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## ABSTRACT

This document presents the South Dakota statewide plan for library and information services for 1998-2002. The first section summarizes the use of technology to deliver library services from 1913 to the present. The second section addresses building toward stronger libraries in 2002, including themes from focus group discussions held in 1997, demographics, libraries and networks in South Dakota, the South Dakota Library Network, the government documents depository system, the MINITEX Library Information Network, and statewide services. The third section covers building information equity, including the role of the library on the information highway and the role of federal support. This section describes the following goals and related objectives for the State Library: (1) to enhance the delivery of information to citizens through a combination of improved technology and continuing education that will enable librarians and staff to provide the highest possible level of service to patrons; (2) to emphasize special library services that contribute to improved access to information and library services for all people of the state, delivering the information in the appropriate format, at the appropriate location, and within the timeframe required by the patron; and (3) to provide equal access to information for citizens no matter what their age, economic status, or place of residence. (Contains 48 references.) (MES)

# SOUTH DAKOTA'S LIBRARIES-- BUILDING TOWARD 2002

## A Statewide Plan for the Development of Library and Information Services

### 1998-2002

Adopted in fulfillment of the requirements of the

### LIBRARY SERVICES AND TECHNOLOGY ACT

by the South Dakota State Library Board

July 24, 1997

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## **TECHNOLOGY RETROSPECTIVE -- BUILDING ON A FIRM FOUNDATION**

South Dakota has a long history of multitype library cooperation and use of technology to deliver library services. Since the establishment of the State Library in 1913, the State Library has encouraged libraries of all types to cooperate together. The result is a strong network of public libraries, academic libraries (private and public), special libraries, school libraries and the state library working together to provide interlibrary loan and other direct services throughout the state to smaller libraries and citizens without library service at no charge to the end user. Many communities across the state have overnight delivery of interlibrary loan requests by courier and same day delivery by fax. Library patrons seldom wait more than three (3) days for delivery of an interlibrary loan book if the book is available in state.

The State Library has a long history of encouraging the use of telecommunications equipment to enhance and speed up delivery. As early as the 1960s, the State Library was participating as a member of the Bibliographical Center for Research (BCR) which gave South Dakota's libraries access to the collections of libraries in 11 states and the State Library had a facsimile machine. The facsimile machine wasn't a success because there were too few other libraries to communicate with. South Dakota was 20 years ahead of nationwide use of fax transfer.

By the mid-1970s a TWX system linked the major public libraries and the academic libraries throughout the state. During that same period, the State Library used federal funds to encourage academic and larger public libraries to begin the process of converting their library holdings into machine readable (MARC) catalog records using OCLC. For many years the State Library funded the basic fees for OCLC membership for South Dakota libraries who were willing to participate in building a database of MARC (machine readable) records. During the same time period, South Dakota began contracting with MINITEX, a regional consortium, for interlibrary loan access to the University of Minnesota collections.

During the 1980s the State Library utilized federal funds to support planning meetings for statewide automation and for the hiring of automation consultants to assist in that planning. In 1988, a combination of state and federal funding launched the South Dakota Library Network (SDLN) -- the nation's first

statewide multitype automated library network. Today this network has grown from 10 members to 45 full-time and 162 remote dial-access members.

During the 1990's, the South Dakota Library Network has been expanded to include Internet access, full-text magazine databases, databases related to health and business, an on-line index to the state's largest daily newspaper, **Books In Print** online, and more. Multilevel membership was created in 1997 to allow medium sized libraries an option to join as an associate member.

The 1990's also saw a stronger emphasis being placed on multi-type libraries (combined school and public or school and Native American college) as a library and information service delivery option for communities serving populations of 5,000 or less. During this same time frame, strong emphasis was placed on the value of computer access to the South Dakota Library Network in every community. All LSCA Title II projects included a requirement for either dial access or full time membership.

South Dakota's participation in the Microsoft/PLA project -- Libraries Online! -- moved South Dakota's libraries ahead another technological step and brought Internet access to rural South Dakota. South Dakota was the only state to include multitype Native American college/public libraries and school libraries that functioned as the unofficial local public library.

Looking toward 2000, the basis of a new telecommunications infrastructure for the State of South Dakota was outlined by Governor William J. Janklow and approved by the 1997 State Legislature. As passed, HB1227 states, " It is the intent of the Legislature that South Dakota have a telecommunications infrastructure that meets the advanced communication needs of the state's individual citizens and its communities of interest including our schools, medical facilities, businesses, and all levels of government. To achieve this intent, three networks, accessible by all South Dakotans, will be established: a narrowband network, a wideband network, and a broadband network. Together, these three networks will form South Dakota's Public Communications Network Infrastructure..."

This network plus the South Dakota Library Network will serve as the platform for BUILDING TOWARD STRONGER LIBRARIES IN 2002.

## **BUILDING TOWARD STRONGER LIBRARIES IN 2002**

To determine the future direction for South Dakota's library policy, a series of five (5) focus group discussions were held across the state June 2-6, 1997. The discussion at these meetings was both lively and insightful.

Major themes emerging from the focus discussions include:

1. Encourage technology in all libraries across the state. By 2002, every library should have internet access and every library should have access to the South Dakota Library Network.
2. Continue the strong emphasis on interlibrary cooperation and encourage additional cooperation.

- This cooperation could take the form of multitype local projects and/or a statewide library card.
3. Develop better library services for children.
  4. Encourage the improvement of information skills at the local level through the provision of more training -- both the intensive two week long Library Training Institute and shorter 4-8 hour courses. Additional training methodologies mentioned involved self-study courses via the Internet, satellite downlink programs, and RDTN two-way interactive programming.
  5. Improved funding support for libraries statewide.
  6. Encourage the continued growth and development of the South Dakota Library Network.
  7. Encourage reading among all age groups.

Statewide there was a concern expressed that the small libraries should have priority because the need was greatest in those communities. Many focus group participants expressed the philosophy that there should be a level information playing field for South Dakota's citizens.

A complete summary of the focus group discussion results are attached in Attachment A.

## **THE FOUNDATION -- THE BASE ON WHICH WE BUILD**

### **Demographics**

South Dakota (the 16th largest state) is a sparsely populated, predominately rural state with a total estimated population of 732,405 (7/1/96 est. Bureau of Census). Across the state the average population density is 9.5 persons per square mile. Almost one-half of the population of the state resides in the eastern tier of counties. Approximately 20 % of the state's population resides in Minnehaha County which is part of the Sioux Falls Metropolitan Area.

South Dakota ranks disproportionately high in the number of aged. Recent census data ranks South Dakota as the state with the 5th highest percent of aged per capita. Several counties have a majority of population aged 55 or older. Many of the aged are also distance disadvantaged and are not located near any established transportation system.

South Dakota has nine (9) recognized tribes -- six of which have formally organized reservations. The first (Shannon), fourth (Todd) and fifth (Buffalo) poorest counties in the nation are found here. Shannon County (Pine Ridge Reservation) has a per capita income of \$8,006 (\$21,397 less than the per capita income in the most wealthy county in the state). Library resources are as scarce as personal resources. The only public libraries that exist on the reservations are the Dewey County Library (Cheyenne River Reservation), McLaughlin Public Library (Standing Rock Reservation), and the Cozard Memorial Library in Chamberlain which serves the Crow Creek Reservation. Three tribal colleges have been declared public libraries by the tribal councils: Oglala Lakota College (Pine Ridge Reservation), Sinte Gleska College (Rosebud Reservation), and Sisseton Whapeton College (Sisseton Whapeton Tribe). Resource allocation for public library service varies from zero to minimal. Most people living on the reservations have no access to public library service except by mail.

## **Libraries and Networks in South Dakota**

The South Dakota State Library and libraries across the state are committed to providing library and information services that are accessible, economical, and timely. They are committed to providing a full range of informational resources and services at no additional cost to the patron. These services are available to all citizens of the state, including those who are disadvantaged by economics or distance.

The South Dakota State Library is the state's information center facilitating the cost effective collection and efficient delivery of needed information (in usable format), especially focusing on electronic information, to state government, the state's citizens directly or through local public libraries, schools or other educational institutions. (Mission statement)

Serving the people of South Dakota are the following libraries:

**Public Libraries.** 135 public libraries and 22 branch libraries are serving the needs of the citizens of South Dakota. These libraries directly serve approximately 70% of the population of the state. Of these libraries 45% are open less than 20 hours per week and 77.6 % serve populations of less than 5,000 (representing 21.1% of the population served). At the other end of the spectrum, 3% of the libraries serve a total of 33.4% of the population. Fourteen of the public libraries and two tribal college/community libraries are full members of the South Dakota Library Network (SDLN) and 53 are dial access members. Funding for public libraries is either city or county based. The exceptions are: one library that is primarily funded by an endowment plus city funding, one library that is run by a community association (volunteers) and several libraries that the funded by General Federated Women's Clubs.

**School Libraries.** South Dakota has 422 school libraries serving 151,418 students. These schools are administered by 177 public school boards, 19 Bureau of Indian Affairs school boards, and 42 non-public school boards. One public school district is a full member of the South Dakota Library Network and 109 are dial access members.

**College and University Libraries.** The post-secondary libraries have historically been a very important part of meeting the overall library needs for South Dakota's citizens. They have been (and remain) net lenders in the interlibrary loan system, lending books to libraries of all sizes across the state. There are 29 post-secondary libraries in the state: eight are state supported four-year institutions, four are state supported technical institutes, six are Native American colleges, and the remainder are private or church supported. Seventeen are full members of the South Dakota Library Network.

**Special Libraries.** Special libraries also play an important role in the delivery of library services in South Dakota. Special libraries that participate in the delivery of materials include: EROS Space Data Center, Ellsworth Air Force Base Library, SD State Archives, several hospital libraries, and others. Four (4) are full time members of the South Dakota Library Network.



**South Dakota Library Network (SDLN).** SDLN is a consortium of all types of libraries statewide. It provides library automation services to its member libraries. Through those libraries, SDLN provides easy access for all residents of South Dakota to the information, materials and services. SDLN is committed to encouraging and facilitating resource sharing and cooperative collection development. Currently, SDLN offers the following computer services: online public access catalog, reference databases including periodical indexes and other databases, periodical full text, cataloging, circulation, inter-library loan, serials control, acquisitions, and inventory control. In addition, the SDLN provides electronic links to library systems in Minnesota and North Dakota. On July 22, 1997, the SDLN bibliographic database (on-line catalog) included 3,088,978 records. One of the long range goals of SDLN is to reach into every school, public, academic, and special library and into every state and local government office in South Dakota by the year 2000.

**Government Documents Depository System.** South Dakota has ten (10) selective depository libraries that cooperatively collect the majority of the federal documents that are pertinent to South Dakota. In addition, South Dakota State Library contracts with the University of Minnesota to serve as the regional depository for the entire state of South Dakota.

The South Dakota State Library serves as the hub for the state document depository system (SDCL 14-1A). The State Library collects, catalogs, and distributes state publications to eight (8) libraries statewide and to the Library of Congress. These libraries are geographically distributed across the state and have agreed to maintain these documents and to make them available to the public. As a result, any citizen of South Dakota can consult state government documents without traveling great distances.

**MINITEX.** The MINITEX Library Information Network is a program of the Minnesota Higher Education Services Office with the mission of facilitating resource sharing among libraries and reducing the cost of providing access to information for residents throughout Minnesota, North Dakota, and South Dakota. MINITEX has provided services to the libraries of South Dakota through a contractual agreement for nearly 20 years. They provide access to the collections of the Minnesota higher education system for interlibrary loan and, in addition, provide access to database services, OCLC, serials union list maintenance, reference referral, document delivery, training, and an overnight courier service. All of the above, greatly enhance the ability of South Dakota's libraries to meet their patron's information needs.

## STATEWIDE SERVICES

The South Dakota State Library has traditionally provided a variety of statewide library and information services. These services have included: library development, interlibrary loan, state documents depository system, and reference. All of these services will continue to be supported under LSTA.

**Library Development.** The Library Development service has included the State Librarian and a variety of library technical experts. Their function has been to provide leadership and guidance for the planning and development of library services on a statewide basis. The State Library was a leader in the development of the statewide interlibrary loan system, the South Dakota Library Network, statewide

electronic access to databases, and in statewide continuing education programs. The library technical experts have provided assistance to local libraries in governance, collection development, personnel issues, automation, children's services, etc. as requested. The State Library has adopted as a responsibility assistance to local libraries that want to improve electronic access to information. The Library Development staff also administer grants, collect and disseminate statistical data, and provide advisory services.

**Interlibrary Loan.** The State Library serves as the hub of the statewide interlibrary loan system for all libraries that do not have a professional librarian on staff. They also coordinate all services provided through the MINITEX contract including OCLC access and training, courier service, and interlibrary loan services. This service uses a combination of state and federal funds.

**State Documents Depository System.** This service is funded wholly by state dollars and provides statewide access to state published documents (print, nonprint, and electronic formats). Through the distribution system developed by this service, most South Dakotans are within 100 miles or less of a documents depository library where they can go and use the documents at no charge. This service also provides access to census data through a partnership with the State Data Center.

**State Reference Service.** The South Dakota State Library has provided reference back-up service to all libraries in South Dakota since it was founded in 1913. This service is used by South Dakota's libraries from the largest to the smallest. Staff rely on a combination of in-house collections and electronic resources to answer questions. This staff is also responsible for maintenance of the State Library Home Page and does extensive training on the use of electronic sources including Internet and SDLN.

## **BUILDING INFORMATION EQUITY**

### **THE ROLE OF THE LIBRARY ON THE INFORMATION HIGHWAY**

In a document recently adopted by the Chief Officers of State Library Agencies (COSLA) Nancy Bolt, State Librarian of Colorado described the library of the near future thus:

"Picture this library. People who come to the library have their questions answered immediately by skilled reference librarians who find a wealth of resources available electronically. Those who want to be taught how to use the information highway are taught these skills in classes at the library. People sit at library computers and browse the WEB (or whatever comes next), searching for their own resources. If they so choose, they can buy an e-mail account at a discount rate from the library."

While this might seem the library of the future, it is in reality the library of today in a few of South Dakota's libraries. This concept of an electronically-connected library is currently beyond what many of South Dakota's school and public libraries can provide, but the technology is all available and in use in



some communities. Even the smallest community can provide access to full-text magazine articles, the Internet, and the statewide data bases found on SDLN for a relatively small annual fee.

What will the librarian of the library in 2002 be doing? What will be their major roles? The focus discussion groups that were held across the state identified the same six roles adopted by the Chief Officers (COSLA). Those roles were:

- Knowledge Provider
- Knowledge Gateway
- Knowledge Teacher
- Knowledge Organizer
- Knowledge Creator
- Knowledge Partner.

Some of these roles will feel comfortable to staff in even the smallest of local libraries, but most of these roles will require significant training/retraining of library staff in order to provide optimum access to information resources. The local school or public library that does not provide access to these resources will become merely a reading room instead of a dynamic resource center that supports the economic and cultural growth of the community.

A summary of the six roles identified above is found in Attachment 2. Please refer to this for an outline of the expectations of the general public and the librarian knowledge and job skills that will be required to meet these roles.

## **THE ROLE OF FEDERAL SUPPORT**

During the five-year period October 1, 1997- September 30, 2002, the South Dakota State Library will focus on three key objectives taken from the Library Services and Technology Act and the related priority areas identified by the statewide focus forums:

**GOAL 1.** to enhance the delivery of information to South Dakota's citizens through a combination of improved technology and continuing education that will enable South Dakota's librarians and staff to provide the highest possible level of service to their patrons;

**GOAL 2.** to emphasize special library services which contribute to improved access to information and library services for all people of the state delivering the information in the appropriate format, at the appropriate location, and within the time frame required by the patron; and

**GOAL 3.** to provide equal access to information for South Dakota's citizens no matter what their age, economic status, or place of residence.

## Goal 1 -- Enhance Delivery of Information Through Technology

South Dakota has a wide range of technology currently available at some libraries while others have no telephone and the newest technology available is an electric typewriter. As South Dakota moves toward 2000, the Governor has established as a goal to have every school wired and to have in place an electronic infrastructure that will support all of the technology needed to deliver electronic data to the local level. This infrastructure will be accessible to libraries.

During the focus group meetings, recommendations were gathered from the participants concerning training needs, equipment needs, political barriers, and infrastructure needs that must be met in order to enable the local libraries to deliver library and information services in the most effective way.

Based on the results of the focus group discussions, South Dakota will work toward the following goals:

**A.** Internet (or it's successor) and SDLN access in every library in South Dakota by 2002. To meet this goal the State Library proposes collaboration with library related associations and interest groups, the SD Department of Education and Cultural Affairs, Division of Education and other state agencies charged with the responsibility of expanding the state's telecommunications infrastructure.

### OBJECTIVES

A 1. Every school library will have access by 2002.

A 2. Every public library that meets the state's definition of legally established public library shall have Internet and SDLN access by 2002. The ratio of population per terminal shall be:

#### Public Library Computer Access Recommendations:

Population	Minimum Internet Public Access Terminals
1-3,000	1
3,001-7,500	2
7,501-15,000	3
15,001-Over	1 terminal per 5,000 population

A 3. The State Library shall provide access for citizens who are not served by a local library.

Evaluation: Progress will be based on information gathered in the annual statistical reports of public and school libraries and the biennial academic annual reports. Access is defined minimally as dial access or

access via Internet. Library patrons will be able to do searching on available terminals with minimal assistance from library staff.

**B. Libraries in South Dakota will be encouraged to become full members of the South Dakota Library Network.**

## OBJECTIVES

B 1. By 2002 all public school districts serving 1,500 or more students in K-12 shall be full members of the South Dakota Library Network.

B 2. By 2002 all libraries meeting the definition of legally established public libraries and that serve a population of 5,000 or more shall be full members of the South Dakota Library Network.

B 3. SD State Library will actively work with the South Dakota Library Association to form a coalition for advocating a statewide stable base of funding supporting technology in libraries.

B 4. SD State Library shall utilize LSTA funding to provide challenge grants to academic, public, and school libraries or to multitype consortia for the purpose of expanding or enhancing technology in libraries.

### Evaluation:

Membership in South Dakota Library Network: 14 school libraries fit in category "B 1" (only 1 is currently a full member) and 20 public libraries fit in category "B 2" (15 are currently full members). "Full membership" will be defined as making local resources searchable via the SDLN and sharing those resources through standard interlibrary loan channels.

Improvement in the availability of funding for access.

Number of LSTA grants awarded and evaluation reports from those grants.

Progress toward universal access.

## **Goal 2 -- Emphasize Services Which Contribute to Improved Access to Information and Library Services**

LSTA legislative language states that services should be provided to "persons having difficulty using a library and to underserved urban and rural communities, including children ... from families with incomes below the poverty line." With South Dakota's wide open spaces and sparse population, the majority of the state's landmass falls within the definition of rural disadvantaged. Some areas are also challenged by infrequent mail delivery, unreliable phone service or phone service from an out-of-state phone company, inadequate or non-existing public transportation systems, and extreme poverty.

The focus group discussions identified several services that were provided under LSCA that must be continued in order to provide equal access for all citizens. The State Library services that fall within these priority areas include: reference and interlibrary loan provided directly to any citizen who lives in a community that does not have a public library or in a community that has a public library that is infrequently open; remote access to the collections and services of the State Library through technology (fax, toll-free WATs, Internet access, and dial access to SDLN); coordination of the statewide interlibrary loan network; continuing education for librarians, school administrators, and public library trustees; contracting for statewide access to databases; provision of specialized services for the portion of the population that cannot use traditional printed materials; and collaboration of services targeted toward children.

Based on the results of the focus group discussions, South Dakota will work toward the following goals:

**A.** The State Library will continue to deliver collections of large print books to public libraries, nursing homes and senior citizens retirement centers on request (two month loan period). In addition, other avenues of providing service to those who require this special format (and the elderly in particular) will be explored and implemented.

## OBJECTIVES

A 1. Promote the use of special format books by public libraries, nursing homes, and senior citizen facilities.

A 2. Coordinate with other state agencies that work with the aged and continuously encourage them to include libraries as part of their information delivery system.

**B.** The State Library will continue to promote family literacy and a love of reading through a packet switching program operating in Head Start Centers statewide and through statewide programs to encourage reading.

## OBJECTIVES

B 1. By 2002 all Head Start centers statewide will have been offered an opportunity to participate and to receive training on the importance of family literacy and guidance in developing local level programs to encourage it.

B 2. Develop and promote programs that encourage reading for all ages.

C. The State Library will support literacy training.

#### OBJECTIVES

C 1. The State Library will remain a partner of the South Dakota Literacy Council and will continue to promote this program statewide.

C 2. The State Library will continue to make its toll-free WATs line available as the Literacy Hot Line statewide and to coordinate the referral of potential students and volunteer tutors.

D. The State Library will continue to promote year round reading through staff participation on the planning committees for the summer reading program, the Prairie Pasque Reading Award program, and the Young Adult Reading Program (YARP). Staff will also coordinate with the South Dakota RSVP, the South Dakota Assn. for Lifelong Learning, South Dakota Assn. for the Education of Young Children, South Dakota Humanities Council and any other agency interested in promoting reading.

#### OBJECTIVES

D 1. State Library staff will participate on the planning committees for the summer reading program, the Prairie Pasque Reading Award program, and the Young Adult Reading Program (YARP).

D 2. Staff will also coordinate with the South Dakota RSVP, the South Dakota Assn. for Lifelong Learning, South Dakota Assn. for the Education of Young Children, South Dakota Humanities Council and any other agency interested in promoting reading.



**E.** The Braille and Talking Book division of the State Library will continue to provide library services to patrons who need alternative formats.

## OBJECTIVES

E 1. They will serve patrons of all ages including school age children. These children will be encouraged to continue reading during the summer through participation in a summer reading program designed especially for them.

E 2. The staff of this program will coordinate with all advocacy groups for the visually impaired, the South Dakota Classroom Braillists, and the Telephone Pioneers.

E 3. All materials from this program are included in the statewide automated database.

E 4. Provide continuing education related to the ADA and its impact on the delivery of library services, special needs of the visually impaired library patron, and other related service issues.

E 5. Provide technical expertise on specialized equipment needed for provision of library services for the visually impaired on request.

**F.** Improve the quality of library services delivered to children at the state and local level.

## OBJECTIVES

F 1. The State Library staff will develop and present a series of statewide workshops targeted toward the improvement of children's services provided at the local level. Some areas to be included are: services to homebound, services to home school families, reading program development, collection development, Internet for children, programming for the pre-literate, homework centers, etc.

F 2. The State Library will continue to cooperate with other agencies and associations that offer reading incentive programs and will actively promote these programs.

G. The State Library staff will provide leadership and guidance for the planning and development of library services on the local level.

## OBJECTIVES

G 1. They will provide assistance to local libraries in governance, collection development, personnel issues, automation, children's services, etc. as requested.

G 2. By 2002 the TRUSTEE MANUAL will be updated and distributed to every public library trustee.

G 3. Staff will provide assistance to school library personnel on request in areas of basic library skills, automation, SDLN connectivity, etc.

## EVALUATION:

All of the above will be evaluated through use of data gathered in annual statistical reports, user surveys measuring customer satisfaction, and informal feedback from library patrons.

## Goal 3 -- Provide Equal Access to Information

The focus groups identified equal access to information as a high priority. They specifically expressed concern that all of South Dakota's citizens should have access to print, nonprint, and electronic resources no matter where they live, what ever their age or economic status. These services can be delivered directly to their home or business or through their local library. Development of access to information on a local basis will be encouraged through LSTA grants.

A. The State Library will continue to provide statewide access to information.

## OBJECTIVES

A 1. Citizens that have only limited local library access or who have no local library, will continue to be able to receive access to information through the collections maintained by the State Library

A 2. South Dakota State Library will continue to provide leadership in locating and contracting for

statewide access to electronic databases.

A 3. Citizens and businesses across the state will have electronic access to the SDLN.

B. South Dakota State Library will continue to encourage resource sharing.

## OBJECTIVES

B 1. Libraries throughout the state will continue to be encouraged to become members of the SDLN and to share their resources with other libraries.

B 2. South Dakota State Library will continue to provide access to resources beyond the borders of this state through cooperative contracts with MINITEX

B 3. Rapid turn around for interlibrary loan requests will continue to be encouraged and delivery will be augmented by the courier service.

B 4. By October 30, 1997 South Dakota State Library will form a committee to study the value of a statewide library card and shall promote the development of this program with implementation by October 30, 1999.

C. Promote the improvement of local library connectivity through competitive LSTA grants.

The State Library Board recognizes that funding for improving electronic access is limited on all levels (city, county and state) and that the general pattern in South Dakota is to not provide state aid specifically for library development. This makes the wise use of the LSTA funds even more critically important. Projects must be chosen carefully based on their ability to stimulate access to learning and information resources to the widest audience possible.

In South Dakota, LSCA was historically used to support a combination of statewide services and for grants to local libraries to stimulate the use of technology or to provide access to services. The State Library Board anticipates continuing that trend.

## OBJECTIVES

C 1. The State Library Board will adopt guidelines and administrative rules for all grant programs. Guidelines and performance criteria will be recommended by the LSTA Advisory Committee and

adopted by the State Library Board.

#### EVALUATION:

Grants will be awarded to libraries or consortiums of libraries that meet the State Library Board's definition of "adequate" libraries.

Statewide services will be evaluated using instruments developed to measure customer satisfaction and the need for specific services.

The State Library Board will develop a plan for the overall evaluation of the effectiveness of the five-year plan.

Grant program rules will be evaluated annually for effectiveness using the project reports, onsite inspections, and informal feedback from local libraries.

Grant rules will officially be in effect in FY 1998.

For comparability, all grant recipients in the same category should be using the same evaluative criteria.



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