



NORTH DAKOTA STATE LIBRARY

LIBRARY SERVICES & TECHNOLOGY ACT

FIVE YEAR PLAN | 2018-2022

For Submission to the Institute of Museum & Library Services | June 2017



*North Dakota
State Library*

LIBRARY SERVICES & TECHNOLOGY ACT (LSTA) FIVE-YEAR PLAN, 2018-2022

Submitted: June 2017

North Dakota State Library
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INTRODUCTION

The Institute of Museum and Library Services (IMLS) is the primary source of federal support for the nation's libraries and museums. IMLS administers the Library Services and Technology Act (LSTA), which provides financial assistance to develop library services throughout the United States.

The North Dakota State Library Five-Year Plan establishes goals and priorities for libraries in North Dakota that are consistent with the LSTA's purposes and priorities.

BACKGROUND INFORMATION

The North Dakota State Library is a division of the Department of Public Instruction. It is designated as the State Library Administrative Agency of North Dakota for the receipt of federal LSTA funds.

The North Dakota State Library has been serving the people of North Dakota and their state government since 1907. While the State Library today serves many constituencies, its primary constituents are: libraries and educators, state government agencies, and the general public.



Libraries across North Dakota greatly depend on the North Dakota State Library for assistance in processing interlibrary loans, cataloging, reference services, on-site training, grants, and promotional support. The State Library has developed a close partnership with North Dakota's libraries and educators by connecting them to information and providing them with the critical tools they need to serve their patrons.

State government agencies rely on the North Dakota State Library for a range of vital services, chief among them: providing research assistance, training, cataloging services of which the State Library currently catalogs for 11 state agencies, and administering the State Document Depository Program, which preserves and distributes North Dakota state agency publications.

The North Dakota State Library offers a unique benefit to the citizens of our state by providing professional research services, access to Online Library Resources, interlibrary loan, talking books for the visually impaired, and checking out materials to the general public.

The North Dakota State Library's chief stakeholders are:

- **Libraries:** All public, school, academic, and special libraries.
- **Education:** Students, educators, public and private K-12 schools, colleges, and universities.
- **State and Local Government Entities and Agencies:** All state, city, and county government entities and agencies.
- **General Public:** The citizens of the state of North Dakota.

MISSION STATEMENT

The mission of the North Dakota State Library is making connections, strengthening communities, and enriching lives for all North Dakotans. In fulfilling this mission, the North Dakota State Library delivers the following two essential services:

- 1) Providing leadership, directional, and developmental assistance to North Dakota's library community, and
- 2) Ensuring the availability of information, resources, and materials to the public.

NORTH DAKOTA STATE LIBRARY'S VISION AND VALUES

The vision of the North Dakota State Library, as identified in the library's 2016-2019 Strategic Plan, is: Providing pathways to information and innovation.

This vision is built upon the following three core values:

- To be an integral part of the lives of our users,
- To provide prompt, courteous, and professional customer service, and
- To select, organize, and preserve information resources.

These values, when combined with our mission and vision, drive our work and shape the goals and priorities outlined in this Five-Year Plan.

FEDERAL LSTA PURPOSES AND PRIORITIES

- 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 improve coordination among and between libraries and entities for the purposes of improving the quality of access to library and information services.
- 3) (A) 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 information services, and (B) enhance efforts to recruit future professionals to the field of library and information services.
- 4) Develop public and private partnerships with other agencies and community-based organizations.
- 5) Target 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.
- 6) 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 (as defined by the Office of Management and Budget and revised annually by the federal government) applicable to a family of the size involved.
- 7) Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.
- 8) Carry out other activities consistent with the purposes set forth in federal law.

NEEDS ASSESSMENT

The North Dakota State Library conducted nine focus group sessions across the state between August 22 and November 9, 2016. Participants included librarians and library support staff from public, academic, school and special libraries, North Dakota State Library staff, and members of the North Dakota Library Coordinating Council.

In addition to the focus group sessions, a random survey of Talking Book patrons was conducted to measure service satisfaction and solicit constructive feedback.

Six questions were asked in each session. These questions were designed to provoke discussion, promote critical analysis, and identify the needs of librarians and the public. During the evaluation and planning process, participants were asked to identify the most important library services and programs.

Upon completion of the research phase, the information was organized, interpreted, and analyzed by the State Librarian and the Assistant State Librarian. Four focal areas were identified as most important to the North Dakota State Library and the state's library community. It was determined that these four focal areas are consistent with the purposes of LSTA and serve as the basis for the goals and priorities as outlined in this Five-Year Plan.

The following goals and priorities were identified:

- 1) Information Access
- 2) Institutional Capacity and Support
- 3) Lifelong Learning
- 4) Human Services

Needs

The assessment clarified the needs for the following six library services:

- **Interlibrary Loan:** All North Dakotans need access to books and materials provided through the state's interlibrary loan program.
- **Statewide Cataloging:** Statewide cataloging supports local library development and efficiencies; provides accurate records for local catalogs, the statewide catalog and OCLC's WorldCat; and is the basis of interlibrary loan services in the state.
- **Library Development:** On-site consulting and continuing education to librarians and library professionals provide needed training that many would otherwise not receive due to local municipal budget constraints.
- **I.T. Support:** Continued I.T. support to libraries is a necessity, especially for rural community libraries that have no I.T. support to back up their public library computer access and WiFi services which are often the only public access points in the community.

- **Database Access:** North Dakota's large geographical area and rural population benefit from the Databases provided by the ND State Library. The ease of access and cost efficiencies are two main reasons this service makes sense for citizens of North Dakota.
- **Talking Book Services:** All disabled North Dakotans need access to talking books and disability support services to ensure their formal and informal literacy needs are met.

GOALS

Goal 1: Information Access

The North Dakota State Library enhances access to information by providing libraries, citizens, government agencies, and other key stakeholders with access to materials, electronic resources, and professional staff to meet the informational needs of all North Dakotans.

LSTA Priorities:

- **LSTA Priority 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.
- **LSTA Priority 2:** Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities for the purposes of improving the quality of an access to library and information services.
- **LSTA Priority 5:** Target 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.
- **LSTA Priority 6:** 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 (as defined by the Office of Management and Budget and revised annually by the federal government) applicable to a family of the size involved.
- **LSTA Priority 7:** Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.

Timeline: Unless otherwise stated, the following programs will take place over the course of this plan.

Programs (Actions):

- 1.1 Maintain and expand statewide databases and promote their availability to libraries and citizens across the state.
- 1.2 Provide and expand access to talking books for the visually impaired and physically disabled.
- 1.3 Offer education on digitization and guidance on digitization standards.
- 1.4 Facilitate discussions regarding the future of digitization and new technologies.
- 1.5 Provide and further facilitate statewide interlibrary loan.
- 1.6 Maintain a diverse collection that meets the needs of the served and unserved communities across the state.
- 1.7 Offer professional reference services to library staff, state and local governments, and all North Dakotans.

Goal 2: Institutional Capacity and Support

The North Dakota State Library provides services and resources towards advancing and improving the institutional capacity of the state's library community to meet the demands of the public and support the continued professional development and training of the state's library workforce.

- **LSTA Priority 3:** (A) 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 information services, and (B) enhance efforts to recruit future professionals to the field of library and information services.

Timeline: Unless otherwise stated, the following programs will take place over the course of this plan.

Programs (Actions):

- 2.1 Provide continued library development programming and resources to assist libraries in meeting the needs of their patrons and communities.
- 2.2 Provide ongoing continuing education and professional development opportunities to librarians and library staff across North Dakota through workshops, seminars, and specialized trainings.
- 2.3 Provide MLS grants.
- 2.4 Offer IT support to libraries to ensure North Dakota libraries are equipped to meet the informational, educational, and service needs of their patrons.
- 2.5 Deliver marketing support to libraries through specialized materials, trainings, and related resources that assist them in their outreach to patrons and other key stakeholder groups.
- 2.6 Coordinate with librarians the promotion and management of the annual statewide summer reading program to promote literacy and raise library awareness.

Goal 3: Lifelong Learning

The North Dakota State Library strives to enrich the lives of North Dakotans by offering services and programs that support and promote continued lifelong learning.

- **LSTA Priority 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.
- **LSTA Priority 2:** Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities for the purposes of improving the quality of an access to library and information services.
- **LSTA Priority 4:** Develop public and private partnerships with other agencies and community-based organizations.
- **LSTA Priority 5:** Target 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.
- **LSTA Priority 6:** 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 (as defined by the Office of Management and Budget and revised annually by the federal government) applicable to a family of the size involved.
- **LSTA Priority 7:** Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.

Timeline: Unless otherwise stated, the following programs will take place over the course of this plan.

Programs (Actions):

- 3.1 Conduct outreach activities to the public through collaboration with all types of libraries, workshops, events, programs, and marketing of available services and resources.
- 3.2 Actively promote and provide library and information materials to North Dakota libraries, state agencies, and the general public.
- 3.3 Provide current and relevant databases, and promote their availability via the North Dakota State Library newsletter, website, and social media.
- 3.4 Develop, promote and facilitate resource sharing among all North Dakota libraries.
- 3.5 Develop collaborative and strategic partnerships with relevant state agencies, schools, and community-based organizations in order to maximize service potential and extend outreach to North Dakotans.

Goal 4: Human Services

The North Dakota State Library provides all North Dakotans with access to relevant library services, resources, and information that effectively addresses personal and professional needs of individuals and the civic, cultural, and economic needs of our communities.

- **LSTA Priority 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.
- **LSTA Priority 2:** Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities for the purposes of improving the quality of an access to library and information services.
- **LSTA Priority 4:** Develop public and private partnerships with other agencies and community-based organizations.
- **LSTA Priority 5:** Target 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.
- **LSTA Priority 6:** 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 (as defined by the Office of Management and Budget and revised annually by the federal government) applicable to a family of the size involved.
- **LSTA Priority 7:** Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.

Timeline: Unless otherwise stated, the following programs will take place over the course of this plan.

Programs (Actions):

- 4.1 Explore and facilitate a statewide financial literacy program, such as ALA's 'Money Smart Week.'
- 4.2 Continue to provide and promote the annual summer reading program to promote literacy, engage children and young people, and connect young families with the library community.
- 4.3 Provide statewide cataloging services.
- 4.4 Explore and enhance partnerships with state and local governments and other groups that advance libraries' ability to aid in statewide and community-specific workforce development.
- 4.5 Continue existing partnerships and develop new partnerships that increase access to the broadest array of information resources.
- 4.6 Through collaborative partnerships with public and/or private partners, develop relationships with North Dakota's tribal communities and libraries.

COORDINATION EFFORTS

The North Dakota State Library will work with the North Dakota Department of Public Instruction, the North Dakota Library Coordinating Council, the North Dakota University System, the North Dakota Legislative Council, other state agencies, and the North Dakota Library Association on programs and initiatives. In accordance with this Plan and our agency's Strategic Plan, new programs and new partnerships may be developed to effectively achieve all goals.

EVALUATION PLAN

The North Dakota State Library shall track implementation of this Plan on an annual basis. The LSTA Coordinator shall have primary responsibility for managing, monitoring, and tracking the implementation of this Plan.

Statewide resource sharing, reference services, and services provided to persons with disabilities will be evaluated through the use of data gathered in annual statistical reports, user surveys measuring customer satisfaction, focus groups, site visits, and informal feedback from library patrons.

Customer surveys, evaluations, focus group sessions, and interviews will be used to evaluate programs.

The results of all evaluations will be filed for future use in the final assessment of this Plan and for consultation in the development of the next Five-Year Plan.

STAKEHOLDER INPUT

Ongoing input will be sought through focus groups and evaluations to determine the library, informational, and educational needs of North Dakota's libraries, librarians, state officials, students, and citizens.

The North Dakota Library Coordinating Council will serve as the advisory council to the LSTA program and will continue to update Library Vision, the long-range plan for North Dakota's libraries.

The North Dakota State Library, the North Dakota Library Association, and the North Dakota Library Coordinating Council will work cooperatively to provide training programs, support the development of libraries, proactively address issues facing the library community, plan for the future of North Dakota's libraries, and advocate on behalf of libraries, librarians, and patrons.

COMMUNICATION AND PUBLIC AVAILABILITY

Upon approval, the 2018-2022 LSTA Five-Year Plan for North Dakota will be made available on the State Library's website, where it will be posted for the entire five-year period. The public may provide comments at any time by contacting the State Librarian. Individuals and institutions may request a printed copy of the plan. At least once a year, the North Dakota State Library will include announcements in its newsletter to report on this plan's goals, programs, outcomes, and successes. Marketing materials, electronic communications, social media, related documents and information, and formal and informal presentations will be used to communicate general and specialized LSTA information to both the library community and the general public.

MONITORING

Internal quarterly reviews of the Five-Year Plan will be conducted with an annual report filed with IMLS as required. Statewide services will be evaluated using processes and tools to measure customer satisfaction on a yearly basis. The North Dakota State Library and the North Dakota Library Coordinating Council will be responsible for the monitoring and oversight of this plan.

ASSURANCES

Please see attached documents, pages 15-18.



**INTERNET SAFETY CERTIFICATION FOR APPLICANT PUBLIC LIBRARIES,
PUBLIC ELEMENTARY AND SECONDARY SCHOOL LIBRARIES, and
CONSORTIA WITH PUBLIC AND/OR PUBLIC SCHOOL LIBRARIES**

As the duly authorized representative of the applicant library, I hereby certify that the library is (*check only one of the following boxes*)

A. CIPA Compliant (*The applicant library has complied with the requirements of 20 U.S.C. § 9134(f) et seq.*)

OR

B. The CIPA requirements do not apply because no funds made available under the LSTA program are being used to purchase computers to access the Internet, or to pay for direct costs associated with accessing the Internet.



Signature of Authorized Representative

Mary J. Soucie

Printed Name of Authorized Representative

State Librarian

Title of Authorized Representative

June 8, 2017

Date

North Dakota State Library

Name of Applicant Library/Program

OMB No. 3137-0071; Expiration Date: 7/31/2018

ASSURANCES - NON-CONSTRUCTION PROGRAMS

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503.

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.
7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

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9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333), regarding labor standards for federally-assisted construction subagreements.
10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).
14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL		TITLE	
		State Librarian	
APPLICANT ORGANIZATION		DATE SUBMITTED	
North Dakota State Library		June 8, 2017	

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