costs involved in the contract with Himmel & Wilson for conducting the LSTA evaluations for the six states that participated in the COSLINE shared evaluation effort. The six states shared equally in the evaluation costs. Therefore, New Hampshire's portion of the total evaluation budget was $23,900. In addition to these costs, it is estimated that New Hampshire State Library staff devoted 75 hours to the evaluation representing an investment of somewhere in the neighborhood of $2500.00 in New Hampshire's evaluation effort.

Table 8: Evaluation Phases	***Total***
I: Discovery	$14,600
II: Data/Information Gathering	$79,200
III: Data/Information Analysis	$15,400
IV: Synthesis	$7,200
V: Reporting	$27,000
TOTAL	**$143,400**

APPENDIX A
New Hampshire Focus Group Report

Five focus group discussions were held in locations around the State of New Hampshire between October 3rd and October 5th. A total of **seventeen** people participated in the sessions, which were held in Bedford, Keene, Dover, Conway, and Lancaster.

In each session the goals of the current plan were discussed. Participants were encouraged at the end of each session to share their "final say," which was their opportunity to summarize what they thought was important in the discussion or to bring up new topics pertinent to the discussion. A report from each session follows the executive summary.

Executive Summary:

Downloadable books were very favorably received by most in attendance at the meetings. In the smallest rural libraries cost was a factor in their non-participation along with questions as to whether their users would be interested. However, on the whole, participants appreciated very much that the state took the lead in this and allowed libraries to experiment with a cutting edge service. They feel the service is used and appreciated by their users even though it has only been operating a short time.

Van delivery service a very important service in all locations. It allows libraries to participate in interlibrary loan that otherwise not be able to because of mailing costs. Most would like more frequent delivery to meet patrons' needs for faster turnaround.

Online databases were very much appreciated by those libraries large enough to have the demand. Most felt they could never offer the service on their own.

Weakest answers were always in Goal #2 where people expressed surprise to know State was doing much in the literacy area (except communications from AH which were appreciated). Participants thought they might not know about this area because other staff members were more directly involved (children's librarians). In general people had very little to say about this.

Hardly anyone knows or understands where LSTA money is spent or how decisions are made on where to spend the money. There was a desire to know more. There seems to be little or no disagreement that because of the amount of money available it's good for the state to focus on statewide programs that benefit the most people rather than individual grants.

For continuing education, the word is "more." They would like to see more opportunities, publicized more in advance, more conveniently located and perhaps more experimentation with alternate delivery mechanisms.

State library staff receives positive comments with a recognition that they're trying to do

a lot with a little. Again the word is "more." They're looking for more staff contact at area meetings and in library consults.

WebJunction-Evaluation is often mixed with a realization that there is good stuff there but concerns that it is underutilized and that time (lack of) is a consideration.

BEDFORD FOCUS GROUP October 3, 2006

Present:
Janet Angus, Merrimack Public Library (Merrimack Pop: 2400)
Susan Deschenes, Manchester City Library (Manchester Pop: 107,006)
Dianne Hathaway, Goffstown Public Library (Goffstown Pop: 3200)
Miriam Johnson, Bedford Public Library (Bedford Pop: 1800)
Cheryl Lynch, Derry Public Library (Derry Pop: 22,661)
Mary Ann Senatro, Bedford Public Library
Eleanor Strang, Kelley Library, Salem (Salem Pop: 12,000)

All the attendees were from south central New Hampshire. Bedford, Goffstown, Merrimack and Derry are all within about a 10 to 15 mile radius from Manchester. Manchester is the state's industrial giant as well as its largest city and the home of nearly 10% of its population.

Summary:
This group was the most critical of the State Library, most especially related to aspects of automation and the lack of a regular state library presence at area meetings.

*They are very pleased with the leadership role New Hampshire has taken in downloadable audiobooks. There was some criticism on the roll-out, but overall the response was positive and the program was seen as very innovative.

*Also commended was the state's role in providing access to electronic databases which they viewed as dramatically expanding their access to resources.

*The group encouraged the state to continue to focus on electronic access in the future. On the other hand, there was much support for the physical delivery of items as well through the van delivery service and a desire to provide more speedy service through more frequent stops.

*Goal #2 (emergent/early reading) is almost a complete mystery to them (as far as state activity). They don't see a very active state library. However, the state youth consultant is frequently mentioned as providing information and communication, although probably not leadership or coordination.

*They recognized the importance of continuing education and wanted the state to become more active by perhaps offering more topics, jazzing up the promotion,

surveying for needs, providing a longer lead time, and offering more convenient times and places. There was some dismay expressed at questions posted on the Listserv that indicated a sometimes frightening lack of knowledge about the basics of library operation and law.

*WebJunction doesn't receive many positive comments.

The NH LSTA Plan for 2003-2007 has three goals. I'd like to get your assessment of the progress made on those goals in recent years and impact it has had on your library.

Goal #1: Use technology in innovative ways while dramatically expanding and improving access to library resources.
Automation is not innovative. Good that we have a statewide system. System for MARC records unwieldy and inefficient. It should be easier. It is totally not innovative. There is no progress on creative fixes. It is needlessly cumbersome. There are complaints about speed and slow connectivity. Good to have one system. Downloading not bad, deleting so cumbersome. Manual deletion is awful.

Automated ILL works well as opposed to faxing. There are a lot of steps. A huge innovation from paper.

Difficult to work with state people in cooperative way related to automation. You'd think they'd look to us in a more positive way. They see us as trying to take over. They should perceive us as an asset rather than as a competitor.

Downloadable audio is innovative. The process went quickly and smoothly. It's going well. It's hugely popular. There is a need to coordinate promotions with program.

We received little or no information for four to five months. Communication stalled between staff and field. There was too much confusion. But by NH standards innovative and a relatively quick up and running program. Michael went to all meetings, he communicated there. On the whole a success story.

State library provided leadership in downloadable audiobooks. Commendable and cutting edge.

Databases purchased for every library's use is innovative. Saves libraries money. They're not reinventing the wheel. Excellent databases provided. Staff does an excellent job of evaluating and allowing a training period. They've done this very well. They listen to what we want. The program has a great equalizing effect. Tiny libraries wouldn't be able to afford otherwise.

Training is fabulous across the board. Only fall and spring because the building is not air conditioned. Not a lot of lead time which would be helpful for planning and budgeting.

Today resource sharing efforts should be focused on databases and downloadable and not necessarily putting stuff in a van. Electronic access is the future.

We could always use more frequent van delivery. Good service. What they do they do well. We have seen improvement annually. Keep it up. Little libraries need this service desperately. We could probably sell it in the legislature. It offers cost savings for the libraries.

The standard we need to use is that the patron needed the item 5 minutes ago.

Delivery is a catalyst for communication with our colleagues. We get to know each other. Smaller libraries don't feel as isolated and feel part of the greater whole.

Communication with state: send someone every month to GMILCS (consortium in the greater Manchester area) and Urbans. Representation by state is spotty. It's a critical communication avenue. An opportunity for them and us and now we can't count on that.

A separate Listserv dedicated to state level communications is needed.

Goal #2: Raise the status of public libraries in NH by focusing on the value of emergent/early reading.

This goal is a surprise. We have not known this. The State Library not a driving force in library programming. Youth Services Consultant does a lot with teens. This is more low level and lacks coordination. Children's librarians (CHILIS) a driving force behind summer library program. I'd love to see the state take a more leadership role but they have not taken one so far.

Discussion on Family Resource Connection which has been helpful but the group is unsure about its connection to the state library. The service ships directly to parent's home information on parenting and special needs. This service fills a gap.

State needs to communicate about this goal. It needs to get into directors' consciousness.

Should this be a goal? At what level? State needs to pursue at a more aggressive level.

There should be a focus on adult literacy, family literacy.

Goal should be hugely valuable. Stunned I have not known about it in the state. We should cooperate with other literacy organizations if interested in literacy.

State library needs to market their service to us and focus on a customer service attitude.

Goal #3: Ensure delivery of library services by a highly skilled library work force through training, consulting and education support to librarians.

State does offer continuing education opportunities. Whether it's offered at the time and place convenient is the question. The state offers classes that are free or paid for by libraries. Classes and workshops are positive. People they get to teach are good. Need to update. Evidently there's trouble getting enough attendance to hold some classes. Need to update. Example: budgeting. Jazz it up. It's always bumped. Start by asking what the library community would like.

Workshops on how to use state provided resources are good and well attended.

Consulting doesn't happen much in lower tier but happens more in upstate. That's where the smaller libraries are.

This points to communication issues. There seems to be a lack of communication among state staff. State staff may visit but can't answer questions about services out of their area.

Consultants have older information perhaps not up to date. Consultants are not on the cutting edge and up to date on current literature.

Where would they like more training? Legal issues about public library in town form of government. Issues such as spending fine $, confidentiality, gross budgeting act. This should be a requirement for new directors. *(This discussion based on questions seen on the Listserv which some find shocking in the lack of knowledge about the basics of library management.)*

How do we encourage people to educate themselves? Orientation for new directors with periodic updates? Cover issues seen on Listserv queries.

WebJunction? I have too much to do. I avoid it. Seems like the state is investing a lot of effort in something where there is little library community interest. Don't see the advantage of using.

Online classes look interesting. Potential to be used for that. However, hard to make the time commitment. Also hard to do in a public space which some small libaries would have to do. Not realistic.

Might be a good place to do advertising. Perhaps laws. Perhaps link to WebJunction on specific issues. Needs to be more targeted.

WebJunction seems to be a mission in search of a need.

Final say?

800# dropped. Should advertise and use. Focus on legal issues, state government. Let us know about goals and involve us in setting goals as well.

Given a lot of constraints state library does a lot. Great ILL system. Have experimented (e-books). They do look out and try.

Need to rewrite goals.

Expand state library hours to six day week to match library operating hours.

Hope they communicate goals to us early in process. Come to large consortium meetings regularly. We want to work together.

Commend the state library for helping us in a crisis. Mike came to town meetings and explained the role of trustees. He was very supportive. Love to see climate control at the state library so can expand the number of months we could go there for training.

KEENE FOCUS GROUP October 3, 2006

Present:
Sheila Williams, Keene Public Library (Keene Pop: 22,563)
Jennifer Bone, Keene Public Library
Susan Massin, Fitzwilliam Public Library (Fitzwilliam Pop: 1,057)
Leslie MacGregor (arrived later), G.E.P. Dodge Library (Bennington Pop: 850)

Keene is located directly west of Manchester on the Vermont border. Fitzwilliam is about 15 miles south of Keene on the Massachusetts border while Bennington is about 25 miles east, midway between Manchester and Keene.

Summary:
For this group there was a mix-up on time and also some confusion as to the purpose of the meeting. As is evident by the length of the discussion they felt in many cases they didn't have the knowledge or experience to respond.

*The online databases and downloadable audiobooks were viewed very positively as giving them a service they could not otherwise offer.

*They appreciate the van service and realize that it promotes access to resources that would not be available otherwise.

*There was a desire for more communication and interaction with the state library in both areas of continuing education and consulting.

*WebJunction is seen as a somewhat overwhelming resource for people always pressed for time.

The NH LSTA Plan for 2003-2007 has three goals. I'd like to get your assessment of the progress made on those goals in recent years and impact it has had on your library.

Goal #1: Use technology in innovative ways while dramatically expanding and improving access to library resources.

Online databases--I love and use constantly. There's no way to do that without LSTA. Important especially for the smaller libraries.

Downloadable audio-I'm really excited about this. Great response without a lot of PR. There's no way we could do this on our own.

I thought $1500 too much for the first year--didn't know how it would go, if there would be enough interest.

Union Catalog-It's incredible. We use every day. Big change from how it used to be. No problems. Transferring records sometimes annoying, drops record occasionally. Most places in NH are generous on loaning.

Van delivery service is great. We couldn't live without it. Small libraries can't afford mailing costs. Van driver is very pleasant.

They should tell us more about what LSTA does.

Goal #2: Raise the status of public libraries in NH by focusing on the value of emergent/early reading.

AH very helpful. She coordinates whole Summer Reading Program. We all benefit from.

Goal #3: Ensure delivery of library services by a highly skilled library work force through training, consulting and education support to librarians.

I think they're great, especially government online. I've taken several of their courses.

Maybe we need a newsletter to tell us about LSTA. I don't always think to check their website.

Technology consultant helped with downloadable audio program and is doing a presentation on databases.

WebJunction-It's such a time waster. Parts of it are useful.

I find Tech Soup Stock useful collection of software for non-profits.

I go for specific policies, Tech Soup.

As an additional thing I don't have the time. You do have to have time.

Good job trying to teach classes. What they offer is good, but hard to get to.

Automation consultant goes around the state. Having somebody available to all is critical.

Final say?

I hope they keep the van going.

More of online databases. NHAIS a lifeline.

Downloadable audiobooks are fantastic. Need to get budget for this soon.

New people have no idea what's going on. We need refresher from time to time. Do more outreach to co-ops.

Sometimes we ask questions and staff person doesn't know answer.

Most people want help with technology.

Give Bobbi a car to go around state and do more technology outreach.

I am very happy with the state library. They do a lot with little.

Suggestions to focus on a different topic each co-op meeting and get different state staff members to appear so can hear about other areas.

Provide basic information of ILL process. Review procedures, streamline.

DOVER FOCUS GROUP **October 4, 2006**

Present:
Cathy Beaudoin, Dover Public Library (Dover Pop: 26,884)
John Fuchs, Rochester Public Library (Rochester Pop: 29,654)
Sue McCann, Portsmouth Public Library (Portsmouth Pop: 20,784)
Catherine Redden, Lane Memorial Library (Hampton Pop: 9,162)
Pam Schwotzer, North Hampton Public Library (North Hampton Pop: 500)

All attendees came from towns located in the south eastern portion of the state either

close to the ocean (Portsmouth, Hampton and North Hampton) or near the Maine border (Dover and Rochester).

Summary:
There were many comments about the online databases and the downloadable audiobook program. Related to this they discussed the role the state can play in initiating a new service giving libraries a chance to experiment.

*Van delivery was identified as a key in resource sharing. More frequent service is desired.

*There is confusion and vagueness about Goal #2 (emergent/early reading) and almost all things related to children's programming and who does what and even what's being done.

*There's a feeling that the state library is operating with limited staff and that more staff is needed in areas such as continuing education, youth, buildings and marketing.

*WebJunction gets mixed reviews. It has good things, but is underutilized.

The NH LSTA Plan for 2003-2007 has three goals. I'd like to get your assessment of the progress made on those goals in recent years and impact it has had on your library.

Goal #1: Use technology in innovative ways while dramatically expanding and improving access to library resources.
Databases-we get 20+ we don't pay for. We've been able to drop our subscriptions and use $ elsewhere. The state deals with the negotiations. I have nothing bad to say about that service. I like the remote access.

Couldn't afford all on our own. I agree remote access is great. They have expanded the selection. I would like to see more

Important for state to do this because we don't have countywide systems.

Downloadable audiobooks *(2 of 5 in attendance participating)*-just started the beginning of September and being phased in to libraries now. We're pretty happy with the first few months. People are thrilled.

I'd be willing to pay more for more.

We're waiting to see the experience of other libraries. We've opted to use our $ for books on tape or CDs.

This is an example of "if you build it they will come."

Leery of number of copies available.

This developed after our budget was allocated.

State was excellent to work with in setting up this service. They got right back to us. Very responsive. Took feedback.

Interactive reference service-would like to see state do in some cooperative fashion. Homework assistance. State library should explore. We're the only library a member of Question Point ($7000). We're open fewer hours than we'd like to be. This provides an alternative for closed hours. Tutor.com is expensive.

I like that idea.

That would be a great service.

Taking a leap with others in a consortium and the state pays part, I'm there. Good if the state library is willing to take the leap.

Van is #1 priority they all agree. Could be improved with more frequent runs. It's wonderful. We couldn't do without. Couldn't afford mailing.

State is doing a really good job (van delivery). NH size probably makes it possible.

Statewide database-It would be better to know what's in/available.

Goal #2: Raise the status of public libraries in NH by focusing on the value of emergent/early reading.

Summer reading support is great. Sometimes we use their model.

Others in attendance think state not responsible for this but CHILIS. Get e-mails from AH.

Wondered about Families First, book bags or kits? Lady Bug? New Hampshire Center for the Book? Funded by LSTA? Unclear what's funded by LSTA in this area.

Probably talking to wrong group...need children's librarians.

AH invites children's librarians to review copies of children's books. We've never participated.

We used to participate in the past.

There's always a need (literacy). We work with HeadStart.

We do Gift of Reading, qualified low income.

Our children's librarian had a problem with that program because it set people apart.

There were book bags that went out, state thing? Didn't go far at my library. We gave ours to local preschool.

I'm a little confused--

Early Learning Lasts a Lifetime-0 recognition
Books for Babies-?

Goal #3: Ensure delivery of library services by a highly skilled library work force through training, consulting and education support to librarians.

State does a good job trying to deliver job training and educational support. Difficult to get things posted in a timely manner on state library website. Cumbersome process to get things posted. Separate library website would be good.

Put a schedule up. The way it is now cumbersome to get to

They're doing a lot of tech classes through Gates $.

Tom puts out e-mails all the time.

Lack of staff and staff wearing multiple hats holds the state library back. There used to be many more consultants.

A lot of paraprofessionals are asked to do professional work in libraries. Important to get additional training to them. We want people to know when to pass on questions to another staff level. The state could hold more frequent workshops in convenient locations.

We could use another 6 state library staff. She would focus this "ideal" staff as follows: 3 in CE located in three areas. Focus on reference. Technology seems to be covered pretty well. Maybe focus on emerging technologies. I'd like to see a person focusing on teens, consulting to libraries. Another person suggests a building consultant and maybe someone else on marketing.

Provide a schedule of regular offerings around the state.

WebJunction (4 out of 5 use)-I like it. I've printed out some great articles.

It's underutilized.

They have good offerings.

Final say?

State library does a great job with technology goal. Add reference. Skilled workforce-construction and grant help would be useful. Can't respond too much on emergent literacy goal.

Technology-Nelinet is redefining itself. Going toward CE. Perhaps do something cooperative there. This might be more feasible when thinking about the resources available. Expand state's negotiating role for instance with EBSCO, Gaylord, Demco, B&T.

State provides cataloging, libraries get records from their database. Don't know to rate because we don't do. Have had good experiences on technology training. Good idea to work with Nelinet. Nelinet provides consulting. Perhaps partner in this area too.

Van service is the key. Like the idea of 24 hr. reference. That's one way to step up access. Need a focus group for children's librarians.

We're willing to contribute $ to help expand technology. The ideal state role is to do the planning, negotiating, administration, manage set-up. Emergent reading is the way to get to people's heart. Marketing/PR-state library provide logo theme for all of us to promote the databases. Pound it out there. Branding. Run a spot on Channel 9.

CONWAY FOCUS GROUP **October 4, 2006**

Present:
Margaret Marschner, Conway Public Library (Conway Pop: 1,692)
Andrea Masters, North Conway Public Library (North Conway Pop: 2,069)

North Conway is the commercial center of the Mount Washington Valley recreation area. The towns are within a few miles of each other and they are located on the edge of the White Mountain National Forest in the east central portion of the state on the Maine border. The North Conway Library is privately endowed and receives no local, state or federal funds.

Summary:
North Conway is primarily a recreational library while Conway is more of a full-service facility. Consequently there was a considerable difference between the two in their need for, and evaluation of, state library services. Where they agree is on the importance of statewide van delivery.

*Goal 2 (emergent/early reading) elicits a vague response from both except for the communications from the youth consultant AH which are appreciated.

*Continuing education opportunities are appreciated although it is suggested that a

more central location would perhaps improve attendance. Help on policy development is needed.

*WebJunction is seen as having helpful elements but probably underused.

*Tech consultant services are needed and appreciated.

The NH LSTA Plan for 2003-2007 has three goals. I'd like to get your assessment of the progress made on those goals in recent years and impact it has had on your library.
Goal #1: Use technology in innovative ways while dramatically expanding and improving access to library resources.

Databases-Without the database service from the state we wouldn't have as broad a collection. Patrons use when we tell them about it. I don't know that they think to use them. It's probably underused. The state could use more $ for promotion.

My patrons don't necessarily want to do research. Very few use this service. A lot of effort for little outcome

Online Catalog-Big improvement over what was available before. A lot of patrons know how to use state library website to get there.

Downloadable Audiobooks *(1 of 2 has)*-I had two inquiries today. People will be using..

Too expensive for us. We send people to Conway.

Van delivery-Couldn't live without van delivery. Awesome. Rural libraries not able to have large collections so this makes ILL possible. Can't say enough about it.

Wonderful!

It's convenient.

We get 3 days a week and the bin is full.

ILL-We're hoping the new module is easier to use, more user friendly, more information. Helpful when I have a list of libraries with van delivery day without another search. Reduce the steps. But this is 50 times better than the one we had before. Wonderful to have that and that so many libraries participate.

Don't like EBSCO. Like ProQuest better.

Goal #2: Raise the status of public libraries in NH by focusing on the value of emergent/early reading

Both agree don't think anything is out there. Not aware. Knows AH. She's doing a great job. With her we have a lot more focus on young children.

AH is excellent.

We get updates all the time.

Summer Reading Program-AH makes sure we know about. Fills a niche that was empty. My children's librarian consults her.

4 and 5 year olds don't appear in my library. They're doing something else this fall..

Early Learning Lasts a Lifetime-0
Books for Babies-0
Family Reading-0
Afterschool-0

The Listserv is great. One of the most helpful tools for little libraries all over the state.

Goal #3: Ensure delivery of library services by a highly skilled library work force through training, consulting and education support to librarians.

A number of my staff have gone to workshops. Find helpful. Good beedback on instructors. Reference, technology, how to use databases, health info, homework.

Bobbie-she's excellent, knows her stuff, approachable.

Collection Development and Technology workshops excellent. We could use more.

It's hard for our people to get to these.

Try a more central location

WebJunction - I have not done any courses. Good idea though. Checked it more when they first started. Have used it for policies and job descriptions.

I'm happy it's there. It's another thing that takes time. Another underutilized service.

Workshops-anything about policies is great.

Roundtable discussions are good, opportunity to share policies.

It would be terrible to lose Bobbie or Ann. They've made a great contribution.

CE helps us to become skilled They do offer skilled consultants to us. They're always willing to help.

Suggestion: bus tour of libraries..

Final say?

No additional comments.

LANCASTER FOCUS GROUP October 6, 2006

Present:
Jane Cloran, Abbie Greenleaf Library (Franconia Pop: 600)
Jeanne Dickerman, Littleton Public Library (Littleton Pop: 4,431)
Denise Jensen, Berlin Public Library (Berlin Pop: 10,331)
Eleanor Mason, Twin Mountain Public Library (Twin Mountain Pop: 300)
Carol Riley, Lincoln Public Library (Lincoln Pop: 900)
Barbara Robarts, Weeks Memorial Library (Lancaster Pop: 1,695)

Attendees at this meeting came the furthest from as far south as Lincoln in the White Mountain National Forest to as far north as Lancaster on the Vermont border. Berlin is east of Lancaster on the Maine border.

Summary:
In this group there was perhaps not as much interest in innovative technology as in other areas of the State. These librarians are focused on providing the basics and there's more emphasis on print and van delivery.

*ILL is important in expanding the collections of these libraries.

*One participant extolled the virtues of the wireless technology and how it attracts users to the library. Another emphasized the fact that without the state library they would not be able to afford online databases, which is an important service.

*For Goal #2 (emergent/early reading) most of the talk was about their activities and the communications from the state's youth consultant AH. There's an interest in facilitating more school/public library cooperation.

*They are interested in continuing education but request more convenient locations, alternative delivery mechanisms, and input into the classes offered.

*Time is an issue with the use of WebJunction.

The NH LSTA Plan for 2003-2007 has three goals. I'd like to get your assessment of the progress made on those goals in recent years and impact it has had on your library.

Goal #1: Use technology in innovative ways while dramatically expanding and improving access to library resources.

Statewide automation for ILL and catalog. Lots of ILL at Littleton, academic research, pleasure, children. We're so isolated it means a lot not to be limited by the collection. People are surprised to know we can receive materials from outside our area. Van delivery service important. State enhances what we're able to do. EBSCO databases are popular. People are surprised they can access from home. The service is a benefit to the library as well as to our customers.

Another participant agrees with above comments.

Lincoln received grant in 96. We have wireless which is the cornerstone of what we've been able to do. We've expanded on that already.

Sometimes I'm amazed at how quickly ILL items come. We try to find a library close-by in order to get a quicker response. System works very well. This also eases the stress of weeding a collection. We have two active bookclubs so ILL works well for that too.

Not sure the state library is aware of equipments needs for this area. They need to think about distances and weather and consider a 4-wheel drive van. ILL means so much to us that it's hard when we miss one delivery.

We also are thinking of the driver's safety.

There are problems also when delivery is delayed. Library may be closed and then no delivery is made.

Our patrons are not asking for us to have things in the library. Population is book and audio focused. I don't necessarily think of latest technology. In rural areas transportation is the issue and getting to and from the library, especially for kids.

Eleanor said she'd like to have her delivery day changed.

The whole list of databases important, genealogy resources especially. We could never afford those. It is important to talk about greater whole first (as opposed to rural transportation). For the most part the state library has tried to make choices that have been for the greater good. And not only choices, but the way they've gone above making decisions providing time to experiment with the databases.

State has technology person who came to co-op meeting. She went through the choices. She's available and excellent. She answers our questions.

A suggestion was made for a software overview (cataloging/circulation). Another said Bobbi could help with that.

Discussion about the state helping automate catalog and circulation for 1 or 2 room library.

E-mail discussion lists valuable for ILL, children's, NHAIS. People write in about problems and receive helpful answers.

(Seems to be less interest in downloadable audio books here.) We think it's better to have the materials on-site. Having $ spent for intangible wouldn't go over well with taxpayers here. People who use audio books here don't use computers. Elderly, poor vision big user of audiobooks, not likely to download.

Goal #2: Raise the status of public libraries in NH by focusing on the value of emergent/early reading.

We have three storytimes and beginner reader program. People who organize these use ILL to plan them.

Our library uses Family Resource Center. Topics in a box and we plan storytimes around them. We use to reach out to day cares.

Another librarian says she uses the service in that way as well. Another says she hasn't used but it's a great idea.

AH always sending e-mails. She lets us know about available grant programs. Chilis conference is terrific.

Children's staff has had a lot of contact with AH.

I'd like to see her make site visits. That would be helpful. I could see her doing special workshops for us.

Early Learning Lasts a Lifetime-no comments.
Books for Babies-Know about but haven't used. Only 2 babies in town; a lot go to daycare elsewhere.

I haven't been able to find someone who wants to be a children's librarian. So I do things in spurts. Having the Summer Reading Program is so important. All take advantage of that. We all have great ideas but no time. So understaffed. We're trying to do things with the elementary school. I don't do enough. My sense is they've got it all locked up and they don't need the public library.

In our library we're trying experiment with staff 1/2 school 1/2 public library. Trying to make a connection.

Teachers and school librarians are busy just like us.

We're going to offer a workshop for teachers that will be tied in to in-service and they'll get credit for attending.

I don't know about connection between school and public libraries. Are schools using NHAIS?

Could state help facilitate more communication between school and public librarians? What about state van delivery to schools? Level of ILL used by schools varies.

Goal #3: Ensure delivery of library services by a highly skilled library work force through training, consulting and education support to librarians.

Training for new NHAIS system terrific three years ago. Lots of time slots. Good documentation. Very convenient locations. Issue, most training seems to take place around Concord. Too hard to get away. We don't attend well because there aren't so many of us.

They're willing to be flexible.

They have not listened to us in terms of classes offered, as least in technology.

We need something to keep us up to date on reference, business, law. How about a twice a year recap, latest developments at the state library. I find it's easy to miss things.

Access to WebJunction helpful to me. Classes are very helpful.

Department heads used to show up and it was a chance to talk. Nice to have that continue. Come up north rather than us go to Concord.

State library is under budgeted and overworked.

Conditions are physically shabby at the state. I was amazed. They're on a shoestring budget. Every single staff person incredibly helpful. My experience has been very positive.

We're very lucky to have a north country office. Tom did space consulting at our library. Changes he suggested made a difference. Access to expertise like that great.

Having an outside viewpoint very helpful.

Tom helped with weeding. Sue always has an answer. WebJunction-I looked at it once, haven't been back since. Too time consuming.

I've looked at. It's a time issue. Because I don't use that often I forget about it. It's a great tool.

Final say?

I hope the state library will be able to continue providing what they are. It all works well for us.

The state library could perhaps market what they do to the public louder rather than depending on us, for example databases and union catalog. As much as I try to do it, they could do something. Don't just depend on us.

Good point. There are library supporters out there even if they don't go in a library.

As a librarian who doesn't have credentials I would like to see more opportunities for me to advance in the profession. Some way for me to take courses online would be helpful. Maybe some kind of funding.

They want us to have an MLS. Towns won't pay salaries for MLS. State needs to accept that reality. What can we do? State certification perhaps.

Wonderful to have courses up here. Online or some kind of certification.

We need to get a lobby going for more LSTA dollars. Do more of what we like. We don't want anything to disappear. Priority--more state consultants, books, serials. We could use more contact with them. I'm not sure how much they do with early reading. They don't have funds to do that. There's been a stress on technology and we appreciate it.

Education online would be nice.

APPENDIX B
New Hampshire Interview Report

Ten public librarians identified by the New Hampshire State Library staff were interviewed via telephone as a part of the LSTA evaluation. (Four staff members of the State Library were also interviewed via telephone; their comments are not included here, but were a part of the background information for the consultants.) One director delegated the interview to the head of technical services at her library; the other nine interviews were with library directors. Most were experienced library directors. Their tenure in their current position ranged from just under two years to twenty-two years; the average tenure was just over nine years.

The questions, a summary of the responses, and abbreviated responses from the interviewees follow.

What are the biggest challenges in providing library services at your library?
Those interviewed cited keeping up with constantly changing technology, lack of space, inadequate staffing levels, and inadequate funding as their greatest challenges.

> Keeping up with the technology, most especially changing media technology. Different media formats. The fact that most people use the Internet for their reference. We need to keep upgrading our computers. The need for all of the staff to help the public with technology.
>
> Lack of space and lack of the number of staff that we need. With more space and staff we would be doing a better job in terms of being able to do additional staff training on technical things, using electronic databases, other aspects of computer use. It's hard to get new programs going while keeping up with the old. The library has become a vastly busier place than 10 years ago. It's hard to keep up with the growth of services.
>
> Biggest challenge is space. What goes with the space problem is that people think of us as this cute little library that couldn't possibly have what they need.
>
> Tighter and tighter budgets from the city. It affects staffing levels, resources, issues with the building. That's the biggest one. If I had more money I'd put it into staffing. We're increasingly challenged when people go on vacation or are sick.
>
> Funding has been good over the years, but moving toward new media makes it hard for us to get ahead. It's the challenge of running two libraries at the same time: the traditional library and electronic library. Operating both of those components is a big challenge.

Money and lack of staff. Our budget has doubled in the last six years, but residents are reluctant to be taxed for government services.

What service(s) of the State Library does your library find most useful?
Interlibrary loan (ILL), van delivery, and the databases were frequently cited. The people interviewed also appreciated the continuing education offerings and the support they get from the State Library in various consulting capacities. Downloadable audio also seems to be a success.

We use ILL a lot; staff and patrons appreciate ILL. The ILL system has improved over the years. The van service is great. From my perspective the downloadable audio has been absolutely wonderful. Their support with that has been great. Workshops lately on using technology in the library have been great. A recent example is Using Free Resources on the Internet; that was really, really helpful. The more they can offer for technology the better for us.

ILL is very easy. Van service is very accurate.

State van service supporting ILL network. The second is the online databases, EBSCO. We find the databases very useful; we work hard to promote them. Our customers find them useful. Our biggest increase of use is through our website and use of online databases.

They do a lot of free training. Integrated online statewide catalog. The van service for free. Assistance with all kinds of development services. They subscribe to databases on behalf of NH libraries.

The courses for staff development and also the databases.

Van service, the ILL electronically through the state union catalog and electronic databases. We would have a far more limited supply if we had to do on our own.

All of what goes into ILL…van delivery, the new statewide catalog is huge in terms of resource sharing as well as the databases. EBSCO is a fabulous product and extends capabilities of smallest public libraries. If I had to choose one, it would probably be the databases, but it would be a hard choice.

Primarily ILL, van service. We also use the statewide catalog for that. We call on the personnel for help too. The databases we use minimally but we'd like to do more.

Everything having to do with ILL. That would include the whole web based system to request and send as well as the van delivery. We also appreciate the field consultant services. In the past we've used them for collection development and technology

advice. We've also taken advantage of the computer technology workshops that the state library offers.

ILL service, specifically van delivery. The new PAC itself is important. The audio books are a great service. The library consultants have helped us several times. A few years ago they assisted with a building program, space audit. The state is helpful about policy and state law.

Do you think the three goals in the current LSTA plan (1. using technology in innovative ways while expanding and improving access to library resources; 2. focusing on the value of emergent/early reading; and 3. training, consulting, and educational support to librarians) are the right goals for the New Hampshire State Library? Why or why not? They were very positive about the goals. Two had possible additions to the goals, i.e., adult literacy and advocacy. Perhaps because they were directors rather than youth or children's librarians, they seemed least familiar with goal 2 and the programs related to emergent literacy.

Absolutely. Technology innovation is necessary. The pace at which things change makes it impossible to keep up. The state library's assistance is valuable. Smaller libraries definitely benefit. Training of librarians is crucial…we're doing things librarians never had to do before. New skills are needed. #2 is also important. It's one of our library's goals, to encourage emergent and lifelong reading. Our librarians spend a lot of time on readers advisory. Workshops and training on that area would be well received. In terms of reading in general the state has offered readers advisory workshops.

Yes, because they're three of hardest areas for small libraries to cover so help from the state would be awesome. Training and consulting are very important. If we don't have the training we don't know what to do with the tools we have.

Those are wonderful goals. I would add adult literacy. We have increasing numbers of adults coming to us lacking basic skills. I think they've always been out there, but now it's harder for them to get work without a diploma. I don't know if it's appropriate for our state library to deal with this issue, but other organizations are suffering cutbacks.

In priority order I'd say #1 technology, #2 consulting, and #3 emergent reading. Without the state's help in improving their technical capacity the smaller libraries would be absolutely at sea. The library world has changed so dramatically in the past 10 years with computerization. The state has been instrumental in helping libraries get over that hurdle and come in to the electronic age. Technology is still changing fast. It's critical for the state library to help get information out. The downloadable audio book program that was recently inaugurated would be hard for libraries to do on their own but offering those through the state makes a huge

difference. Technology and consulting go hand and hand in order to understand which part of technology is best for your library. The consultant has been helping libraries write technology plans. That's a really important service. As for Goal #2, a group in our community started a literacy task force a few years ago. The group received a grant through the Park St. Foundation (Verizon); the state library is instrumental in determining where funds are distributed. We used some of the state library's collection of books for children's reading groups. Funding to keep going is critical for this group.

I think the goals are pretty much on; the priority order doesn't matter. Access is important. I wonder why emergent readers and not seniors? I would also emphasize advocating for libraries. It's hard for us to do PR except as free from the newspaper. When the state puts out a press release it seems to get more attention. More people seem to show up here at the library as a result.

Definitely the third one (training, consulting, and educational support) is very important. I've taken a number of excellent workshops. The first one (technology) is important and they have been doing a very good job of that. The newest one is downloadable audio books. The second goal (emergency/early literacy) I don't know much about. We do use the summer reading program very year. That's a great program, very successful every year. Our Friends group is doing a program like Books for Babies. I didn't know there was one through the state.

They're great goals. The technology one is really important. For us it's important to be able to use technology in new effective ways that allow us to serve our community in a broader fashion. That one is really important for us. In our library we have a goal for early reading. I'm surprised it's a goal of the state library; I think of it as more of a community program. I'm not sure I think it's the right role for the state library. I don't know anything about the Early Learning Lasts a Lifetime program. The children's librarian works with Books for Babies. As we lose master's degree programs and other training opportunities, the state's role in training programs becomes more important than ever. I have sent everyone on my staff to training programs. Makes it possible for us to get training we would not be able to get otherwise.

First and third goals are very important to us because we have a very highly educated population. We couldn't buy the databases or participate in the audio book program by ourselves. They are heavily used by our patrons, but we would not be able to afford these services. The library consultants have been very helpful in areas such as librarianship, state law, and library policies. There's no place else to turn to for that kind of information. I'm not sure about Goal #2. We don't have a children's librarian. The state consultant has helped with our Granite and Lady Bug Book awards and the summer reading program.

The state library has been hugely successful in exposing us and supporting us in the technology area….online databases, downloadable audio books. This would be much more difficult to do with local funding. They do a marvelous job offering training especially for databases and downloadable audio. In addition to formal classes we can call them with questions. I'm not aware that my children's staff has taken advantage of certain programs on emergent reading. I know there's a consultant that focuses on children. She's been very helpful and supportive.

I'm in agreement with the goals. All of us here in New Hampshire are challenged by funding. State Library leadership has been, continues be, and should be in technology. Value of early reading resonates. I know that the children's consultant has done some work with First Teachers Project. Consulting and continuing education are most valuable to smaller libraries. State library provides educational opportunities for all of us and plays an important role in improving communication. I agree with the three goals.

Is there anything else you'd like to add? Other comments you'd like to make?
Again, the comments were very positive although some of the directors had suggestions to offer, especially if there were more money.

I'd support whatever the state library can do to make services more equitable across the state. Things like the downloadable audio books program help us to pool our resources and not have to go it alone. We're receptive to more regional cooperation.

I think they're doing an absolutely terrific job in providing support for the libraries in New Hampshire. I would request more resources for the van service if they had more money.

As a general rule they do an awesome job. They're a great service for small libraries. There are small issues through our cooperative that we've tried to address. One is we'd like the library directory back in print. Secondly, parts of ILL system do not work for small libraries, particular multiple requests. This is most especially a problem with book discussion groups. And statistically this means the state library is not getting correct information because we are borrowing books that they have no record of. (Instead of using the ILL system the libraries send a general e-mail out looking for multiple copies of a title.)

The state library does well on training and addressing new and emerging needs. I would ask that they give us a little more heads up for state meetings such as planning. It takes us more time to arrange schedules, etc. to attend. We get prompt responses to our e-mail queries. Services they offer are working well.

I think they have been right on the money with limited dollars in doing the kinds of things they have…databases, van, ILL. Every single library can take advantage of

and use these services well. If there were unlimited dollars it would be great to help fund smaller libraries in developing technology. The state has been clear about goals and the goals have been very appropriate.

Being up in the northern part of the state I'd like to see more workshops, conferences closer to us. I think the state library staff is very flexible and willing to travel.

ILL is working very well. The staff at the state library is fabulous. The one big frustration is communication from the state library. We don't know what's happening there. There is a problem getting information out to libraries. There should be a faster way to know what's happening. I like getting e-mails, more so than me having to go check a website.

We look to the state library for professional support and assistance and they do a tremendous job at that, whether through formal training or an occasional phone call with a question. Their help is invaluable. Because there is no state funding for libraries, financial support is a challenge so the state library helps us a great deal. I didn't mention the union catalog. I take that for granted. That's a tool that's very valuable. It supports our ILL work. It's a critical resource in the state.

It would be wonderful if there was funding to strengthen technology and training. Those are my priorities. I know that's a challenge. Like everyone else I just want more.

Databases are very important because we are using them more and more. I think it's great that the state library was able to negotiate rates. Whenever I've had to contact the state library they have been very helpful and supportive.

Interviewees:

Susan Conrad, Oscar Foss Memorial Library, Center Barnsted
Mary Cronin, Madison Library, Madison
Susan Dunker-Bendigo, Jackson Public Library, Jackson
Carl Heidenblad, Nesmith Library, Windham
Katherine Hillier, Pease Public Library, Plymouth
Pat Immen, Concord Public Library, Concord
Lesley Kimball, Wiggin Memorial Library, Stratham
Nancy Ladd, Pillsbury Free Library, Warner
Steve Russo, Hollis Social Library, Hollis
Pam Smith, Head of Technical Services, Howe Library, Hanover

APPENDIX C
New Hampshire Web Survey Report

One hundred and seventy-seven librarians responded to the web survey conducted as a part of the LSTA evaluation for the New Hampshire (NH) State Library. The survey was developed jointly by the consultants and State Library staff, mounted on the consultants' website, and promoted by the State Library to the New Hampshire library community.

Executive summary:
Respondents were primarily from public libraries and largely represented library management and reference/information services perspectives.

- Van delivery and interlibrary loan (ILL) meet the needs of New Hampshire libraries and residents 'very well,' receiving the highest scores from the respondents.
- Similarly, the respondents gave high scores for addressing the needs of New Hampshire residents to summer reading program coordination and the Talking Book program.
- Respondents were largely unaware of the Early Learning Lasts a Lifetime program, after school programs, family reading programs, and emergent literacy/early reading programs.
- Consulting and advisory services of State Library staff received a high score.
- The most important services provided by the New Hampshire State Library were interlibrary loan, NHU PAC, and van delivery.
- Named as second most important were van delivery, interlibrary loan, and NHewLink.
- Respondents highly agreed with the statement that someone in their library used the State Library website or listserv at least weekly.
- Respondents do not agree that the State Library is adequately staffed to serve the needs of NH libraries and residents.
- The next five-year plan should continue, expand, and improve on current programs and services. Respondents also want the State Library to help them keep up with technology and new trends.

Who participated?
Although libraries of all types were represented, respondents were overwhelmingly from public libraries. Eighty-two percent (82.49%) were public librarians.

Type of library	*% of Respondents*
Public library	82.49%
School library/media center	7.34%
Special library	2.26%
Combined school/public	1.69%
Academic 4-year public	1.69%
Academic 2-year technical or community college	1.13%
Academic 4-year private	0.56%

Of the total respondents, forty-six percent (46.33%) were library directors and another fourteen percent (14.12%) were reference/information services librarians.

Position title	*% of Respondents*
Library director	46.33%
Reference/information services librarian	14.12%
Children's/youth services librarian	7.34%
School library/media specialist	5.08%
Cataloger/bibliographer	3.39%
Technology coordinator	1.69%
Acquisitions librarian	0.56%
Other	16.95%

Of the respondents checking 'other' and keying in their job title, six were assistant directors and four were library assistants. Eleven mentioned interlibrary loan (ILL) as part of their responsibilities. Several mentioned having multiple responsibilities. Please see the Web Survey – Text Responses at the end of this appendix for the complete listing.

Fifty-one percent (51.41%) of the respondents worked in libraries with 3.00 or fewer full-time equivalent (FTE) paid staff. The largest percent (23.16%) had a materials budget of $10,001-$25,000, although eleven percent (10.73%) had a materials budget over $100,000 and another eight percent (8.47%) said their materials budget was $5,000 or less.

What did they say?
The survey asked the respondents to rate how well seven services address the needs of New Hampshire libraries and residents using a scale of one to five in which one was 'very poorly' and five was 'very well.' Respondents were allowed

to check '0' to indicate 'don't know,' or 'no opinion.' The '0' scores were not included in the calculated mean scores for each of the services.

Service	*Mean Score*
Van delivery	4.64
Interlibrary loan (ILL)	4.60
NHewLINK (electronic databases)	4.24
NHU-PAC (online union catalog)	4.22
Downloadable audiobooks	3.76
WebJunctionNH	3.44
Other	3.36

All of the services received mean scores above 3.0, which would be the mid-point of the scale and could be interpreted as 'average,' meeting needs neither well nor poorly. Van delivery and ILL scored highest. Respondents were able to key into a text box other services they also wished to rate. Ten of these keyed-in services received a score of 5; six received a score of 1. (Respondents used the text box to register their approval or disapproval for these other services.) Please see the Web Survey – Text Responses at the end of this appendix for the complete listing.

Eighty-one respondents checked 'don't know' for the downloadable audiobooks service. A good indication that service is fairly new.

The next question also asked respondents to use the same five-point scale to indicate how well six New Hampshire State Library supported programs address the needs of the state's residents.

Program	*Mean Score*
Summer reading program coordination	4.48
Talking Books (Library for the Blind & Physically Handicapped)	4.02
Emergent literacy/early reading programs	3.45
Early Learning Lasts a Lifetime	3.33
Family reading programs	3.25
After school programs	3.04

Again all of the services received mean scores above 3.0, which would be the mid-point of the scale and could be interpreted as 'average,' neither well nor poorly. Both Summer reading program coordination and Talking Books received scores above 4.0. The summer program is well known; only 31 people (17.51% of the total respondents) checked 'don't know' for the Summer reading program coordination. The table below shows the very high percents of respondents who did not know about the other programs.

Program	*% Don't Know, No Opinion*
Summer reading program coordination	17.51%
Talking Books (Library for the Blind & Physically Handicapped)	45.76%
Emergent literacy/early reading programs	64.97%
Early Learning Lasts a Lifetime	74.58%
Family reading programs	65.54%
After school programs	69.49%

The respondents are largely unaware of these programs of the New Hampshire State Library.

Respondents were also asked to rate how well four workshop and training programs address the needs of New Hampshire librarians. The scale was the same five-point scale and the scoring methodology was the same.

Service	*Mean Score*
Consulting and advisory services of State Library staff	4.05
Computer training classes for library staff	3.85
Workshops on using new technologies	3.74
Web Junction	3.34

All of the services had a mean score above 3.0. Consulting and advisory services of State Library staff received a mean score above 4.0. A third (33.33%) did not know enough about Web Junction to rate it.

Twenty people checked other workshops and training. Of those, thirteen people (65.00% of those checking other) gave the service or workshop they identified a rating of 5. Please see the Web Survey – Text Responses at the end of this appendix for the complete listing.

The next question was an open-ended one that provided two text boxes and asked respondents to key in which program or service of the New Hampshire State Library was most important to their library and which was second most important. Many respondents keyed in multiple answers in both boxes; however, the services that were named most frequently as <u>most</u> important were interlibrary loan, NHU PAC, and van delivery. The most frequently named as <u>second most</u> important were van delivery, interlibrary loan, and NHewLink.

The respondents were asked to indicate their level of agreement with nine statements that the consultants had heard in focus groups or interviews. Again a five-point scale was used; this time one indicated "highly disagree" and five meant "highly agree."

Statement	*Mean Score*
I/my staff use/uses the NH State Library website or listserv at least weekly.	4.47
Interlibrary loan works well in New Hampshire.	4.36
Van delivery service is the most important service that the NH State Library provides.	4.00
I would appreciate and welcome more communication from the NH State Library.	3.79
NH library directors need more training opportunities related to the legal issues of public libraries under the town form of government.	3.76
Continuing education opportunities available to me/my staff are adequate to meet our needs.	3.54
My library is the center of my community; the place where residents come to interact with each other and to discuss topics of interest to them.	3.41
The NH State Library is adequately staffed to serve the needs of NH libraries and residents.	2.85
Connectivity is the biggest technology issue facing my library.	2.84

The State Library's website and listserv are apparently heavily used. Respondents highly agreed with the statement that someone in their library used the website or listserv at least weekly. Respondents also highly agreed that interlibrary loan works well in NH and that van delivery service is the most important service that the State Library provides. Both these statements received mean scores at 4.0 and above. (The 4.0 score related to van delivery fits with the results of the earlier question, i.e., van delivery is one of the most important services.)

Two statements received mean scores below 3.0, indicating mild disagreement with the statements. Respondents do not agree that the State Library is adequately staffed to serve the needs of NH libraries and residents. Apparently connectivity is not the biggest technology issue facing their libraries. Unfortunately, there was not an opportunity for the respondents to key in what was their biggest technology issue.

Thirty percent (29.94%) of total respondents to the survey had no opinion relating to the statement about library directors needing more training related to the legal issues of public libraries under the town form of government. Presumably this percent reflects those participants who were not public library directors and therefore would not know about governance issues of public libraries.

Respondents were asked what the top priority should be the next five-year LSTA Plan. Readers are referred to the Web Survey – Text Responses at the end of this appendix for the complete listing. Many of the priorities are to continue,

expand, and improve existing programs and services. Frequent comments were also made about helping libraries keep up with technology and staying current or abreast of new trends.

Respondents were also invited to add any other comments regarding the LSTA program in New Hampshire that they would like to make. A compilation of those comments are at the end of the Web Survey – Text Responses in this appendix. They ranged from requests for individual grants to support innovation, to applause and "thank-yous" to State Library staff, to specific suggestions for improvement.

		Responses	Percentage of Responses Excluding Don't Know/No Responses	Total Percentage
Rating of how well services address the needs of New Hampshire libraries and residents				
NHewLINK (electronic databases)				
1 - Very Poorly		0	0.00%	0.00%
2		2	1.32%	1.13%
3		24	15.89%	13.56%
4		61	40.40%	34.46%
5 - Very Well		64	42.38%	36.16%
0 - Don't Know - No Opinion		26		14.69%
	Mean	**4.24**		
Downloadable audiobooks				
1 - Very Poorly		4	4.17%	2.26%
2		5	5.21%	2.82%
3		27	28.13%	15.25%
4		34	35.42%	19.21%
5 - Very Well		26	27.08%	14.69%
0 - Don't Know - No Opinion		81		45.76%
	Mean	**3.76**		
NHU-PAC (online union catalog)				
1 - Very Poorly		3	1.75%	1.69%
2		5	2.92%	2.82%
3		27	15.79%	15.25%
4		53	30.99%	29.94%
5 - Very Well		83	48.54%	46.89%
0 - Don't Know - No Opinion		6		3.39%
	Mean	**4.22**		
WebJunctionNH				
1 - Very Poorly		9	7.20%	5.08%
2		12	9.60%	6.78%
3		40	32.00%	22.60%
4		43	34.40%	24.29%
5 - Very Well		21	16.80%	11.86%
0 - Don't Know - No Opinion		52		29.38%
	Mean	**3.44**		

		Responses	Percentage of Responses Excluding Don't Know/No Responses	Total Percentage
Van delivery				
1 - Very Poorly		2	1.16%	1.13%
2		2	1.16%	1.13%
3		6	3.49%	3.39%
4		36	20.93%	20.34%
5 - Very Well		126	73.26%	71.19%
0 - Don't Know - No Opinion		5		2.82%
	Mean	**4.64**		
Interlibrary loan (ILL)				
1 - Very Poorly		0	0.00%	0.00%
2		5	2.91%	2.82%
3		6	3.49%	3.39%
4		41	23.84%	23.16%
5 - Very Well		120	69.77%	67.80%
0 - Don't Know - No Opinion		5		2.82%
	Mean	**4.60**		
Other				
1 - Very Poorly		6	27.27%	3.39%
2		2	9.09%	1.13%
3		2	9.09%	1.13%
4		2	9.09%	1.13%
5 - Very Well		10	45.45%	5.65%
0 - Don't Know - No Opinion		155		87.57%
	Mean	**3.36**		
Rating of how well the following services address the needs of New Hampshire residents				
Talking Books (Library for the Blind and Physically Handicapped)				
1 - Very Poorly		1	1.04%	0.56%
2		4	4.17%	2.26%
3		23	23.96%	12.99%
4		32	33.33%	18.08%
5 - Very Well		36	37.50%	20.34%
0 - Don't Know - No Opinion		81		45.76%
	Mean	**4.02**		

		Responses	Percentage of Responses Excluding Don't Know/No Responses	Total Percentage
Emergent literacy/early reading programs				
1 - Very Poorly		2	3.23%	1.13%
2		6	9.68%	3.39%
3		26	41.94%	14.69%
4		18	29.03%	10.17%
5 - Very Well		10	16.13%	5.65%
0 - Don't Know - No Opinion		115		64.97%
	Mean	**3.45**		
Early Learning Lasts a Lifetime				
1 - Very Poorly		1	2.22%	0.56%
2		6	13.33%	3.39%
3		21	46.67%	11.86%
4		11	24.44%	6.21%
5 - Very Well		6	13.33%	3.39%
0 - Don't Know - No Opinion		132		74.58%
	Mean	**3.33**		
After school programs				
1 - Very Poorly		5	9.26%	2.82%
2		9	16.67%	5.08%
3		25	46.30%	14.12%
4		9	16.67%	5.08%
5 - Very Well		6	11.11%	3.39%
0 - Don't Know - No Opinion		123		69.49%
	Mean	**3.04**		
Summer reading program coordination				
1 - Very Poorly		0	0.00%	0.00%
2		1	0.68%	0.56%
3		11	7.53%	6.21%
4		51	34.93%	28.81%
5 - Very Well		83	56.85%	46.89%
0 - Don't Know - No Opinion		31		17.51%
	Mean	**4.48**		

		Responses	Percentage of Responses Excluding Don't Know/No Responses	Total Percentage
Family reading programs				
1 - Very Poorly		6	9.84%	3.39%
2		7	11.48%	3.95%
3		24	39.34%	13.56%
4		14	22.95%	7.91%
5 - Very Well		10	16.39%	5.65%
0 - Don't Know - No Opinion		116		65.54%
	Mean	**3.25**		
Rating of how well the following services address the needs of New Hampshire librarians				
Web Junction				
1 - Very Poorly		11	9.32%	6.21%
2		10	8.47%	5.65%
3		45	38.14%	25.42%
4		32	27.12%	18.08%
5 - Very Well		20	16.95%	11.30%
0 - Don't Know - No Opinion		59		33.33%
	Mean	**3.34**		
Computer training classes for library staff				
1 - Very Poorly		2	1.32%	1.13%
2		15	9.93%	8.47%
3		35	23.18%	19.77%
4		51	33.77%	28.81%
5 - Very Well		48	31.79%	27.12%
0 - Don't Know - No Opinion		26		14.69%
	Mean	**3.85**		
Workshops on using new technologies				
1 - Very Poorly		5	3.31%	2.82%
2		14	9.27%	7.91%
3		37	24.50%	20.90%
4		55	36.42%	31.07%
5 - Very Well		40	26.49%	22.60%
0 - Don't Know - No Opinion		26		14.69%
	Mean	**3.74**		

		Responses	Percentage of Responses Excluding Don't Know/No Responses	Total Percentage
Consulting and advisory services of State Library staff				
1 - Very Poorly		2	1.32%	1.13%
2		11	7.24%	6.21%
3		26	17.11%	14.69%
4		52	34.21%	29.38%
5 - Very Well		61	40.13%	34.46%
0 - Don't Know - No Opinion		25		14.12%
	Mean	**4.05**		
Other workshops and training				
1 - Very Poorly		1	5.00%	0.59%
2		2	10.00%	1.18%
3		1	5.00%	0.59%
4		3	15.00%	1.78%
5 - Very Well		13	65.00%	7.69%
0 - Don't Know - No Opinion		149		88.17%
	Mean	**4.25**		
Which two programs or services of the New Hampshire State Library are most important to your library?		See Text Responses		
Degree of agreement or disagreement with the following statements				
Continuing education opportunities available to me/my staff are adequate to meet our needs				
1 - Highly disagree		6	3.61%	3.39%
2		22	13.25%	12.43%
3		48	28.92%	27.12%
4		57	34.34%	32.20%
5 - Highly agree		33	19.88%	18.64%
0 - Don't Know - No Opinion		11		6.21%
	Mean	**3.54**		

	Responses	Percentage of Responses Excluding Don't Know/No Responses	Total Percentage
New Hampshire library directors need more training opportunities related to the legal issues of public libraries under the town form of government			
1 - Highly disagree	1	0.81%	0.56%
2	9	7.26%	5.08%
3	41	33.06%	23.16%
4	41	33.06%	23.16%
5 - Highly agree	32	25.81%	18.08%
0 - Don't Know - No Opinion	53		29.94%
Mean	**3.76**		
The New Hampshire State Library is adequately staffed to serve the needs of New Hampshire libraries and residents			
1 - Highly disagree	25	16.89%	14.12%
2	32	21.62%	18.08%
3	44	29.73%	24.86%
4	34	22.97%	19.21%
5 - Highly agree	13	8.78%	7.34%
0 - Don't Know - No Opinion	29		16.38%
Mean	**2.85**		
Interlibrary loan works well in New Hampshire			
1 - Highly disagree	0	0.00%	0.00%
2	4	2.31%	2.26%
3	21	12.14%	11.86%
4	57	32.95%	32.20%
5 - Highly agree	91	52.60%	51.41%
0 - Don't Know - No Opinion	4		2.26%
Mean	**4.36**		

		Responses	Percentage of Responses Excluding Don't Know/No Responses	Total Percentage
Van delivery service is the most important service that the New Hampshire State Library provides				
1 - Highly disagree		3	1.75%	1.69%
2		8	4.68%	4.52%
3		33	19.30%	18.64%
4		69	40.35%	38.98%
5 - Highly agree		58	33.92%	32.77%
0 - Don't Know - No Opinion		6		3.39%
	Mean	**4.00**		
I/my staff use/uses the New Hampshire State Library website or listserv at least weekly				
1 - Highly disagree		5	2.96%	2.82%
2		7	4.14%	3.95%
3		13	7.69%	7.34%
4		22	13.02%	12.43%
5 - Highly agree		122	72.19%	68.93%
0 - Don't Know - No Opinion		8		4.52%
	Mean	**4.47**		
Connectivity is the biggest technology issue facing my library				
1 - Highly disagree		32	21.62%	18.08%
2		27	18.24%	15.25%
3		42	28.38%	23.73%
4		27	18.24%	15.25%
5 - Highly agree		20	13.51%	11.30%
0 - Don't Know - No Opinion		29		16.38%
	Mean	**2.84**		

	Responses	Percentage of Responses Excluding Don't Know/No Responses	Total Percentage
My library is the center of my community; the place where residents come to interact with each other and to discuss topics of interest to them			
1 - Highly disagree	11	6.47%	6.21%
2	21	12.35%	11.86%
3	57	33.53%	32.20%
4	50	29.41%	28.25%
5 - Highly agree	31	18.24%	17.51%
0 - Don't Know - No Opinion	7		3.95%
Mean	**3.41**		
I would appreciate and welcome more communication from the New Hampshire State Library			
1 - Highly disagree	2	1.21%	1.13%
2	9	5.45%	5.08%
3	52	31.52%	29.38%
4	61	36.97%	34.46%
5 - Highly agree	41	24.85%	23.16%
0 - Don't Know - No Opinion	12		6.78%
Mean	**3.79**		
The top priority service or program for the New Hampshire State Library for the coming five year plan should be:			
	See Text Responses		

	Responses	Percentage of Responses Excluding Don't Know/No Responses	Total Percentage
Indicate the type of library you represent			
Public Library	146		82.49%
Combined school/public library	3		1.69%
School library/media center	13		7.34%
Academic - 4 yr - privately funded	1		0.56%
Academic - 4 yr - publicly funded	3		1.69%
Academic - 2 yr technical or community college	2		1.13%
Special	4		2.26%
Other	2		1.13%
None of the above/No Response	3		1.69%
Select the title that represents your duties			
Library director	82		46.33%
School library/media specialist	9		5.08%
Reference/information services librarian	25		14.12%
Children's/youth services librarian	13		7.34%
Cataloger/bibliographer	6		3.39%
Technology coordinator	3		1.69%
Acquisitions librarian	1		0.56%
Information literacy/bibliographic instruction specialist	0		0.00%
Other	30		16.95%
None of the above/No Response	8		4.52%

	Responses	Percentage of Responses Excluding Don't Know/No Responses	Total Percentage
Number of FTE staff			
Less than 1	14		7.91%
1.00	23		12.99%
1.01 - 3.00	54		30.51%
3.01 - 5.00	26		14.69%
5.01 - 10.00	28		15.82%
10.01 - 20.00	22		12.43%
Over 20 FTE	6		3.39%
No Response	4		2.26%
Materials budget			
Under $ 2,000	3		1.69%
$ 2,001 - $ 5,000	12		6.78%
$ 5,001 - $ 10,000	34		19.21%
$ 10,001 - $ 25,000	41		23.16%
$ 25,001 - $ 50,000	23		12.99%
$ 50,001 - $ 75,000	9		5.08%
$ 75,001 - $ 100,000	14		7.91%
Over $ 100,000	19		10.73%
No Response	22		12.43%

New Hampshire Web Survey Report – Text Responses

How well are services addressing the needs of New Hampshire libraries and residents – OTHER
(Note: The number shown is the rating the respondents provided in association with the "other" service they listed. 1 represents "Very Poorly" and 5 represents "Very Well.")

Calling State Library for Reference questions	2
Catalog card service	5
Consultant services	5
Genealogy databases	3
Items are not cataloged fast enough	1
Library standards	1
Multiple ILLs - This could be vastly improved if 20 or so library-specific requests could be done at one time for book groups.	1
NHSL telephone reference & Gov Docs reference	5
NHSL workshops	5
Obtaining MARC cataloging records for my system at low/no cost.	5
Outreach to assist smaller, less well-endowed libraries in enabling the SirsiDynix (SD) system for remote access, and offering grants to help pay for the $6000 fee the state charges.	1
Publicity about Web Junction and other state services	1
Searching for ILL could be set up with better qualifiers	3
Some NHAIS professional staff seem a bit smug and self-satisfied, not sufficiently interested in improving NHUPAC and related services -- not admitting its limitations. Compared with other states in the Northeast, NHAIS seems both behind the times and not interested in moving up to the cutting edge -- creating a blog is not nearly as important as creating a more efficient, effective NHUPAC.	2
Sponsorship of Gates classes	4
State email lists	5
State library hours	1
Tech services from David	5
Technological help	5
Youth Services	5

How well are training and workshops addressing the needs of New Hampshire librarians – OTHER.
(Note: The number shown is the rating the respondents provided in association with the "other" service they listed. 1 represents "Very Poorly" and 5 represents "Very Well." A "0" represents "No Opinion" or "Unable to Rate")

Advice and Help from Michael York	5
All continuing education offerings	5
Any I've been to have been worthwhile	5
Computer workshops	4

Education Modules (i.e. puppetry, collection development)	4
Educational modules (in this case: The Reference Answer)	5
Gates Workshops	5
Genealogy, Excel, Ebsco Host, Finding things on the Internet	2
General library courses and workshops	5
I went to the annual meeting of N.H. librarians last year for the first time. Ann Hoey did a workshop that was excellent.	5
ILL training	4
Library of Medicine Workshops	5
More Gates workshops, Photoshop	3
Networking workshop	2
NH Education Module	5
NHU-PAC ILL	1
NHU-PAC training	5
Non-Fiction Collection Development	5
Orientation to NHSL	5
The first few workshops I tried were so disappointing that I've ignored later offerings.	0
Youth Services	5

Service provided by the New Hampshire State Library that is the most important to your library

Acquiring and channeling funds to libraries/ sponsoring library programs.
Any library science course
Consultant services **(3 gave this response)**
Databases **(6 gave this response)**
Database licensing and statewide licensing for other vendor services
Downloadable audiobooks
Downloading MARC records from NHU-PAC
ILL & the van system **(16 gave this response)**
ILL and NHU-Pac Searching
ILL/van service/NHU-PAC
Interlibrary loan **(43 gave this response)**
Interlibrary loan (NHUPAC and van delivery) **(3 gave this response)**
Interlibrary loan NHU-PAC **(3 gave this response)**
NHAIS **(2 gave this response)**
NHAIS - Interlibrary loan and downloadable records
NHewLINK **(8 gave this response)**
NHEWLINK/NHUPAC ILL & Cataloging
NHU PAC **(27 gave this response)**
NHU-PAC and van service
NHUPAC - getting help with original cataloging to enter in union catalog
NHU-PAC / ILL **(4 gave this response)**
NHU-PAC for cataloging and ILL
NHUPAC/Interlibrary loan and all that it entails
NHUPAC/NHAIS
Online catalog
Overdrive
Reference assistance

Searching catalog
State sponsored library workshops
Statewide database (NHU-PAC) for ILL and sharing cataloging
Summer Reading Program coordination!!!
Technology workshops
Van delivery **(23 gave this response)**
Van service/Online interlibrary loan

Service provided by the New Hampshire State Library that is the SECOND most important to your library

Advisory services **(2 gave this response)**
Assisting libraries to build the technological infrastructures that they need to keep relevant; on all levels- local, state, and national.
Availability of knowledgeable people who help over the phone and e-mail
Availability of online databases such as EBSCO
Book bag book group books
Children's services coordination. Summer Reading Program
CHILIS
Classes
Continuing education
Coordination of emerging service possibilities (as downloadable audios now and perhaps such things as document delivery in the future)
Courses and workshops for librarians
Databases **(11 gave this response)**
Databases such as ancestry.com
Downloadable audio
EBSCO Host
Education Opportunities
Educational modules through NHSL
Electronic reference sources
Flume award
Gates workshops
ILL & Van service **(4 gave this response)**
ILL through town library
Interlibrary Loan **(23 gave this response)**
Librarian education
Library tech classes
Listserv
Negotiation to select wholesale company for NH Book purchase contract
NHAIS discussion list
NHAIS –ILL
NHAIS listservs
NHewLink **(18 gave this response)**
NHSL computer training
NHSL Videos
NHU PAC **(14 gave this response)**
NHU-PAC Data Base for ordering and managing ILLs
NHU-PAC/ILL

OCLC cataloging
online catalog (equal with above)
Presentation on new technology though conferences (eg. READS)
Professional development & training
Programs for new librarians
Reading Programs
Staff training
Summer Reading Program **(8 gave this response)**
Summer reading program/ databases
Support
Technology assistance
Technology training and support staff
Training **(4 gave this response)**
Training and support
Training for changes in OCLC Connexion
Van delivery **(27 gave this response)**
Workshops **(2 gave this response)**
Workshops and training **(3 gave this response)**
Workshops on using new technologies
Youth Services advice & resources

The top priority for the New Hampshire State Library's next five-year LSTA Plan should be:

A data base that gives full text articles of magazine articles as citations don't really help much
A live interlibrary loan/cataloging system, similar to GMILCS. NHSL provides no leadership in this direction at all, while the technology has been there for years.
A lot of us older librarians are not techies. We have a lot to learn. Your classes are very valuable.
Access to information in a variety of formats
Advocacy for libraries within the state government
Assisting towns in creating library consortia
Better & more diverse electronic databases
Better communication to libraries concerning services offered.
Centralized marketing/ PR effort; Leadership on technology issues
Changing the ILL module so multiple requests for book groups can be done within the system
Collaborative purchases
Combating high energy and health care costs
Consortia subscriptions to databases
Consultation on technology issues
Content for Downloadable audiobooks
Continually improving the NHu-pac and related services
Continued funding of databases for statewide use AND Technology grants
Continuing education and training for librarians
Continuing education for library directors
Continuing education for paraprofessionals-bring back library techniques classes-modules are not enough
Continuing existing programs and adding centralized movie licensing
Continuing the licensing of databases, van service, ILL, consultants--all very important, can't

choose top one

Continuing the services we presently have

Continuing to expand the online services available to public libraries such as NHewLink and Downloadable Audiobooks

Continuing to fine tune NHU-PAC

Continuing to negotiate collaborative agreements and contracts - and the VAN SERVICE!

CONTINUING TO OFFER WEB BASED DATABASE FOR ALL LIBRARIES THAT ALLOWS FOR ILL AND CATALOGING.

Databases (NHewLINK)

Digital Resources

Downloadables and data bases to share

EDUCATION/INFORMATION

Electronic Interlibrary Loan and van delivery

Electronic resources at an affordable rate

Electronic services/database licensing at state level--web access consultation

Establishing Library Standards

Expanded downloadable content

Expanding access to on-line and downloadable resources

Expanding children's services state wide

Fundraising for renovations to the state library itself -- spiffing up the furniture & facilities of state staff there

Get a better union catalog and ILL system

Getting fast, affordable internet access to everyone in the state

Helping librarians stay current

Helping libraries build the technological infrastructure necessary to provide networking, wireless access, the SirsiDynix (SD) system, and remote access.

Helping libraries develop plans for funding new building and expansion

High speed internet; funds for on-line catalog and circulation systems

Hire more people. Eliminate the state exam that you need to take before you're hired. Many qualified people out there who would like to work at a state agency.

How to make Libraries a real part of the patrons every day life. We're somehow missing the boat.

Improving electronic access to and delivery of information

Increase efficiency, usefulness, and usability of all shared resources like NHUPAC and NHEWLink for all NH libraries

Increase number of databases available

Increased consulting, advisory, and advocacy services

Increasing connections among/between libraries

Information technology

Interlibrary loan (7 gave this response)

Reciprocal card borrowing agreements between communities.

Join libraries in consortiums to make it easier for residents of one town to take advantage of the resources of surrounding libraries

Keep us in the loop w/ new technologies

Keeping library staff updated with new technology skills and new equipment.

Keeping local libraries abreast of technology changes and tends in the delivery of services to patrons

Keeping staff trained /up to date on technology

Keeping up with new technologies

Leadership and training for the professionals in the field

Library advocacy

Library science, library administration, etc
Literacy and funding for
LSTA grants to individual public libraries.
Maintaining access both physically (van delivery + better state library hours) and electronically
Maintaining and refining its present services
Maintaining current services offered and adding more to them.
Maintaining NHewlink databases; NHUPAC
Making it easier to receive library certification and have structured staff requirements
Making technology and database access available to libraries
More grants/state aid to libraries
More of the same with an emphasis on keeping librarians up-to-date with classes on new technology. Sometimes workshops are too brief and if the information learned is not put into practice soon it may be lost. Multi classes may serve us better.
More out reach to RURAL NH
More staff to help with copy cataloging and *original* cataloging to insure more of our collection ends up in the union catalog
More training courses that people can travel to easily.
NHewLINK (3 gave this response)
Online databases ie test taking examples (SATetc.), overdrive and anything new coming
Publicity for the good services they provide - this will help in other areas
Publicity to residents of the state about services that State Library offers to them.
Raising public awareness of need for MLS in all supposed-professional positions.
Recruiting and training librarians
Retain levels of funding to continue and expand current services
Service to digital patrons by development/improvement to Virtual Library
Shared licensing agreements statewide for library services and products---keep expanding this!
State cataloging services
State library liaisons to provide consultation and training
Support for us becoming technologically connected - help in selecting equipment and how to use it
Technological Support for non-automated small libraries; web-site design and on-line catalogs
Technological training--tech. is expanding exponentially and it's hard to keep up with latest developments
Technology assistance / future technologies
Technology training
Technology updates and workshops
The ILL software needs to be changed to allow for 20 or more book requests on a single title at one time. This would be a huge time (and therefore money) saver and would give the NHSL credit for all the ILLs now done by email.
This needs more thinking that I can do right now.
Training workshops
Training (technology, genealogy)
Van delivery
Van Delivery Service
We appreciate all that you are doing.
Workshops to assist small rural libraries to keep up with the latest technological forms of library service; e.g., downloadable books, using electronic databases, keeping print collections up to date

Current duties - OTHER

Acquisitions & Cataloging Supervisor
All purpose library assistant
Also ILL and Technical services
AND ...Interlibrary Loans
And ILL

As assistant librarian in a small library, ALL would be the best answer!
Assistant administrator
ASSISTANT DIRECTOR
Assistant director - technology, staff support, training etc.
Assistant director/adult services
Assistant Director/Head of Technical Services and Reference
Assistant director/ILL/reference
Assistant Librarian
Assistant Library Director
Cataloguer and reference, information
Center librarian for college
Circulation
Circulation librarian
Circulation/ILL Librarian
Clerical
ILL librarian (2 gave this response)

I'm the only librarian, so I am responsible for everything.
Inter-Library Loan
Interlibrary loan and adult program coordinator
Library assistant/ Children's Room
Library Assistant/Circulation
Library Assistant-Interlibrary Loan-
Library Assistant-Interlibrary Loan-Reference
Library Associate
Library Tech
Main desk circulation and children's services

Program Coordinator for Adults and Youth
Reference/Children's/Youth Services and Cataloging/Technology/ILL specialist
Technical Services Supervisor
Young Adult services

Other comments

A percentage of LSTA money should be made available to individual libraries (who can demonstrate a need and a plan) in the form of grants to pursue new services and technologies. If these experiences are successful they can be shared/implemented throughout the state. We need to encourage innovation at the grassroots level.

Ann Hoey is worth her weight in gold. Youth Services build library users of the future and should not be underestimated.
Availability of LSTA grants to replace old computers would be desirable. Our library received such a grant in 2001.

Being a library in the north country, we very much rely on the interlibrary loan and van service. The Program for the large print loan is also a very important service. The online databases provided by the NH State Library are also provide information that we could not afford.
For our library, the most important thing we need now is technological assistance to create the next level of infrastructure and patron access. We need to know how/what the state offers to facilitate that process.We have computers, and our database is available (albeit in the library alone) for electronic access, and we are connected to the internet (don't laugh- but it's only been a couple of years). But our cataloging system, ATHENA, is being phased out, and we are looking to the future, which means choosing a new cataloging system, creating a wireless network, offering remote patron access, and perhaps building the SirsiDynix (SD) system with the state to host that access. This is all somewhat daunting, but doable- since we have seen that others such as Gilford and Dover have done it. I have spoken with Charles LeBlanc and taken his networking workshop- but have not really received much help from it or him, frankly. We would like to know what the state offers, how to approach implementing our ideas, and how to make it all work successfully for the foreseeable future. So, this is what is most important to us, and we would love to have/need the state library's help to make it really happen! Thanks for asking :)
I am a recent hire at the library and the state so haven't had the opportunity to explore all the state has to offer.
I don't think there is as much awareness as there could be about the services the State Library provides through LSTA funding. I think most libraries are aware of the services, but not that they're provided through LSTA funding.
I think the NHSL provides fantastic service in a very pleasant manner.
I wish that educational programs for librarians were offered that dealt with more sophisticated technological subjects, such as php programming, content management systems, web server maintenance, database management programs, etc.
I would love to see more programs on emerging technology such as Blogs and RSS feeds. We seem to be going to these as communication methods from the State Library but many of us have no idea how to use them.
Just a big THANKS for all that you do.
LSTA is crucial to NH library success!
More needs to be done about the support staff in libraries. Titles and job descriptions should be updated and salary ranges applied. Certification should not be so complicated and bogged down with paperwork.
My sincere thanks to all the NH State Library Staff for all the support and services offered. I hope we can see more new staff added to keep up with the demand we all place on such an important state government facility. We couldn't have a program without all of your help.
Not able to answer Question #10
Perhaps we librarians should have more training in the legal ramifications of 'donations' and those who donate items. Terry Knowles' presentation at Howe Library was very enlightening. Another meeting with her would be timely in 2007. As "delicate" issues come up in our towns, we become aware that we may not be prepared to be the most affective advocate for the library. I appreciate the time Michael York gave me on the phone when I called for a concern I had as a Trustee of another library. It is commendable to have such a knowledgeable resource and advocate at the helm.
Please, please, continue to offer classes!!!
State library staff does a great job of helping the small libraries. Please keep it up. We just can't compete with the budgets of the larger libraries. We should be providing a lot more than we can afford. Library laws could be strengthened to help with town administration problems/conflicts, collecting overdue books (There's no teeth in the law.), etc. The state library is appreciated.
The cost of connectivity in the future may be a really big issue for this library in the future.
The current software pkg. for interlibrary loan does not work well -- have to email too many requests; especially inefficient when doing orders for multiple copies of one title for booktalks.
The NH State Library has put a lot of time & thought into methods to maximize usefulness out of the tiny bits of money they receive. Our van service & electronic services complement each other and are a good example of this. Like the ads say, Technology $$$, Van $$$, Service

Priceless.

The NH State Library needs more state funding so more LSTA funding can be made available to individual libraries.

The services provided are excellent choices and much appreciated, but we need MORE of them to provide the service people want! (more frequent van service, more funds for computers, more IT help, etc.

The State Library does a great job of making a small budget in LSTA funds go a long way in service to the local libraries. I wish we could have more data bases, more frequent van deliveries and a more extensive downloadable collection. A more extensive program of classes (as opposed to workshops) for staff education would be helpful. My staff often can't get to the ones that are offered because of timing or distance.

Two things. 1. Those of us in small libraries appreciate courses when offered, but personally, I find it frustrating that the state does not help subsidize a grouping of classes that would lead to something marketable such as a library administration certificate, an IT certificate, etc. Also, if such a thing could be set up so that a student could actually complete all the sub-groupings of classes and wind up with a masters degree or choose individual groupings only, whatever worked for their situation. When you work in a very small library it is hard to justify the expense of a masters degree when you know your salary will never compensate for the cost.2. Hopefully , we can get to the point where the van delivers to the smaller libraries so we don't have to use our gas, cars and time picking up ILL's at other libraries.

Unfortunately, I am usually unable to take advantage of computer training classes because of work conflicts. I would like to see classes repeated more than 1-2 year.

We would definitely like to have more library courses offered. Small towns want a very good staff, but the certification program is long gone and we find most of the courses offered are not local. We are very proud of our library and want to provide the best service possible. We are also aware that there is a push for librarians who have an MLS, but most small towns absolutely do not want to pay the corresponding salary.

What does LSTA stand for? (NOTE: It was defined at the beginning of the survey) I left blank the lines that didn't apply. (We're not doing downloadable books yet.)

Working only 12 hours a week I do not take advantage of what the state offers. This is something that I need to change.

WOULD LIKE TO SEE MORE PUBLICITY ABOUT THE EARLY LEARNING, FAMILY RELATED ASPECTS OF THIS PROGRAM. WOULD LIKE MORE NEWSLETTERS, ETC. IN WRITTEN FORMAT SENT TO MY LIBRARY.