

# South Dakota State Library

Library Services & Technology Act (LSTA)  
Five-Year Plan, 2023-2027





**south dakota**  
**STATE LIBRARY**

**Leadership. Innovation. Excellence.**

# Library Services & Technology Act (LSTA) Five-Year Plan | 2023-2027

For submission to the Institute of Museum & Library Services  
June 2022

South Dakota State Library  
800 Governors Drive  
Pierre SD, 57501-2235

Brenda Hemmelman, Interim State Librarian

Mission Statement .....	1
Introduction and Background .....	1
South Dakota State Library's Vision and Values.....	1
Federal LSTA Purposes and Priorities .....	4
Measuring Success Focal Areas and Corresponding Intentions .....	5
Needs Assessment .....	6
Goals .....	9
Goal 1: Institutional Capacity and Support .....	9
Goal 2: Access to Information .....	11
Goal 3: Lifelong Learning.....	13
Goal 4: Human Services .....	15
Coordination Efforts .....	17
Evaluation Plan.....	17
Stakeholder Input.....	17
Communication and Public Availability .....	17
Monitoring.....	18
Assurances.....	18

## MISSION STATEMENT

The South Dakota State Library (SDSL) provides leadership for innovation and excellence in South Dakota libraries and services to state government.



By state law, SDSL performs specific functions as outlined in SDCL 14:1.

[https://sdlegislature.gov/Statutes/Codified\\_Laws/2043228](https://sdlegislature.gov/Statutes/Codified_Laws/2043228)

## INTRODUCTION AND BACKGROUND

The South Dakota Legislature of 1901 established the State Historical Society and the Department of History of the State of South Dakota. One of the duties of the Department of History was "conducting a library of historical reference." Over the years, that library became the South Dakota State Library. The State Library is a division of the South Dakota Department of Education, located in the capitol city of Pierre.

### SOUTH DAKOTA STATE LIBRARY'S VISION AND VALUES

The South Dakota State Library:

- Strengthens local libraries' institutional capacity by providing services to libraries to supplement their ability to meet citizen information needs.
- Increases proficiency of librarians by providing training and continuing education.
- Provides specialized services or materials that individual libraries cannot feasibly deliver or afford on their own.
- Serves the library needs of state government employees via interlibrary loan, electronic resources, and research services.

In collaboration with other libraries throughout South Dakota, the State Library also plays a vital role in the collective effort to:

- Build and strengthen communities by enabling all citizens to engage in lifelong learning.
- Provide services to citizens with visual, physical, or learning disabilities.
- Promote information literacy by providing physical and electronic resources.
- Protect, preserve, and promote South Dakota heritage.

Services are designed to support South Dakota libraries and citizens to improve their quality of life, either directly or through collaboration with state and local organizations. Services are delivered in the manner appropriate to the program and include online delivery, formal programming, and individual consulting.

Library Services and Technology Act funding is essential for the SDSL to provide programs and services, not just to librarians throughout South Dakota, but ultimately to all citizens of the state. The projects and services funded by the State Library would not be possible without the help of LSTA funds. The use of these funds is focused on statewide services, including an important core collection of electronic resources available to every South Dakotan; training and development for library staff and trustees; support for summer reading programs; and support for resource sharing. In addition, the LSTA funds provide critical support for services to South Dakotans who are visually or physically impaired or have learning disabilities.

Because of the State Library's mission, rural characteristics of our state, and current events, SDSL has focused services on the following areas:

**Support for virtual service delivery.** The COVID-19 pandemic brought significant changes to libraries and all patrons who depend on libraries. The importance of broadband and Wi-Fi services is paramount to continuing service, especially in rural areas. For a time, libraries were closed to the public and had to reimagine service delivery by strengthening and expanding online services, offering curbside pick-up, and meeting continuing education goals through virtual programs and professional development.

**Services to a wide variety of libraries and their communities.** As of 2022, the State Library provides service to 106 public library administrative entities, 31 branches, and five bookmobiles. SDSL serves 387 school libraries. This includes 149 public school districts, 42 non-public school systems, 19 tribal, and one special school for the blind. The Braille & Talking Book Library serves over 2,100 South Dakotans annually. SDSL also serves over two dozen academic and special libraries within the state. Service to the libraries throughout the state includes offering many in-person and online programs, professional development training, and purchasing/providing access to many databases and other online resources to meet the needs of a rural state and its citizens.

**Education for public library staff.** More than half (57%) of the state's public libraries serve communities of fewer than 2,500. Eighty-three percent of public libraries are automated, but only 73% have online catalogs connected to the Internet. The rural and geographically expansive nature of the state has a significant impact on the ability of library boards to hire trained staff needed to efficiently manage a local public library. Likewise, the ability of these small rural communities to attract college-educated directors or staff with technology expertise is extremely limited. With these limitations in mind, the State Library's Public Library Institute, which will be in its 37th year in 2022, continues to be a popular program for new library directors.

**Resources and support for state employees.** It is also the mission of the SDSL to serve as the library and information services center for state employees, providing resources, training, research assistance, and special projects assistance to further the goals of each department.

This 2023-2027 LSTA Five-Year Plan includes continuing programs from previous years that we will further enhance and develop, as well as a new list of goals and activities to meet the changing needs of South Dakota's libraries, citizens, and state agency employees.

## FEDERAL LSTA PURPOSES AND PRIORITIES

Pursuant to 20 U.S.C. § 9141

1. Expand services for learning and access to information and educational resources in a variety of formats (including new and emerging technology), in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, economic and business development, health information, critical thinking skills, digital literacy skills, and financial literacy and other types of literacy skills.
2. Establish or enhance electronic and other linkages and improved coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and 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 and information services; and (b) enhance efforts to recruit future professionals, including those from diverse and underrepresented backgrounds to the field of library and information services.
4. Develop public and private partnerships with other agencies, tribes, and community-based organizations.
5. Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, individuals with disabilities, and 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 in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved.

## MEASURING SUCCESS FOCAL AREAS AND CORRESPONDING INTENTS

### **1. Lifelong Learning**

- a. Improve users' formal education
- b. Improve users' general knowledge and skills

### **2. Information Access**

- a. Improve users' ability to discover information resources
- b. Improve users' ability to obtain and/or use information resources

### **3. Institutional Capacity**

- a. Improve the library workforce
- b. Improve library's physical and technology infrastructure
- c. Improve library operations

### **4. Economic & Employment Development**

- a. Improve users' ability to use resources and apply information for employment support
- b. Improve users' ability to use and apply business resources

### **5. Human Services**

- a. Improve users' ability to apply information that furthers their personal, family, or household finances
- b. Improve users' ability to apply information that furthers their personal or family health & wellness
- c. Improve users' ability to apply information that furthers their parenting and family skills

### **6. Civic Engagement**

- a. Improve users' ability to participate in their community
- b. Improve users' ability to participate in community conversations around topics of concern

# NEEDS ASSESSMENT

In the fall of 2021 and spring of 2022, the South Dakota State Library, in conjunction with an outside evaluator, conducted a survey and online focus groups to evaluate State Library services. Due to the ongoing pandemic, in-person focus group sessions were not held. Survey participants included librarians and library support staff from public, academic, school, and special libraries, South Dakota State Library staff, and members of the South Dakota Library Association.

In addition, another survey specifically targeted toward academic libraries was conducted in December 2021.

Based on the results of these surveys and evaluations, the State Library independent evaluator concluded:

- The SDSL has effectively leveraged many of its projects and activities across multiple goals to create a holistic, connected approach to its LSTA-funded efforts.
- The SDSL Five-Year Plan activities addressed the following national priorities associated with the Measuring Success focal areas and their corresponding intents:
  - Information Access: Improve users' ability to
    - discover information resources
    - obtain and/or use information resources
  - Institutional Capacity: Improve
    - library operations
  - Lifelong Learning: Improve users'
    - general knowledge and skills
- Programs for individuals with disabilities are also a focus for the SDSL Five-Year activities.

The consultant made the following recommendations for the next LSTA Five-Year plan:

- 1) **The SDSL has the opportunity to leverage changes in leadership to further improve current programs and explore new opportunities.** During this LSTA Five-Year Plan evaluation, the SDSL was ably led by a staff member acting in an interim capacity while a search was underway for a new State Librarian. The interim leader and entire SDSL staff did an outstanding job in responding to the substantial needs of this evaluation and demonstrated excellent skills, knowledge, and stewardship of programs and activities. By reviewing information shared in focus groups, staff interviews, and the library survey results,

the new leader may find inspiration for further improvements to current programs; changes in LSTA-funded programs, and/or the possibility of pursuing new opportunities.

- 2) Leverage the SDSL's experiences during COVID to build resilience and flexibility into the LSTA Five-Year Plan.** As evidenced through stakeholder feedback, during COVID, the SDSL demonstrated high degrees of leadership and flexibility to guide and support libraries in the state. While measurable outcomes for goals remain vital, the consultant encourages SDSL to continue to be flexible in the tactical actions used to create desired outcomes and reach goals, and to remain ready to pivot as future conditions change.
- 3) Harness the persistence of LSTA funding to support ongoing SDSL LSTA goals and to address any gaps that may come from temporary funding sources.** Throughout the evaluation process in 2021, State Library Organizations were among the many governmental entities in the United States managing and distributing unprecedented amounts of federal funding (under CARES Act, ARPA funding, and other sources). While CARES and ARPA provide one-time funding sources suited for bootstrap and startup needs, LSTA has the benefit of being an ongoing program. SDSL should consider if and/or how LSTA funding could tie into any activities or programs funded through temporary funding sources, whether through helping sustain those new programs or help sunset them as appropriate.
- 4) Restructure the next LSTA plan to simplify the relationships between goals, projects, activities, and outcomes.** The SDSL's approach of leveraging multiple projects across goal areas is an effective way to increase the impact of LSTA funding. Structuring actions in this manner, however, can create challenges for tracking performance over time. An alternate structure to help simplify would be to reorganize descriptions of some goals and design LSTA Projects to encompass all supporting activities and outcomes (currently there is a mix of projects and associated, but separate, efforts to meet each goal).
- 5) Additional project-level recommendations:** In a more specific sense, project managers shared thoughts about changes and/or improvements that they feel should be considered in any continuation of current projects or activities. Survey respondents and focus group participants shared thoughts as well. One comment that should be noted and addressed in the new five-year plan came from an academic librarian, "I would like the academic libraries to be included more deliberately in the next plan. I believe there are collaborative opportunities that could be considered if the State Library saw its mission as serving (and/or partnering) with all libraries in the state."

Overall, librarians within the state are pleased with the services and resources the State Library provides. Academic libraries expressed a desire to be more included in the services SDSL offers and be able to provide expertise in training other librarians throughout the state. The State Library continues to focus on its service groups: libraries of all types, Braille & Talking Book Library patrons, educators, and state government employees.

**Goals:**

The following goals and priorities have been identified for the 2023-2027 five-year plan:

1. Institutional Capacity and Support
2. Access to Information
3. Lifelong Learning
4. Human Services

**Needs:**

The following library services were also identified as specific needs:

**Interlibrary Loan:** South Dakotans need access to books and materials provided through the State Library interlibrary loan program.

**Library Development:** On-site consulting and continuing education to librarians, library professionals, and trustees provide needed training that many would otherwise not receive due to budget constraints.

**Database Access:** South Dakota's large geographical area and rural population benefit from the databases provided by the State Library. The ease of access and cost efficiencies are two main reasons this service is so valuable to educators, libraries, and citizens of South Dakota.

**Talking Book Services:** All South Dakota citizens who are unable to access standard print due to vision loss, physical or learning disability, need access to talking books and disability support services to ensure their formal and informal literacy needs are met.

**Library Technology Development & Support:** Onsite and remote consulting on standard and emerging library technologies, as well as assistance in creating library technology plans, and providing information to improve broadband and technology access for libraries and patrons.

# GOALS

## GOAL 1: INSTITUTIONAL CAPACITY AND SUPPORT – STRONGER SD LIBRARIES

The South 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. By providing resources and professional expertise, SDSL helps strengthen the ability of local libraries to meet the needs of their local communities.

### LSTA Priorities:

LSTA Priority 1: Expand services for learning and access to information and educational resources in a variety of formats (including new and emerging technology), in all types of libraries, for individuals of all ages, in order to support such individuals' needs for education, lifelong learning, workforce development, economic and business development, health information, critical thinking skills, digital literacy skills, and financial literacy and other types of literacy skills.

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 and information services.

LSTA Priority 5: Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, individuals with disabilities, and individuals with limited functional literacy or information skills.

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 (Activities):

- 1.1 Outreach and Development Services: Provide consultation, training, and materials to educators, school librarians, and local library staff to meet the needs of their communities. Trainings to be provided by State Library staff and appropriate partners identified by SDSL staff. **Information Access** (*Improve users' ability to discover information resources*)
- 1.2 Outreach and Development Services: Provide assistance to librarians in planning, managing, and promoting the annual summer reading programs to promote reading and literacy. **Lifelong Learning** (*Improve*

*users' general knowledge and skills)*

- 1.3 Outreach and Development Services: Host the annual Public Library Training Institute for new public librarians and ExCITE! course for school personnel.

**Institutional Capacity** *(Improve the library workforce and operations)*

- 1.4 Outreach and Development Services: Partner with DOE, school districts, and academic libraries to provide professional development opportunities to library staff working in all types of libraries. **Institutional Capacity** *(Improve the library workforce and operations)*

- 1.5 Outreach and Development Services: Offer technology support and consultation to libraries for building technology plans and to improve capacity to provide appropriate technologies that meet the needs of patrons. **Civic**

**Engagement** *(Improve users' ability to participate in their community)*

## **GOAL 2: ACCESS TO INFORMATION**

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

### **LSTA Priorities:**

LSTA Priority 1: Expand services for learning and access to information and educational resources in a variety of formats (including new and emerging technology), in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, economic and business development, health information, critical thinking skills, digital literacy skills, and financial literacy and other types of literacy skills.

LSTA Priority 2: Establish or enhance electronic and other linkages and improved coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services.

LSTA Priority 5: Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, individuals with disabilities, and 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 in accordance with 42 U.S.C. § 9902(2)) 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 (Activities):**

- 2.1 Outreach and Development Services: Provide statewide licensed databases that support the research, educational and general interest needs of citizens statewide based on a needs assessment and recommendations of the Electronic Resources Task Force. **Information Access** (*Improve users' ability to obtain and/or use information resources*)

- 2.2 Access Services: Work collaboratively with state agencies and regental libraries to identify, capture, digitize and preserve current and historical state government publications and provide access via an online digital repository. **Information Access** (*Improve users' ability to obtain and/or use information resources*)
- 2.3 Outreach and Development Services: Provide information and training to tribal and rural libraries in underserved areas of the state (including access to electronic resources, employment and health resources). **Economic & Employment Development** (*Improve users' ability to use resources and apply information for employment*)
- 2.4 Access Services: Provide interlibrary loan services to libraries unable to directly request materials from other libraries. **Information Access** (*Improve users' ability to obtain and/or use information resources*)
- 2.5 Access Services: Provide courier services to several library 'hubs' throughout the state as a cost- saving option for mailing resources. **Institutional Capacity** (*Improve library operations*)
- 2.6 Outreach and Development Services: Assist libraries in the process of acquiring powerful, affordable Internet services to provide information access across all areas of the state. This could include broadband, wireless, internal connections, public computers, hotspots, website development, etc. **Institutional Capacity** (*Improve library operations*)
- 2.7 Outreach and Development Services: Support libraries by providing access to services for monitoring, measuring, and communicating the impact of public wireless service. **Institutional Capacity** (*Improve library operations*)

## GOAL 3: LIFELONG LEARNING

Collections (print, media, and electronic) of the South Dakota State Library will meet the specialized needs of the state's citizens, enriching the lives of South Dakotans by offering access to information resources that support and promote continued lifelong learning.

### LSTA Priorities:

LSTA Priority 1: Expand services for learning and access to information and educational resources in a variety of formats (including new and emerging technology), in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, economic and business development, health information, critical thinking skills, digital literacy skills, and financial literacy and other types of literacy skills.

LSTA Priority 2: Establish or enhance electronic and other linkages and improved coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services.

LSTA Priority 5: Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, individuals with disabilities, and 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 in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved.

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

### Programs (Activities):

- 3.1 Access Services: Maintain an appropriate collection of materials at the State Library to support research needs of state agencies. **Civic Engagement**  
*(Improve users' ability to participate in their community)*
- 3.2 Access Services: Select materials for the State Library collection based on the State Library's collection development policy. **Information Access**  
*(Improve users' ability to obtain and/or use information resources)*
- 3.3 Access Services and Braille and Talking Books: Provide resources in appropriate formats, accessible to all citizens including digital, print, and talking books. **Information Access** *(Improve users' ability to obtain and/or use information resources)*

- 3.4 Access Services and Braille and Talking Books: Provide reference services to assist libraries, state agencies, and citizens in finding resources to enhance personal and professional learning. **Economic & Employment Development** (*Improve users' ability to use resources and apply information for employment support*)
- 3.5 Braille and Talking Books: Provide and expand access to talking book services for those who are unable to access standard print due to a physical or learning disability. **Lifelong Learning** (*Improve users' Formal education*)
- 3.6 Braille and Talking Books: Provide programming to patrons of the Braille & Talking Book Library to help cultivate a lifelong love of reading and learning. **Lifelong Learning** (*Improve users' general knowledge and skills*)

## **GOAL 4: HUMAN SERVICES – STATEWIDE PARTNERSHIPS AND SERVICES**

The South Dakota State Library will develop partnerships with state agencies, schools, libraries, and other appropriate organizations to provide services, activities, and educational opportunities for the state's citizens to enhance knowledge, skills, and well-being.

### **LSTA Priorities:**

LSTA Priority 4: Develop public and private partnerships with other agencies, tribes, and community-based organizations.

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 in accordance with 42 U.S.C. § 9902(2)) 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 (Activities):**

- 4.1 Outreach and Development Services: Partner with state universities and the South Dakota Library Association to deliver continuing education training and events, such as ExCITE! for school librarians, Public Library Training Institute, credit for attendance at the annual SD Library Association conference, and special topic trainings such as health and well-being. **Information Access** (*improve users' ability to obtain and/or use information resources*)
- 4.2 Outreach and Development Services: Collaborate with South Dakota Game, Fish, and Parks on a statewide park pass program where citizens may enjoy state parks without paying an entrance fee. **Human Services** (*Improve users' ability to apply information that furthers their personal or family health & wellness*)
- 4.3 Outreach and Development Services: Bring awareness of State Library resources and services to state employees by developing a plan with the Department of Education communication's team. **Civic Engagement** (*Improve users' ability to participate in their community*)
- 4.4 Outreach and Development Services: Develop public and private partnerships with other agencies and community-based organizations to offer educational programming to citizens through community libraries.

**Lifelong Learning** (*Improve users' general knowledge and skills*)

- 4.5 Outreach and Development Services: Purchase educational kits that can be checked out by libraries and state agencies to enhance learning opportunities for library patrons and those utilizing state services. **Lifelong Learning** (*Improve users' general knowledge and skills*)
- 4.6 Outreach and Development Services: Collaborate with Department of Social Services, libraries, and others to explore offering teleservices in libraries. **Human Services** (*Improve users' ability to apply information that furthers their parenting and family skills*)

## COORDINATION EFFORTS

The South Dakota State Library will work with other state agencies, the South Dakota Library Association, universities, schools, and other appropriate partners on programs and initiatives.

## EVALUATION PLAN

The South 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. Plan tracking will also be an agenda item for the State Library Board to review annually.

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 and partners.

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 LSTA five-year plan.

## STAKEHOLDER INPUT

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

The South Dakota State Library will work cooperatively with others to provide training programs, support the development of libraries, proactively address issues facing the library community, and plan for the future of South Dakota's libraries.

## COMMUNICATION AND PUBLIC AVAILABILITY

Upon approval, the 2023-2027 LSTA Five-Year Plan for South 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 South Dakota State Library will 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. The State Library Board will review the plan on a yearly basis as part of the February meeting agenda. Statewide services will be evaluated using processes and tools to measure customer satisfaction on a yearly basis. The South Dakota State Library, the State Library Board of Trustees, and the Department of Education will be responsible for the monitoring and oversight of this plan.

## ASSURANCES

Attached separately.