

Library Services and Technology Act

Five-Year Plan for New Hampshire State Library

**For submission to the
Institute of Museum & Library Services**

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Mission of the New Hampshire State Library

The mission of the New Hampshire State Library is to:

- * Promote excellence in libraries and library services to all New Hampshire residents;
- * 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.

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

The New Hampshire State Library exists:

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

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

Local history, local decisions and limited government define living in New Hampshire. Developing statewide plans for library service takes this into account. The New Hampshire State Library serves as a leader for all libraries in the state, being a knowledgeable source of information and a broker for coordinated services. This leadership role enables the expansion of basic library services, provides a testing ground for new services and ultimately enhances the quality of life factor for citizens.

Introduction

The Institute of Museum and Library Services (IMLS) is the primary source of federal support for the nation's 123,000 libraries and 17,500 museums. The mission of IMLS is to connect people to information. The Institute works at the national level and in coordination with state and local organizations to sustain culture and knowledge, to enhance learning and innovation and to support professional development. <http://www.ims.gov/programs/>

The Library Services and Technology Act (LSTA) of 1996, as re-authorized in 2003 and 2010, is a sub-section of the Museum and Library Services Act. The IMLS "Grants to States Program" is funded under LSTA and is the largest grant program administered by IMLS. LSTA provides financial assistance to State Library Administrative Agencies (SLAA) using a population-based formula to support statewide initiatives and services in the 50 states, U.S. Territories and Freely Associated States. The Grants to States program has the benefit of building the capacity of states to develop statewide plans for library services and to evaluate those services every five years. The SLAA is the official agency of a State charged by law with the extension and development of public library services throughout the state. 20 U.S. C. § 9122(4). New Hampshire State Library is the SLAA for the State of New Hampshire.

The Library Services and Technology Act specifies the following priorities for the "Grants to States" program:

1. expand 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 in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills;
2. establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services;
3. provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services;
4. enhance efforts to recruit future professionals to the field of library and information services;
5. develop public and private partnerships with other agencies and community-based organizations;
6. target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, and to individuals with limited functional literacy or information skills;
7. target 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;
8. develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks; and
9. carry out other activities consistent with the purposes set forth in section 9121, as described in the SLAA's plan. 20 USC § 9121 (1-9).

The Five-Year Plan for the Library Services and Technology Act

In order to receive funds under the Grants to States Program, each SLAA must submit to the Director of IMLS a State Plan detailing certain goals, assurances and procedures for a five-year period. A State Plan is a document that identifies a state's library needs and sets forth the activities toward meeting those needs and that will be supported with the assistance of Federal funds made available under LSTA. As authorized under LSTA, SLAA's may use LSTA funds to support statewide initiatives and services. 20 U.S.C § 9134(a)(1).

The Five-Year Plan provides the assurances that the SLAA has the fiscal and legal authority and capability to administer all aspects of any award under the Grants to States Program. The State Plan must also provide assurances for establishing the State's policies, priorities, criteria and procedures necessary to the implementation of all programs under the LSTA. 20 U.S.C. § 9122(5).

The purpose of this plan is to comply with the public law and to show how funds under the Act will contribute to meeting the library needs in New Hampshire. The plan sets forth the New Hampshire State Library mission, needs, goals, programs and evaluation methodology for administering New Hampshire's LSTA program for 2013-2017. It defines priorities, intended outcomes, stakeholders and their roles, evaluation plans and the communication and monitoring procedures that will assure the involvement of the library community and library users in the implementation of the LSTA state program.

The plan is developed to ensure that all people in New Hampshire irrespective of geographic location, disability, socio-economic circumstance or barrier to library service have equal access to quality library services. It outlines the goals and objectives that the New Hampshire State Library will undertake using LSTA-funded programs and services to achieve statewide impact. It addresses all of the nine Grants to States priorities.

The use of LSTA funding for this planning cycle includes statewide initiatives targeted to specific needs and populations, initiatives to take advantage of emerging technology and consulting and training of library personnel. Typically statewide initiatives developed with LSTA funds are five years long. Implementation and staffing of statewide initiatives involve permanent State Library staff as project managers. At times statewide initiatives or portions thereof may be completed under a grant agreement with an organization. LSTA funds will be used to administer the LSTA program and the 5-year evaluation in accordance with IMLS and LSTA guidelines.

Population characteristics impacting library services in New Hampshire

Source: U.S. Census Bureau, Factfinder <http://factfinder2.census.gov>

Population 2010	1,316,470
Population estimate (July 2, 2011)	1,323,531
Under 18 years of age	21.8%
Under 5 years of age	5.3%
Age 65 & older	13.5%
Median age	41
White	93.9%
Black	1%
Asian	2%
Hispanic or Latino	2.8%
Other races	1.8%
Median Income	\$61,042
Per Capita Income	\$30,949
Families below poverty level	5%
Unemployment rate (as of June 2012)	5.2%
Population age 18—64 with vision difficulty	2.9%
Civilian population (non-institutionalized) with a disability	11%
Vision difficulty	3%

New Hampshire's Economic Scoreboard

Source: [Business NH](#), November 2011, p. 45

Category	National Rank	New England Rank
Favorable tax climate	1	1
Standard of living (inverse poverty rate)	1	1
Safest state	1	1
Child & family well being	1	1
Education –Adults with high school degree or better	4	1
Healthiest state	5	2
Per capita income	9	3
Education—adults with college degree or better	9	4
Most livable state	1	1

New Hampshire continues to be characterized as overwhelmingly affluent and well-educated. It has the lowest level of poverty among the 50 states and is the seventh wealthiest state in the nation according to median household income and a very low unemployment rate.

New Hampshire's population is spread among 10 counties, seven of which are in the southern half of the state. Census figures showed some continuing population trends, but also some deviation from predicted trends. At the county level, Hillsborough continued to be the fastest growing on a numerical basis, a status it has held since the 1960s. During the past decade it grew by 20,000. Hillsborough County holds about a third of the state's population, with over 400,000 residents. Adding two more counties, Merrimack and Rockingham, accounts for almost 65% of the state population. Joining the league of fastest growing counties was Strafford, with the highest percentage increase (9.7%). Coos County's population was virtually stable during the 2000 to 2010 period. However, its share of the state's population continued to decline. Today less than 3% of the state's population reside in the northernmost three counties.

At the municipal level, the 3 most populous places are Manchester, Nashua and Concord, a ranking that has endured for many years. There are 13 cities and 218 towns in NH. But in 2010, Dover, Manchester and Concord were in the top ten fastest growing cities. Londonderry, Hudson and Merrimack moved into the top ten, replacing Portsmouth, Keene and Laconia which dropped out of the ranking. Dover was the number one city with the fastest growing population, adding 3,000 more residents. A total of 40 municipalities experienced declines in the 2000—2010 decade.

Residents who are disabled, particularly those with visual impairments, are on the rise due to the growing population over age 65 and an increase in the cases of diabetes.

Public Libraries in New Hampshire

New Hampshire has 231 public libraries, 700 school libraries (elementary, middle school and high school), 32 academic libraries and 64 special libraries. In 2010, the Stark Public Library closed and the Easton Public Library re-opened. Public libraries receive no state funding. New Hampshire has no state income tax or state sales tax. Libraries are funded at the local level through appropriations and warrant articles proposed by elected town officials and approved by town residents at town meetings or else by trust fund income. The range of library services that can be offered at the local level varies greatly based on the financial resources available to a particular library. In some cases, this means a per capita library income of less than \$10.00.

Although New Hampshire is a wealthy state, has a good economy and a well-educated population, its public libraries rank 49 out of 51 nationally with respect to revenue and financial resources. 168 public libraries or 73% of them serve a population of fewer than 5,000 people, more than half of these having acquisitions budgets less than \$10,000. Twelve libraries in the cities bordering Massachusetts have operating budgets of over a million dollars.

Librarians reported over 735,000 library patrons borrowed 12 million items during 2010. There remain libraries in the North Country that still do not provide Internet access to the public. New Hampshire ranks 49th in the country for internet usages per 5,000 capita. However with regard to e-content and e-reading, 190 public libraries out of 231 currently provide downloadable audio books and e-books to their patrons.

Selected public library statistics compiled jointly by IMLS and US Census Bureau

Data	Federal Fiscal Year 2009	National Ranking (out of 51)
Internet computers per library	5.4 computers	49
Internet computers for every 5,000 people	4.8 computers	19
Print materials per capita	4.7 items	4
FTE librarians	476 librarians	1
State operating revenue per capita	\$.02	47
Registered borrowers	750,388	29
Circulation per capita	9 checkouts	21
Interlibrary loans per 1,000 capita	155 items	17
Library visits per capita	5.9 visits	25
Reference questions per capita	.064 questions	43
Operating expenditures per capita	\$39.74	18

Source: Public Library Survey: Fiscal Year 2009. (October 2011) IMLS
<https://harvester.census.gov/imls/pubs/Publications/pls2009.pdf>

Needs Assessment

In preparation for its LSTA Five-Year Plan, the New Hampshire State Library actively sought input from the library community and residents of the state of New Hampshire. NHSL contracted with Himmel & Wilson Library Consultants to develop the LSTA Five-Year Evaluation Report. The recently completed report (March 2012) entitled, *An independent evaluation of New Hampshire's implementation of the Library Services and Technology Act Grants to State Program 2008-2012*, has been used to develop a “needs assessment” regarding future programming for 2013-2017.

As part of the evaluation process, Himmel & Wilson employed a variety of qualitative and quantitative methods to assess the progress that New Hampshire made in pursuing its LSTA goals for the years 2008-2012. The qualitative process used by Himmel & Wilson analyzed the feedback from library services stakeholders who ranked LSTA-funded programs with significant impact according to:

- ☞ The highest ranking service at the public library level
- ☞ The highest ranking service on a statewide basis
- ☞ The highest ranking service of greatest value to patrons
- ☞ The program(s) with the greatest potential for improving library services in New Hampshire

On the whole, the result of the needs assessment demonstrated the need for federal support in providing more resources and services to library patrons statewide in a rapidly changing technological environment. The highest ranking service at both the public library and statewide level is the Interlibrary Loan service. 97% of online survey respondents rated this service as having the highest impact and greatest value on a patron and statewide basis, followed closely by 88% of respondents for the statewide union catalog. Personal interviews and focus groups echoed the same. Using LSTA funds to support statewide access to resource sharing, electronic materials and training was deemed vital to offering quality service, information and professionalism to the citizens of New Hampshire. The Five-Year Evaluation findings specifically identified the library service needs libraries and state residents. In order of priority, they are:

1. Library users from all walks of life need access to information and interlibrary loan services and a delivery system to facilitate resource sharing.
2. Libraries need assistance and training in offering new technologies in order to stay relevant in a digital age and the world of e-reading and e-content.
3. Libraries need consulting to help plan services and outreach to constituents, especially persons having difficulties using a library.
4. The citizens of New Hampshire need to preserve their heritage.

Goals

The solutions to meeting these four needs are described by the following goals and activities. The outcome targets reflect the potential benefits to providing library services for the public, State Government and for NH Librarians. Each of the goals has equal importance. Therefore, the objectives and activities of such will be supported each year of the Five-Year Plan.

To meet the first and fourth need for equitable statewide access to information –

Goal I: Equity of Access

Increase equity of information access and library resources by providing a statewide information delivery service, a statewide union catalog, statewide database licensing and ensuring permanent access to historic New Hampshire materials.

To meet the third need for training, consulting and outreach –

Goal II: Equity of Service

Increase the equity of library services to New Hampshire citizens by facilitating professional development opportunities to improve public services and by assisting libraries to provide service and outreach to their constituents especially to children, the underserved and persons having difficulty using a library

To meet the second need for technology readiness –

Goal III: Equity of Innovation

Play a role in promoting new technology to help public libraries meet and anticipate NH residents' needs for innovation, life-long learning and cultural and civic engagement.

Programs

Goal I: Equity of Access

Objective: Increase equity of information access and library resources by providing a statewide information delivery service, services to the blind and physically handicapped, a statewide union catalog, statewide database licensing, e-content and by ensuring permanent access to historic New Hampshire materials.

Need: Users of all ages, reading abilities and disabilities need equitable statewide access to materials in a variety of formats on a variety of topics at their time of need. Libraries need consistent, fast resource sharing and statewide access to these materials to assist these users. The citizens of New Hampshire need to preserve their heritage.

LSTA Purpose: 1) expand 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 in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills; 2) establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of an access to library and information services; 7) target 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; 8) develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks

Timeframe: 2013—2017

Activities:

1. Maintain, expand and improve statewide the union catalog (NHU-PAC)
2. Provide an efficient and cost effective transportation system to facilitate the exchange of interlibrary loan materials between libraries
3. Facilitate and manage the NH Downloadable Books Consortium project
4. Maintain a digital archive of “born-digital” state government publications
5. Facilitate and manage group purchases of database content for libraries
6. Provide access to a variety of online databases to all types of libraries through NHewLink
7. Collect, curate and protect historic NH printed materials, increase efforts in digital preservation and support the preservation of knowledge in all formats for increased public access
8. Facilitate an open source ILS solution for small libraries
9. Support digital access to reading materials for the visually disabled

Intended Outcomes:

- a. Individuals, households, students, legislators, children and the visually disabled will benefit by having 24/7 access outside the walls of the library to online bibliographic information, database resources and downloadable books.
- b. Libraries will receive the help they need to share resources that might not otherwise be available to them.

- c. Individuals, researchers and legislators will gain knowledge from historic print and digital materials pertaining to New Hampshire.
- d. The expectations of patrons for quality library services will be met.

Goal II: Equity of Service

Objective: Increase equity of service to New Hampshire citizens by facilitating and promoting professional development opportunities for libraries to improve public services, and by assisting libraries to provide service and outreach to their constituents especially to the underserved and to persons having difficulty using a library

Need: Users need improved basic services and programming from libraries. Libraries in urban areas and underserved rural areas need assistance in developing services and programming in the areas of technology, generation specific programming, outreach and marketing to non-users or populations having difficulty using a library.

***LSTA Purpose:** 1) expand 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 in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills; 3) provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services; 5) develop public and private partnerships with other agencies and community-based organizations; 6) target library services to individuals of diverse geographic, cultural and socioeconomic backgrounds, and to individuals with limited functional literacy or information skills; 7) target library and information services to persons having difficulty using a library and to the underserved urban and rural communities, including children*

Timeframe: 2013—2017

Activities:

1. Provide resources, continuing education and training for librarians (topics to include: technology training, library management, program development, meeting generation specific needs, summer reading, children and adult literacy, preservation and outreach to special populations)
2. Support the needs of NH citizens for reading and information, formal and informal education, lifelong learning, workforce development, literacy skills (digital emergent and Braille) and health & well being
3. Attend professional meetings, conferences and events to promote statewide library services
4. Deliver assistance and counsel to library personnel on technology and on youth services
5. Coordinate the Summer Reading Program for all ages, the “Kids, Books and the Arts” program, the “Children’s Book Review”
6. Support initiatives of the Family Resource Connection at the NHSL to meet reading needs of families who have children with special needs
7. Collect and compile statistics annually to determine public library services trends
8. Maintain and develop online communication tools to disseminate information and facilitate librarian networking
9. Maintain a NHAIS helpdesk to deliver technical assistance to librarians with cataloging and interlibrary loan

10. Collaborate with state and national organizations to develop conferences for librarians serving children and teens
11. Support the programs of the Center for the Book at the New Hampshire State Library
12. Develop an infrastructure to facilitate online training and webinars for the New Hampshire Automated Information System

Intended outcomes:

- a. Classes/workshops will enhance the knowledge of librarians across the state in a variety of subjects.
- b. Summer reading activities will spur pre-reading skills, help spark children's curiosity, help prevent reading loss for school-aged children and enhance reading opportunities for all ages.
- c. Families and children will recognize the public library as a valuable resource for life-long learning.
- d. Librarians will utilize the union catalog and database resources to meet patron information needs
- e. There will be an increased awareness by public librarians of the Talking Books Services, and they will promote the service to visually impaired patrons.
- f. Librarians will increase their understanding of quality children's and teen books and literature by participating in programs designed to sharpen their book selection skills.
- g. More public libraries will offer programming for teens and participate in more teen specific programming

Goal III: Equity of Innovation

Objective: Advance innovation, inspire life-long learning and encourage cultural and civic engagement by providing programming that meets and anticipates New Hampshire's residents' information needs in a rapidly changing technological environment.

Need: Library users need quality and innovative services and programs that utilize new technologies and mobile technologies. Technology is needed to help address the learning needs of students, regardless of age, and to help address the information needs of the public. The citizens of New Hampshire need to preserve their heritage.

LSTA Purpose: 1) expand 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 in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills; 2) provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services; 3) develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks

Time Frame: 2013-2017

Activities:

1. Provide new and existing technology programs to librarians that will allow them to create free or low-cost services for their patrons' use.
2. Provide an online platform to public libraries to assist in digitizing historical records

3. Provide in-person and online tutorials to educate librarians on technology to help them meet their patrons' needs for technology assistance

Intended Outcomes:

- a. New Hampshire residents will be able to access library materials and services on their mobile devices.
- b. New Hampshire residents will have access to unique historical resources.
- c. Librarians will have the knowledge and confidence to provide their patrons with technical assistance for computer and mobile devices.
- d. The citizens of New Hampshire will seek out their public librarians for assistance with technology, especially eBook readers and mobile devices.
- e. Libraries will remain relevant in their communities by offering valuable technical assistance to their patrons about eBook readers and mobile devices.
- f. Library personnel will be prepared to handle the increase of downloadable books and emerging e-content to patrons of all ages and the visually impaired.
- g. Libraries will save money by participating in consortia administered by the State

Coordination Efforts & Partnerships

NHSL has done a consistently good job of seeking and securing funds from both public and private partners. The greater the value of the local library the greater potential there is to leverage budget dollars on the community level.

These partnerships have leveraged state, local and private sources to supplement LSTA funding. NHSL encourages the development of partnerships and the coordination of resources to provide more effective service delivery. The State Librarian, Youth Services Coordinator, Electronic Services Coordinator, Center for the Book Director and the Family Resource Connection Librarian will continue to leverage other sources of funding to enhance the federal and state investment in meeting the reading and information needs of elementary and pre-school children, teens, families with special needs children and the visually disabled. Partnerships between Talking Books Services and organizations serving the visually disabled will be cultivated and enhanced through increased outreach. As opportunities for collaboration arise, the state library will develop partnerships to provide more effective service delivery. Where possible, NHSL will work with other state agencies to coordinate resources, programs and activities.

Evaluation Plan

To assess the effectiveness of the activities included in this Five-Year Plan, NHSL will use a variety of measures to collect quantitative and qualitative data depending on the activity being evaluated. Some activities will be evaluated and reported on annually, while other ongoing activities will be assessed halfway through the planning cycle and again at the end of the five-year cycle. NHSL submits an annual State Programs Report to IMLS each December that describes activities and outcomes for LSTA funded projects. IMLS will use the details of this report to report to Congress, who authorized the program, on the impact of LSTA in New Hampshire.

The yearly evaluation will occur with the annual submission of the IMLS State Programs Report for the federal fiscal year. NHSL will review and analyze outputs and outcomes of LSTA

programs during each grant award period. Individual programs and projects will be evaluated utilizing reports from project managers. Statistics, anecdotal evidence and satisfaction surveys will help determine successes and challenges.

At the end of the five years, an independent evaluation of the LSTA Five-Year Program will be conducted in accordance with LSTA requirements. To assess the effectiveness of the activities included in its Five-Year Plan NHSL will use a variety of measures to assemble quantitative and qualitative data depending on the activity being evaluated. Intended outcomes have been built into this plan as an evaluation strategy. Standard and accepted evaluation methods, including but not limited to, surveys, questionnaires, data collection, cost-benefit determinations, anecdotal evidence, observations and comparisons, will be employed at the end of the five years to measure outputs and outcomes for activities. Outcomes and impacts will be determined using focus groups, surveys, interviews and a comparison of improvements and changes in the knowledge, skills, satisfaction level and service capacity of library personnel over the course of the plan.

The five-year evaluation of this plan will be designed to provide a needs assessment for the next five year planning process.

Stakeholder Involvement

Stakeholder involvement, communication and monitoring are essential elements of this plan. NHSL could not have undertaken this plan without stakeholder input to gauge statewide library service needs. Stakeholder involvement determines stakeholder needs and priorities. The stakeholders of this plan include the NH library community, NH residents and the NH legislature. The 424 state legislators represent the interests and needs of the 1.3 million people in NH. The 231 NH public libraries that make up the statewide library community represent the interests and needs of their users to the State Librarian. Each public library in our 234 towns/cities (not counting unincorporated areas) is totally independent of any other local or state government.

Because of stakeholder input, LSTA programs have already been vetted. The NHSL relies on the NH Library Association, NH Library Trustees Association, the eleven public library cooperative groups and the NH School Library Media Association to convey library service needs. NHSL makes every effort to be present at monthly meetings of these groups. These relationships let NHSL connect with stakeholders on a frequent basis in an environment where open discussion leads to decisions regarding the development, implementation and evaluation of LSTA programs. State Library personnel communicate one-on-one with librarians across the state daily, which provides opportunities for real time stakeholder input.

Communication and Public Availability

Since 1982, the State Library Advisory Council has served as a sounding board for the State Library about New Hampshire library community issues. The State Librarian has always found the Council willing to provide reasoned, candid advice on a wide variety of library topics and concerns.

In keeping with the State of New Hampshire's transparency of government policy, NHSL makes all documents pertaining to LSTA programs publicly available in both print and electronic

format. Both the print and electronic versions of the approved plan will be kept permanently as part of the state government documents collection. The electronic version will be archived in the NHSL Digital Publications Archives.

The draft plan was written in consultation with the State Librarian and library personnel who will serve as project managers for program activities. The approved plan will be available on the state library's website. www.nh.gov/nhsl. Upon approval of the plan by IMLS, an announcement will be publicized in *Granite State Libraries*, the official online newsletter of the State Library in addition to announcements which will be made at meetings of library associations and library cooperatives.

The New Hampshire State Library is a division of the Department of Cultural Resources. The Department employs a Public Information Officer who prepares press releases on major events at the state library. Statewide library services are newsworthy because of the impact on NH citizens. A press release of the plan approval by IMLS will be sent to the major newspapers in New Hampshire highlighting the needs assessment and the objectives that meet the needs. This plan will also be available on the Council of State Library Agencies (COSLA) website <http://cosla.org> which facilitates sharing LSTA plans among state library agencies.

Monitoring

Monitoring the library needs in New Hampshire and updating the assessment is a continuous process. Data and feedback are collected from libraries as a matter of course in accordance with normal LSTA annual reporting procedures. When the needs of libraries and library users change, new strategies and initiatives are implemented accordingly to achieve the intended outcomes specified in the Five-Year Plan. An important part of this monitoring process is the tracking of outcomes by State Library personnel who have consulting, training and technical assistance responsibilities.

Compliance and Assurances

Compliance with LSTA statutory provisions will be established by routine contact between IMLS staff and State Library staff, plus hosting a site visit conducted by IMLS staff.

The following are the required certifications and assurances:

- State of Program Assurances for the 2013 Award
- Assurances of Non-Construction Programs
- State Legal Officer's Certification of Authorized Certifying Official
- Reporting sub-award and executive compensation
- Assurance of compliance with Internet Safety requirements
- Certifications Regarding:
 1. Debarment and Suspension
 2. Drug-Free Workplace
 3. Lobbying
 4. Federal Debt Status
 5. Nondiscrimination