

## New Hampshire State Program Report Summary Fiscal Year 2010

**Version: 2** **Allotment: \$1,275,626**  
**Total Projects: 11** **Total LSTA Funds Expended: \$1,275,626**

	Project # / %	LSTA Funds \$ / %
<b>Statewide</b>	9 / 82%	\$1,194,115 / 94%
<b>Partnership</b>	2 / 18%	\$203,857 / 16%
<b>Exemplary</b>	2 / 18%	\$98,052 / 8%
<b>OBE-Related</b>	8 / 73%	\$1,172,593 / 92%

### Section 1 | Grant Award Summary

#### Public Library Grants

Number of Libraries Submitting: 0	Total Libraries Receiving Grants: 0
Number of Applications: 0	Total Number of Grants Funded: 0
Total Requested: \$0	Total Awarded: \$0

Parent Libraries Receiving Grants: 0	Child Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0	Child Number of Grants Funded: 0
	Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
 Single Number of Grants Funded: 0  
 Single Total Awarded: \$0

#### School Library Grants

Number of Libraries Submitting: 0	Total Libraries Receiving Grants: 0
Number of Applications: 0	Total Number of Grants Funded: 0
Total Requested: \$0	Total Awarded: \$0

Parent Libraries Receiving Grants: 0	Child Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0	Child Number of Grants Funded: 0
	Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
 Single Number of Grants Funded: 0  
 Single Total Awarded: \$0

#### Academic Library Grants

Number of Libraries Submitting: 0	Total Libraries Receiving Grants: 0
Number of Applications: 0	Total Number of Grants Funded: 0
Total Requested: \$0	Total Awarded: \$0

Parent Libraries Receiving Grants: 0	Child Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0	Child Number of Grants Funded: 0
	Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
 Single Number of Grants Funded: 0  
 Single Total Awarded: \$0

#### Special Library Grants

Number of Libraries Submitting: 0	Total Libraries Receiving Grants: 0
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Number of Applications: 0  
Total Requested: \$0

Total Number of Grants Funded: 0  
Total Awarded: \$0

Parent Libraries Receiving Grants: 0  
Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0  
Child Number of Grants Funded: 0  
Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
Single Number of Grants Funded: 0  
Single Total Awarded: \$0

### Multi-Type Library Grants

Number of Libraries Submitting: 0  
Number of Applications: 0  
Total Requested: \$0

Total Libraries Receiving Grants: 0  
Total Number of Grants Funded: 0  
Total Awarded: \$0

Parent Libraries Receiving Grants: 0  
Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0  
Child Number of Grants Funded: 0  
Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
Single Number of Grants Funded: 0  
Single Total Awarded: \$0

### SLAA Library Grants

Number of Libraries Submitting: 1  
Number of Applications: 11  
Total Requested: \$1,275,626

Total Libraries Receiving Grants: 1  
Total Number of Grants Funded: 11  
Total Awarded: \$1,275,626

Parent Libraries Receiving Grants: 0  
Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0  
Child Number of Grants Funded: 0  
Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 1  
Single Number of Grants Funded: 11  
Single Total Awarded: \$1,275,626

## Section 2 | OBE Summary

**Q1:** What progress did you make in implementing OBE during this reporting period?

The NH State Library made excellent progress in implementing OBE this reporting period as we did last reporting year. Of the five identified library needs in our 5-Year Plan Needs Assessment we remained focused on every one of them for all LSTA funded projects described in this State Programs Report. Innovative technology programs and statewide services reported here demonstrate how Outcomes have been our goal in helping libraries remain relevant and effective in the changing world of library service. Statewide programs and services funded with LSTA have been essential to providing better library services to all NH citizens. We used the following premises in helping libraries to meet the growing needs of the public and in providing more targeted services to their patrons: • Embrace a rapidly changing technological context for future library services • Provide training, consulting and education • Conduct outreach and marketing • Foster partnership initiatives • Improve communication to stakeholders

**Q2:** Briefly describe your state's results in meeting its identified OBE goal(s) this reporting period.

Notably, of the 9 LSTA statewide programs described in this report, 8 of them have met identified OBE goals. 93% of this year's LSTA allocation were spent on OBE-related projects. In comparing outcomes reported by project directors with our intended outcomes in our 5-Year Plan, the state library has achieved all of its outcomes for each of the respective programs. At the time the Plan was written it was difficult to envision if those intended outcomes would be realized, but by always keeping them within sight, the NH State Library can unequivocally state it has succeeded in fulfilling the outcomes of its goals and objectives. Perhaps one of the most impressive outcomes has been that the state library has had a huge impact on NH citizens by simply helping libraries to help their patrons get started on the path to digital inclusion by serving library users who have never set foot in a library. Alternately, as a result of ebooks, libraries are becoming the premium destination for access to digital media. We have met the outcomes of our technology goals, our training goals, our access goals, our resource sharing goals and our digital goals. The fact that the SFR reports \$267,000 of local and private matching funds attests to the increasing partnerships that help support LSTA Programs.

## Section 3 | Project Reports

<b>Project Code:</b>	2010-NH-39279
<b>Project Title:</b>	<b>Project Number:</b>
Administration of LSTA	
<b>Library Name:</b>	<b>Project Director:</b>
New Hampshire State Library	Janet Eklund
<b>Phone Number:</b>	<b>Email:</b>
603-271-2393	janet.eklund@dcr.nh.gov
<b>Library Building:</b>	
20 Park St.	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$50,527	\$
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$50,527
<b>Number of Persons Served:</b>	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Library technology, connectivity, and services	1. Utilize technology for access to information
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	
<b>Primary Users:</b>	<b>Secondary Users:</b>
Library staff and volunteers	
<b>Primary Services:</b>	<b>Secondary Services:</b>
SLAA LSTA Administration	
<b>Start Date:</b>	<b>End Date:</b>
10/1/2010	9/30/2011
<b>Statewide?</b> <input type="checkbox"/>	<b>Partnership?</b> <input type="checkbox"/>
<b>Exemplary?</b> <input type="checkbox"/>	<b>OBE-Related?</b> <input type="checkbox"/>

**Project Purpose:**

The purpose of LSTA administration is to initiate and to maintain budget controls and accurate oversight procedures in order that the SLAA grant be disbursed and managed consistent with federal and state regulations. Administrative costs include a portion of the salary of the Administrator of Library Operations plus State of NH Treasury Department administrative fees.

**Project Activities/Methods:**

Administration activities include allocating, reporting, monthly tracking and evaluating the use of LSTA funds throughout the federal fiscal year. Budgeting, monitoring, submitting quarterly and annual reports, overseeing financial controls of expenditures, reviewing internal accounting spreadsheets for accuracy and submitting drawdown requests are administrative activities performed by the LSTA coordinator. All federal and private grants received in state government are assessed a percentage fee of the total grant award by the Bureau of Accounting for internal audit expenses at the end of the grant award period. 16% of the Administrator of Library Operations' salary and benefits are supported with LSTA, which correlates to the time dedicated to the tasks associated performing LSTA administration.

**Project Outputs:**

N/A

**Project Outcomes:****Other Results:****Anecdotal Info:****Exemplary Reason:****Project Code:**

2010-NH-39281

**Project Title:**Collection development & conservation of  
NH materials**Project Number:****Library Name:**

New Hampshire State Library

**Project Director:**

Janet Eklund

**Phone Number:**

603-271-2393

**Email:**

janet.eklund@dcr.nh.gov

**Library Building:**

20 Park St.

**LSTA Funds Expended:**

\$30,984

**Cash Match:**

\$419

**In Kind Contributions:**

\$

**Total Cost:**

\$31,403

**Number of Persons Served:**

8,780

**LSTA Purpose:**Library technology, connectivity, and  
services**State Goal:**

4. Preservation planning

**IMLS Primary Performance Category:**Provide access to information, resources  
and ideas**IMLS Secondary Performance  
Category:**

Sustain our cultural heritage

**Primary Users:**

Statewide public

**Secondary Users:****Primary Services:**Cultural Heritage Programs, Information  
Access and Services**Secondary Services:**Local history, Preservation, Collection  
development, Local information**Start Date:**

10/1/2010

**End Date:**

9/30/2011

Statewide? Partnership? Exemplary? OBE-Related? **Project Purpose:**

The New Hampshire State Library is the only library in the state that serves every citizen. It exists to preserve the legacy of New Hampshire's culture and history and to provide access to the best possible information resources for and about New Hampshire. The library maintains archival collections which include microfilm, maps, architectural plans and drawings, rare books, posters, prints and paintings, photographs, ephemera, sculpture, realia, census records, personal papers, family histories and New Hampshire town records, all of which need some type of conservation and rehousing. Within budget constraints, the state library attempts to collect all materials, regardless of format, with a connection to New Hampshire and

to purchase an many preservation quality supplies for rehousing to increase the public access to its historical collections..

**Project Activities/Methods:**

LSTA funds supported the collection development of NH materials in all formats, storage of master copies of microfilm at Iron Mountain, travel and registration for preservation workshops and the purchase of archival quality supplies and re-housing materials. Membership fees to various organization were also paid to enable the library to receive a number of unique New Hampshire publications, such as local historical society newsletters and other New Hampshire organizations newsletters and journals.

**Project Outputs:**

The legislature appropriated \$11,485 to the state library to purchase all its materials for the state fiscal year (July 2010 to June 2011). These funds were spent down by November 2010 at which point LSTA funds were used to continue purchasing NH materials through the end of June 2011, at which point a very small amount of state funds was available again as a new fiscal year had begun. The acquisition of materials has to be very selective and only one copy of materials by NH authors can be purchased as opposed to two copies in the past. \$24,235 purchased 171 New Hampshire titles, including monographs, newspapers, dissertations, New Hampshire author publications, journals and microfilmed New Hampshire newspapers.

**Project Outcomes:**

**Other Results:**

**Anecdotal Info:**

**Exemplary Reason:**

<b>Project Code:</b>	2010-NH-39275
<b>Project Title:</b>	<b>Project Number:</b>
Library Services to Persons with Disabilities	
<b>Library Name:</b>	<b>Project Director:</b>
New Hampshire State Library	Marilyn Stevenson
<b>Phone Number:</b>	<b>Email:</b>
603-271-1498	marilyn.stevenson@dcr.nh.gov
<b>Library Building:</b>	
Dolloff Building	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$184,274	\$1,688
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$2,016	\$187,978
<b>Number of Persons Served:</b>	
2,500	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Services to persons having difficulty using libraries	2. Outreach services to those with library barriers
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	Enhance a lifetime of learning opportunities
<b>Primary Users:</b>	<b>Secondary Users:</b>

Institutionalized persons, People with special needs, Seniors

**Primary Services:**

Mobile Services, Outreach Services

**Start Date:**

10/1/2010

Statewide?

Exemplary?

**Project Purpose:**

The NH Association for the Blind and the NH Dept. of Education Services for the Blind, estimate that a total of 60,000 NH residents have a vision impairment, and of those 14,000 are legally blind. Library Services to Persons with Disabilities, also known as Talking Books Services of the NH State Library, exists to meet the reading needs and interests of New Hampshire residents who are blind, visually impaired, or physically unable to handle or process printed material comfortably. The program purpose is to act as New Hampshire's regional library system for the National Library Services (NLS) for the Blind and Physically Handicapped. Anyone with a vision problem, a grasping problem, or an information-processing problem that does not affect intelligence is eligible for this free state library service. The program lends a variety of books and magazines, recorded by professional actors. NLS provides the books, magazines, playback equipment, and catalogs. The books and equipment at NH TBS include recorded cassette books and compatible players, digital recorded books and players, print/Braille books, and access to downloadable audio books from the NLS BARD (Braille Audio Reader Download) web site. The Talking Books Services Section of the New Hampshire State Library administers the day-to-day operation of the program for all eligible residents in the state. Funds donated to the TBS by clients, friends and families are used to enhance operations and services. LSTA supported a full-time professional Librarian, two full-time support staff, one part-time employee, rent, janitorial services and an 800 telephone line. The NLS share of costs for 2010/2011 to provide NH Talking Books Services with its equipment, reading materials, bibliographic materials, supplies and services totaled \$1,399,970. \$1,688 of private funds were used for various operating expenditures such as flash drives, exhibiter fees, travel and Perkins Baille Service fees.

**Project Activities/Methods:**

After a national search, the new Supervisor of the Talking Book Library began her duties on April 1, 2011. In the nine short months since Marilyn Stevenson arrived, she has planned and accomplished numerous outreach activities to spread the word about the program. She has visited all nursing home facilities in the Concord region to introduce herself to staff and residents. She has made impressive inroads to "get the word out" by networking with administrators and staff at various NH agencies. This includes the NH National Federation for the Blind Annual Convention, NH Association for the Blind (NHAB) staff meetings, the NHAB Technology Committee Group and the Dog Guide Users of NH, serving as a board member on the NH Services for the Blind and Visually Impaired Advisory Committee, participating in the NHAB 3K Blind Awareness Walk-a-Thon, serving on a panel for the NH Association of Volunteer Administrators and attending a local NFB chapter annual picnic. Marilyn also promoted TBS services by creating displays and being an exhibitor at the Conference on Aging in Manchester, the Wellness Festival in Laconia and the NHSL Advisory Council. Additional outreach included meeting with Visiting Nurses Associations and forwarding materials to their outlying offices, meeting with low vision teachers and administrators of both public and private schools during a Plan Development meeting for their instructional materials center, presenting to the Nashua caregivers' group called Elder Rap, attending various local NFB chapter monthly meetings, and meeting with the Nashua Senior Center elderly clients. TBS began a campaign to partner with the NH public libraries to provide public Internet access for TBS patrons so they may participate in the BARD download program.

Blind and visually-impaired persons, Homebound persons

**Secondary Services:**

Homebound services, Special needs services

**End Date:**

9/30/2011

Partnership?

OBE-Related?

These partnerships train public library staff in the BARD process, educate public library staff regarding TBS services, and increase TBS visibility in communities via displays of TBS materials in the public libraries. The TBS Librarian held two BARD information/training sessions with a number of librarians in the Hanover and Madison areas. At each session the librarians were aware of patrons who come to their libraries who may benefit from TBS services and would be interested in the BARD program. The TBS Librarian scheduled rotating displays at two public libraries of TBS information along with books and equipment to attract future clients, their families, and caregivers.

**Project Outputs:**

For the reporting year TBS has 1,987 registered patrons. There are 1,876 adult readers, 51 juvenile readers, 68 institutions/deposit collections including 4 libraries, 11 schools, 17 hospitals, and 36 nursing homes. 413 patrons established service and 384 discontinued services. TBS circulated 51,877 digital books, 27,919 cassette books, 83 print/Braille books, 54 descriptive videos, and 15 Playaways. There are 176 active BARD users, 105 NewsLine readers, and 10 patrons are registered for WEB-Braille. The TBS collection includes 9,293 digital titles, 44,295 titles on cassette, 614 print/Braille books, and 319 descriptive videos. Institutional borrowing totaled 69 Print/Braille books, 40 digital books and 632 recorded books. Since April we have been trying to re-interest institutions that had not been active. We registered 25 new institutions sending out 111 players. Some of those machines were exchanges for the cassette machine, however, others were the re-activation of institutions that had not been actively requesting materials. NLS estimates 6 TBS clients per facility, so that would be a count of 408 clients served by 68 institutions. The digital book collection continues to grow, with the library collection now at 12,526 copies of 9,293 titles. NHLS contracts with the Perkins School for the Blind to provide Braille materials to blind patrons in NH. For this reporting period, Perkins circulated 265 Braille books to NH readers.

**Project Outcomes:**

The recreational and informational needs of New Hampshire's disabled community are met by this program. The outcome of Marilyn Stevenson's outreach activities has resulted in a larger population who has knowledge of the service as well as increased new patron registrations and circulation. Many had never heard the program prior to Marilyn's visits. Marilyn's participation at conferences and panel discussions have led to a more informed NH citizenry of the new and popular digital books. As the collection grows, interest by readers in obtaining a digital player has also grown. Patrons who had discontinued their services due to difficulty in operating the old cassette playback equipment are happily using the digital equipment. Equally impressive is the BARD usage. The BARD web site offers over 23,000 books and 49 magazine titles, with more book titles being added each week. There are 176 BARD users in NH. During the reporting year, 71 readers were new to this service, 131 of these readers downloaded at least one item during this reporting period. The quantity of BARD book downloads was 8,881 and magazine downloads were 440. Downloading from BARD requires some computer skills, including navigating the Web, filling out online forms, downloading, unzipping, and transferring files. For those having even minimal computer experience, downloading from BARD is relatively easy. This year the highest circulating materials were in digital format which points to the fact that NH's blind and low-vision patrons, elderly readers and newcomers to the program have embraced digital technology as a means to acquire reading materials. A letter from a patron reads "I have returned the cassette recorder that I borrowed, as I found it too cumbersome and difficult to use when trying to find my place in a story. Recently, I received a mailer from you mentioning new equipment that plays digital formats instead of the cassettes. I miss reading with my visual impairment and I would love to have the world of literature opened up to me again using the new equipment."

**Other Results:**

A variety of volunteers come to the library to assist in the provision of services to TBS clients. This includes eight Telephone Pioneers who worked a total of 162 hours and repaired a total of 336 cassette playback equipment. However, due to less

demand for cassette players and the reliability of the digital players, as well as the declining health of some of the volunteers, the Pioneers plan to cut back on their volunteer hours to about ¼ the time they devoted to volunteering this year. TBS also has several volunteers who assist with other library duties. One student from Merrimack Valley High School volunteered 2 hours each week assisting in the cassette books weeding process by removing deleted copies from the library circulation system. In addition, four volunteers from WORK Opportunities have worked at the TBS for 2 hours at a time assisting the library at various times by inspecting cassette books returned by library patrons and rewinding them..

**Anecdotal Info:**

TBS has formed a partnership with the AIM Instructional Materials Center for New Hampshire. One aspect of this partnership included participation by the TBS supervisor on the New Hampshire Targeted Technical Assistance Plan Development committee. The committee's purpose is to create a plan that enhances New Hampshire's efforts to ensure provision of specialized formats of print-based instructional materials in a timely manner to students who require them for educational participation and achievement. The committee also wanted to determine how internal and external collaborators can work together to make this happen as effectively and efficiently as possible. Whereas the instructional materials center will mainly provide Braille and recorded textbooks to students, TBS is able to supplement the student needs by providing literature and other reading materials required to complete their coursework in a variety of school subjects. Educating low vision teachers as well as school administrators about the TBS and how it may fill a vital role in the education of their students is a priority of the partnership.

**Exemplary Reason:**

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<b>Project Code:</b>	2010-NH-39883
<b>Project Title:</b>	<b>Project Number:</b>
New Hampshire Downloadable Books Consortium	
<b>Library Name:</b>	<b>Project Director:</b>
New Hampshire State Library	Bobbi Slossar
<b>Phone Number:</b>	<b>Email:</b>
603-271-2143	bobbi.l.slossar@dcr.nh.gov
<b>Library Building:</b>	
20 Park St.	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$11,640	\$149,139
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$160,779
<b>Number of Persons Served:</b>	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Library technology, connectivity, and services	1. Utilize technology for access to information
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	
<b>Primary Users:</b>	<b>Secondary Users:</b>
Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Digitization and Digital Library Projects	Digital library projects

**Start Date:**

10/1/2010

**End Date:**

9/30/2011

**Statewide?** **Partnership?** **Exemplary?** **OBE-Related?** **Project Purpose:**

The New Hampshire Downloadable Book (NHDB) Consortium provides over 12,000 digital copies of downloadable audiobooks and e-book titles to member public libraries in the Consortium. The New Hampshire Downloadable Books Consortium, a geographical statewide group of 180 public libraries, contracts with OverDrive. Both audio and e-books are available in all of the following categories: titles for teens, titles for kids, biography, new releases and genre fiction. Audio books are available in ePUB, Kindle, WMA and MP3 formats and can be listened to on the iPhone, Droid, iPod, and many more devices. E-books can be downloaded to reader devices including Kindle, Nook, iPad and a variety of other mobile devices, laptops and PC desktops. Membership is open to any NH public library and is based on a fee schedule according to population served. Libraries of the consortium contribute annual membership fees based on the population served in their communities, the funds of which go to purchasing content. Quarterly rounds are offered as an open enrollment period for new members to join. We are currently in our 12th round.

**Project Activities/Methods:**

The Electronic Resources Coordinator administers NHDB. It is a demanding and time consuming responsibility to manage the digital collection, invoice libraries, purchase content and provide trouble shooting and training each year. She maintains and posts weekly updates to her Downloadable blog which provides simple step-by-step instructions using screen shots and Podcasts to help librarians get started and do their own troubleshooting. Her most recent post was about the new Kindle Fire. Check out her blog here: <http://nhdbooks.blogspot.com/> Based on the very high demand for downloadable books and the new e-reader devices, the majority of books purchased this reporting year have been e-Books. The consortium membership increases regularly and frequently, having gone from 20 member public libraries in 2006 in its first year to 180 public library members in 2011. When Overdrive made available Kindle compatible e-books this year, the cost was higher to purchase a Kindle format title. Member libraries chose to add to their annual membership fee a voluntary annual Kindle surcharge to cover the increased price. Libraries who could not afford the surcharge were not required to pay it. Only those libraries whose budgets could support the surcharge contributed. The surcharge rates range from \$70 to \$625 based on population served. Total Matching funds collected: \$128,190 in regular membership fees. \$19,799 in additional voluntary e-Book Kindle surcharge fees. \$147,989 total fees collected for the federal year. Two library friends group made donations of \$150 and \$1,000 to purchase books

**Project Outputs:**

As of September 2011, NHDAB Consortium consisted of 180 NH public libraries. 20 libraries joined during the reporting year. The total Downloadable Book program expenses include an annual hosting subscription the cost to purchase the books, and a small collection of "always available" titles. LSTA only funds the annual hosting subscription and members fund the purchase of books with membership fees. The membership fees are based on a scale determined by population served. The population categories range from under 2,500 served up to greater than 40,000 with respective fees from \$275 to \$2,500. Revenue from the 180 members for this reporting year was \$92,180. Titles are recommended by member libraries, some in multiple copies. 25 titles are purchased every year for \$2,200 every year and are considered "Always available." Each year another 25 titles are purchased to replace those from the previous year. or one year at a time. The Consortium owns a total of 7,328 unique copies of books of which 4,995 unique titles are in audiobook format and 2,988 are ebooks. The consortium owns 12,318 copies of books, 8,377 copies of audiobooks and 3,941 copies of eBooks, meaning multiple copies of titles are purchased to meet the demand of the reserved lists. Of the 12,318 copies in the

collection, about 50% of the entire collection is checked out at any given time, and over 70% of the eBook collection is checked out at any given time. Earlier in the year, 90% of the eBook titles were in circulation. The audiobook lending period is 7 days and the e-book period is 14 days. Thanks to increased fees collected this year as a result of members voting to increase fees, the number of books available for checkout has become more appealing to the browsing patron. In this federal year, we purchased 1,539 unique eBook titles and 1,031 unique audiobook titles. Audiobooks circulated 175,709 titles, about 7% more than the previous year circulation of 163,596. This is the first complete year the consortium has circulated eBooks. eBook circulation is 64,255 titles. The NHDB had a total circulation of 239,964 this year.. NHDB added 2,333 eBook titles to the collection and circulated 63,331 eBooks.

### **Project Outcomes:**

Libraries have received increased support as a result of their technological importance within their communities. Growing patron enjoyment of and familiarity with digital entertainment has increased membership in the New Hampshire Downloadable Audiobook Consortium. Why are NH librarians flocking to technology workshops? It's due to the patron demand for the e-book. Librarians are giving their patrons what they want and are being educated by the State Library on how to do this. Outputs attest to this. With OverDrive's announcement this spring that Kindle-compatibility would be arriving to the service, patrons and librarians alike took greater notice of the digital lending possibilities. Until this time, libraries had been viewing (and funding) the service as a peripheral service. With the newly added Kindle-compatibility, librarians are realizing that this service is becoming the primary way some of their patrons interact with their public libraries. Although the fees are still affordable, they often represent a significant portion of a library's acquisition budget. After the Kindle-compatibility announcement by OverDrive earlier this spring, the Consortium voted to increase their fees to purchase more eBook content and many libraries have started "Advantage" programs with OverDrive to increase the number of eBooks available to their patrons. Librarians are shifting both their budgets and the percentage of content to put more focus on their digital collections. With the shift comes the need for more technology training and more time needed to work with patrons to solve their technology problems. The increase of librarians attending workshops sponsored by the State Library about downloadables and Overdrive is proof that librarians in New Hampshire have made a greater effort than ever before to learn how to give their patrons the new technology they are seeking from their public library.

### **Other Results:**

#### **Anecdotal Info:**

#### **Exemplary Reason:**

No other project in this reporting year has helped to immerse library patrons in technology as this one has. No other LSTA project can demonstrate this type of creative use of federal dollars nor the impressive level of cash match for one project. A small amount of LSTA funds helps to meet NH patrons' appetite for downloadable and e-book lending. Seed money in the amount of \$11,640 is matched with over \$150,000 of local and private funding from 180 public libraries. The cost benefits of one membership fee for access to thousands of titles are unparalleled. At least 20 new members join the consortium each year as smaller and smaller libraries realize that their patrons are asking for these new formats. More than three fourths of NH libraries belong to the consortium. Downloadable Books is exemplary by high usage statistics alone, but more importantly the project has contributed to putting the NH State Library in a lead role to increasing public access to information through the use of technology, a stated goal in its Five-Year Plan.

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**Project Code:** 2010-NH-39787

**Project Title:** **Project Number:**

New Hampshire State Library Digital

Library

**Library Name:**

New Hampshire State Library

**Phone Number:**

603-271-2393

**Library Building:**

20 Park St.

**LSTA Funds Expended:**

\$21,522

**In Kind Contributions:**

\$

**Number of Persons Served:**

6,000

**LSTA Purpose:**

Library technology, connectivity, and services

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**Primary Users:**

Statewide public

**Primary Services:**

Digitization and Digital Library Projects

**Start Date:**

10/1/2010

Statewide? Exemplary? **Project Director:**

Janet Eklund

**Email:**

janet.eklund@dcr.nh.gov

**Cash Match:**

\$

**Total Cost:**

\$21,522

**State Goal:**

1. Utilize technology for access to information

**IMLS Secondary Performance Category:**

Provide tools for the future

**Secondary Users:****Secondary Services:**

Digital library projects

**End Date:**

9/30/2011

Partnership? OBE-Related? **Project Purpose:**

The state library contracts with PTFS, Inc. in Bethesda, Maryland for licensing to ArchivalWare for its digital content management system and archiving solution for born-digital state publications. The state library is the official repository for all government publications, be they in print or electronic format. The purpose of this program for the time being is to include only state publications. As we move forward, the scope of the collection may change. The service is ASP hosted and provides the permanent and secure storage necessary for acquisition, access and archival storage of these digital files. LSTA funds support software licensing, ASP remote server, licensing for the Spider application, technical support, upgrades and maintenance.

**Project Activities/Methods:**

In addition to the licensing fee for the archiving software, the cost also includes an application which crawls every state agency in the executive branch and captures documents on each of their websites. Using an "allow" and "disallow" filters, state library staff configure the "Spider" application by agency URL so that superfluous documents such as minutes, agendas, etc. are not captured. State library staff manually review new documents to determine which ones meet our collection development policy and then add metadata to each one. Annual reports, fact sheets, maps, brochures, study reports, posters, newsletters, journals, etc. are kept. Meeting minutes, agendas, calendars, lists of staff, etc. are not kept. Archival Ware has a key-word search engine as well as a controlled browsing feature by

agency, date, and kind of publication. It is an extremely robust and high quality archiving solution. This born digital archive is the only one its kind in New Hampshire. Currently, it contains no scanned/re-formatted documents, only born digital documents. ArchivalWare is file-type agnostic and can accept over 100 different file extensions. Currently, documents in the digital library are primarily PDF, JPG and XLS. The State Publications Digital Library is accessed from the state library's website at the URL: <http://128.121.25.104:8080/awweb/main.jsp>

#### **Project Outputs:**

The Spider configurations were finally completed this spring for all 26 state agencies in the executive branch. This was a 3 year process. Now the spider is configured to run on an automatic basis every 6 months capturing only those digital documents that are new or have been revised. For the reporting period, 10,761 documents were imported. Of these, 8,267 were deleted and 4,537 added to the library. It is a trial and error process to configure the spider software to ignore un-wanted publications, which is why the deleted amount is more than 75%. The process is made easier by a global delete function for purging. Spider configurations are then revised after manual review to filter out unwanted URLs, greatly reducing the high percentage of unwanted documents in the next schedule crawl. There are 8,280 State of NH documents currently available to the public in the digital library. Public users logged in to ArchivalWare 3,587 and 2,579 digital documents were accessed. A Google search on the digital library yields 9,700 hits.

#### **Project Outcomes:**

New Hampshire State Library staff have aquired knowledge and new skills using technologies for archiving and delivering digital library services. We have demonstrated a pioneering role in collecting and accessing born-digital state publications. This is a long term digital commitment to the state of NH in meeting its statutory responsibility.

#### **Other Results:**

#### **Anecdotal Info:**

#### **Exemplary Reason:**

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<b>Project Code:</b>	2010-NH-39273
<b>Project Title:</b>	<b>Project Number:</b>
New Hampshire Statewide Union Catalog	
<b>Library Name:</b>	<b>Project Director:</b>
New Hampshire State Library	Mary Russell
<b>Phone Number:</b>	<b>Email:</b>
603-271-2866	mary.russell@dcr.nh.gov
<b>Library Building:</b>	
20 Park St.	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$215,028	\$
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$215,028
<b>Number of Persons Served:</b>	
750,000	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Library technology, connectivity, and services	1. Utilize technology for access to information
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>

Provide access to information, resources and ideas

Enhance a lifetime of learning opportunities

**Primary Users:**

Statewide public

**Secondary Users:**

**Primary Services:**

Information Access and Services,  
Interlibrary Loan

**Secondary Services:**

**Start Date:**

10/1/2010

**End Date:**

9/30/2011

**Statewide?**

**Partnership?**

**Exemplary?**

**OBE-Related?**

**Project Purpose:**

Since 1984, the New Hampshire Automated Information System (NHAIS) has provided New Hampshire residents and the greater public at large rapid access to library and informational resources through a single union catalog called NHU-PAC (New Hampshire Union Public Access Catalog). NHU-PAC provides cataloging records and supports interlibrary loan among libraries throughout the state in addition to serving as a resource for topical booklists and links to other statewide and local projects related to books and reading, examples of which are the Children's Book Review (See LSTA Youth Services SPR Report) and the NH Center for the Book at the NH State Library, as well as providing a resource for booklists and links to various statewide projects like the Children's Book Review. The State Library assumes the union catalog bibliographic control responsibility for the availability, accuracy and validity of MARC records and the holdings data for each library. The database is a SirsiDynix integrated library system. The completely web-based system enables all users to search for records, add their holding information, download MARC records for their local online library catalogs, create and respond to interlibrary loan requests, and submit requests to the NHAIS staff for records not currently in the database. The NHU-PAC is the only searchable online catalog containing the materials owned by New Hampshire's multi-type libraries. LSTA supported the following NHAIS activities: training classes for NH librarians, the help desk line and two help-desk staff, an annual maintenance contract on the Sirsi/Dynix Horizon software, Horizon software upgrades, OCLC charges for bibliographic records, the state library's T1 infrastructure that is connected to the State Government fiber optic access and the purchase of hardware. NHAIS manages the Original Cataloging Project of the State Library.

**Project Activities/Methods:**

The Interlibrary Loan module of NHU-PAC is utilized daily by librarians across the state to search the holdings of other libraries and to submit requests to borrow materials for their local patrons. The two Help Desk staff are available during all state library business hours and respond to inquiries each day from librarians needing assistance with using the NHU-PAC modules. They perform the daily batch uploading re-indexing, back-up for the union catalog. They monitor the statewide library listserv and make posts to the NHAIS blog concerning downtime and any problems affecting users. Each day NHAIS staff work on data loading and database enhancement projects as well as daily production work to match cataloging records to materials obtained by individual NHAIS member libraries. They match OCLC records with MARC records prepared by librarians statewide to maintain the integrity of records using the various modules of NHU-PAC. One employee conducts the training workshops as well as traveling to small libraries to provide individual training. Our OCLC subscription includes the State Library and fourteen partners who can obtain MARC records and then add them to the NHU-PAC. A new server to host NHU-PAC has been contracted for with SirsiDynix and arrangements for its installation and the transition to the new server and upgraded software have also been a focus for the section this fiscal year. The new server is expected to be in place by the end of 2011. One of the most time consuming NHAIS activities this

past year was planning for a major upgrade of indexing software and purchase of a new database server, the latter which will be implemented during federal FY 2011.

**Project Outputs:**

The NHAIS Help Desk staff responded to 441 telephone calls and 295 emails this reporting year. Of these 736 inquiries, 483 (66 %) were instructional in using the NHAIS system. NHAIS personnel provided 3 training classes on interlibrary loan, searching and copy cataloging using the statewide online union catalog, 4 times to 101 library staff. The NHU-PAC was created to reflect the holdings of some 450 public, school, academic, and special libraries. Currently, 481 libraries registered as NHAIS members which include 32 academic libraries, 9 government offices, 219 public libraries, 182 school libraries, and 39 special libraries. Of these 481 libraries, 287 utilized the Interlibrary Loan module and participated in sharing their collections. This year 60,780 new bibliographic records, which represent 224,691 individual items were added to the union catalog making the total records contained in the union catalog to 2,049,624 unique bibliographic records representing 6,445,731 individual items. In January 2011 an impressive milestone was reached. We added the 2-millionth bibliographic record to NHU-PAC, and in March 2011 interlibrary loan transaction #1,000,000 was filled. A portion of the 60,780 new records were created as part of the state library's original cataloging project. Among the new bibliographic records were 377 created on OCLC as part of the original cataloging project. To date, this project has provided cataloging records to NHAIS libraries, and all OCLC member libraries throughout the world, more than 1,500 items that would previously have gone uncataloged. The program enables librarians to submit materials not contained in the NHU-PAC to NHAIS for original cataloging by a state library professional librarian cataloger. Interlibrary Loans held steady this year with 122,613 loans filled using the NHU-PAC Interlibrary Loan Module. Between October 2010 and September 2011, the state library acquired 1,744 MARC records from OCLC for downloadable items at a cost of \$2,616 (\$1.50 per record). These records are added to the statewide union catalog for local libraries to download and add their online catalog systems.

**Project Outcomes:**

Libraries receive materials and information more efficiently and faster because of an accurate digital database. Comments and evaluations received from librarians lead us to believe that staff who attend our training classes learn useful skills that they take back to their libraries and use. Help desk calls also seem to result in the development of practical skills. It is fairly typical at the beginning of each school year to get a flurry of calls from people wanting to be walked through placing an interlibrary loan requests. After a few weeks these types of calls stop coming in and the ILL activity of the school libraries picks up. We also see increased holdings activity from libraries who have had one-on-one training over the phone with the NHAIS Help Desk. At state conferences and meetings around the state, so many librarians tell us how grateful they are for the NHAIS Help Desk and the training classes. They say they know so much more about using the statewide union catalog by having made a phone call, sent an email and or attended a training class. The outcome of our original cataloging project is valuable NH materials are now available in the NHU-PAC. The project has created original cataloging records which are added to the OCLC WorldCat. The materials are unique and one-of-a kind items in the world. The materials cataloged are community cookbooks, local poetry chapbooks, vanity press printings, town histories and genealogy from local historical societies, the majority of which are brand new, self-published, written by New Hampshire authors or recorded by NH musicians.

**Other Results:****Anecdotal Info:**

NHAIS Services staff has continued to work on maintaining and improving communication among libraries. Enhancements to the NHAIS website, regularly posting to the NHAIS blog, and talking with library staff one-on-one have all continued to build upon progress and accomplishments on projects begun last reporting year. The NHAIS staff continues to identify the needs of users and finds

ways to meet them as best as possible. An example of this for the reporting year is NHAIS staff partnering with other state library trainers to host a series of 4 book repair workshops reaching 108 public and school librarians. Our LYRASIS membership entitles all libraries in the state to purchase supplies and receive LYRASIS training at a discount. NHAIS takes on the task of publicizing these LYRASIS benefits. NHAIS Help-Desk staff come in telephone contact with hundreds of librarians, some of whom never meet. At the NH Library Association conference this year, one of the help-desk staff manned the state library's exhibit booth. Numerous librarians who visited to our exhibit were thrilled to finally meet the person behind the helpful and patient voice on the telephone!

### Exemplary Reason:

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<b>Project Code:</b>	2010-NH-39532
<b>Project Title:</b>	<b>Project Number:</b>
Public Library Data Collection	
<b>Library Name:</b>	<b>Project Director:</b>
New Hampshire State Library	Janet Eklund
<b>Phone Number:</b>	<b>Email:</b>
603-271-2393	janet.eklund@dcr.nh.gov
<b>Library Building:</b>	
20 Park St.	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$93,498	\$
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$93,498
<b>Number of Persons Served:</b>	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Library technology, connectivity, and services	1. Utilize technology for access to information
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	
<b>Primary Users:</b>	<b>Secondary Users:</b>
Library staff and volunteers, Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Information Access and Services, Library Development	Strategic planning
<b>Start Date:</b>	<b>End Date:</b>
10/1/2010	9/30/2011
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input type="checkbox"/>
<b>Exemplary?</b> <input type="checkbox"/>	<b>OBE-Related?</b> <input checked="" type="checkbox"/>

### Project Purpose:

To meet our state LSTA goal of ensuring a knowledgeable and skilled librarian workforce throughout the state, the State Data Coordinator assists in stimulating, encouraging and helping to improve local library services through research, consultation and statistics gathering. On a yearly basis, the SDC is responsible for administering the process of collecting, aggregating and analyzing statistical data from public libraries. The Administrator of Library Operations serves as the SDC.

**Project Activities/Methods:**

LSTA supported the licensing subscription to the vendor, Bibliostat, who provided the software called Collect used for online collection of public library data. The SDC devoted 84% of her yearly hours performing SDC responsibilities. The SDC worked with Bibliostat to revise the 2010 survey to reflect the approved changes/deletions/revisions to federal data elements. The survey was also revised to include those survey questions that public librarians had requested from 2009 which they would find useful on a local basis. The SDC worked closely with the State Librarian to provide statistical analysis of LSTA funded statewide services and to identify important trends in public library services, particularly local government income declines, database usage, downloadable books and van delivery services. Outputs data from the LSTA 5-Year plan was provided to the consultant who prepared our LSTA evaluation.

**Project Outputs:**

Outputs included, designing and testing the 2010 survey, compiling and analyzing the data, and educating and training the community of public librarians. Out of 232 public libraries, 7 chose not to participate. Submitting an annual report to the state library is statutorily mandated, however, the State Library has no recourse such as denial of state aid for libraries who do not submit. Based on emails and calls made to the SDC, public librarians are identifying more and more with the significance of submitting accurate data. The months following the survey closing the SDC devoted 100% of her time by individually contacting each library that had not submitted their annual report. Libraries of all sizes were represented in those having not submitted. Some libraries are only open one or two days a week making it a lengthy and difficult communication process. Many librarians still preferred to submit their data in paper format as they were not familiar with computers. As a result, the SDC prepared 20 paper copies with instructions and mailed them to librarians. Some returned their reports, which were manually entered into Bibliostat Collect. After it was apparent that no more libraries were going to submit, the SDC reviewed all data from libraries for any questionable data. After submitting to WebPlus, the SDC addressed over 500 edit checks in order to lock the data by a July deadline. Any data questions by Census required contacting librarians for verification. When all had been verified and changed, the exported data from Bibliostat was reformatted, labeled and made available to the public in usable excel spreadsheets on the Library Development webpage. Spreadsheets from the prior year were archived in the state library's Digital Library.

**Project Outcomes:**

Librarians' familiarity with the online survey tool increased, and they demonstrated a greater acceptance of the process and its value by taking the time to do the survey. It is strongly believed that this change in attitude correlates to the one-on-one assistance, training and consultation provided by the SDC. Formerly reluctant respondents, librarians learned that by asking for help the survey completion became much easier. Three librarians took the leap of faith and chose to enter their data online from home this year instead of in paper format. This is huge technological progress for librarians who don't use computers at work. The numerous requests for customized spreadsheets to the SDC by library personnel and trustees is evidence of a growing desire in NH to use statistics for comparison and strategic planning purposes during the town budget process.

**Other Results:****Anecdotal Info:****Exemplary Reason:**


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<b>Project Code:</b>	2010-NH-39531
<b>Project Title:</b>	<b>Project Number:</b>
Statewide Database Licensing	
<b>Library Name:</b>	<b>Project Director:</b>

New Hampshire State Library

Bobbi Lee Slossar and Michael York

**Phone Number:****Email:**

603-271-2143

bobbi.l.slossar@dcr.nh.gov;  
michael.york@dcr.nh.gov**Library Building:**

20 Park St.

**LSTA Funds Expended:****Cash Match:**

\$111,721

\$76,000

**In Kind Contributions:****Total Cost:**

\$10,000

\$197,721

**Number of Persons Served:**

800,000

**LSTA Purpose:****State Goal:**

Library technology, connectivity, and services

1. Utilize technology for access to information

**IMLS Primary Performance Category:** **IMLS Secondary Performance Category:**

Provide access to information, resources and ideas

**Primary Users:****Secondary Users:**

Statewide public

**Primary Services:****Secondary Services:**

Information Access and Services

Statewide database licensing

**Start Date:****End Date:**

10/1/2010

9/30/2011

Statewide? Partnership? Exemplary? OBE-Related? **Project Purpose:**

The statewide database licensing project provides licensing for databases was purchased from 3 vendors, EBSCO, NewsBank and Heritage Quest. Access is available at school and public libraries and through remote authentication. LSTA supports a portion of licensing fees for databases. The Electronic Resources Coordinator of the state library administers the project along with invoicing for school and public libraries for cost sharing of electronic purchases, investigates cost savings for group purchases of electronic databases and maintains the financial records for Database income and tracking statistical data. She handles all troubleshooting, enabling public access and training related to using the databases. She describes the database content on the state library website, sets up IP address access and creates direct URLs to the various EBSCO databases.

**Project Activities/Methods:**

As was the case in the last LSTA reporting period, the New Hampshire State Library once again had its state database budget reduced by Governor Executive Order by 10% at the beginning of the state fiscal year. This reduction resulted in a shortfall of LSTA funds already allocated for statewide database licensing. The State Librarian approached school superintendents to help supplement LSTA for database content geared to students and teachers. Local matching funds from 70 school districts in the amount of \$76,000 enabled renewal of the same package as last year which included a number of databases geared towards schools ... MAS Ultra—School Edition, Middle Search Plus, Primary Search, Funk & Wagnall's New World Encyclopedia, to name a few.

**Project Outputs:**

EBSCO subscriptions total 15 databases NEWSBANK subscriptions total 2 databases HERITAGE QUEST subscriptions total 6 databases which include Census records, the Revolutionary War and the U.S. Serial Set. EBSCO searches: 3,161,562 an increase of 28% from 2,402,844 in 2010. HERITAGE QUEST searches: 122,471 a decrease of 2% from 163,686 in 2010. We are assuming this decrease is attributed to the increased number of public libraries purchasing their own licensing to Ancestry Plus. NEWSBANK searches: 112,352 an increase of 120% from 50,877 in 2010. Licensing from NewsBank includes the two most popular NH newspapers, the Concord Monitor and Union Leader. Both of these newspapers implemented new restrictions and fees for online access to their backfiles causing patrons to turn to free access through NewsBank.

### Project Outcomes:

The State Librarian and the Electronic Resources Coordinator held 5 database meetings with public librarians throughout the state to discuss the continued need for periodical databases. The librarians explained that reference services are changing, and patrons are finding answers to their questions with Google and tend to visit the reference desk only after exhausting all other self-service options. This has reduced reference and research work done at the library, but has not minimized the need for a solid periodical database. They continuously stated that while the frequency of needing the periodical database was greatly reduced, and the information, when needed, was "invaluable." At each meeting, some librarians expressed need for the readers' advisory database, as the database provided additional content to their automation systems. The libraries that use the NoveList database explained that they would most likely have to find a way to purchase access to this database on their own if it were discontinued in the future.

### Other Results:

### Anecdotal Info:

### Exemplary Reason:

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<b>Project Code:</b>	2010-NH-39527
<b>Project Title:</b>	<b>Project Number:</b>
Technology education, training & consulting to NH Librarians	
<b>Library Name:</b>	<b>Project Director:</b>
New Hampshire State Library	Bobbi Slossar
<b>Phone Number:</b>	<b>Email:</b>
603-271-2143	bobbi.lee.slossar@dcr.nh.gov
<b>Library Building:</b>	
20 Park St.	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$86,412	\$4,720
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$91,132
<b>Number of Persons Served:</b>	
1,000	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Library technology, connectivity, and services	1. Utilize technology for access to information
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	Provide tools for the future

**Primary Users:**

Library staff and volunteers

**Primary Services:**

Continuing Education for the Public, Information Access and Services, Library Development

**Start Date:**

10/1/2010

Statewide?

Exemplary?

**Secondary Users:****Secondary Services:**

Lifelong learning, Marketing and promotion of library services

**End Date:**

9/30/2011

Partnership?

OBE-Related?

**Project Purpose:**

All technology services to NH public and school libraries are administered and provided by one librarian, the Technology Resources Coordinator, Bobbi Slossar. She manages the NH Overdrive Downloadable Audio Book (NHDAB) Consortium program, statewide database licensing, designs and teaches technology workshops to librarians and consults on technology issues including Integrated Library Systems for the small library, Open Source software, PC troubleshooting, web home page design, to name a few. She handles the invoicing for school and public libraries for cost sharing of electronic purchases, investigates cost savings for group purchases of electronic databases and maintains the financial records for NHDAB and statewide databases. She designs and teaches workshops each year to address new technology, smart phone 'apps," e-book reader devices, gadgets and social media. When not teaching and consulting, she maintains a technology blog, the NHDAB blog, updates the state library's websites and records video and voice instruction videos for her NHDAB blog. In addition to providing database support and training for the NHewLINK databases, the coordinator assists with technology planning for New Hampshire's public libraries, and offers the full-time expertise for in-person and telephone technology consulting and technical support. She helps public library staff enhance their services to the public. Due to the uncertain nature of the state and federal budget, Bobbi renegotiates the database contracts with each vendor yearly. In the past the contracts were typically multi-year contracts that did not need yearly attention. LSTA funds supported the salary for the Technology Services Coordinator.

**Project Activities/Methods:**

New Hampshire public librarians have embraced technology to a greater extent than ever before over the past five years, and the demand for information and training has increased each month throughout this reporting year. The need for troubleshooting assistance and the desire to learn how to solve patron technology problems resulted in the development of a new workshop called the "Technology-Based Reference Interview." This unique workshop helped librarians to use their reference interview skills to work through technology troubleshooting situations, e.g. "I just got this new iPhone, how do I use it?" The 14-station computer lab located at the New Hampshire State Library has been the only resource for hands-on technology training in the state for public librarians for close to a decade now. Because of the aging lab and lack of training space (due to a construction project), Bobbi submitted a proposal to NH Library Association and received a \$5,000 grant to purchase a small mobile lab of laptops for off-site training. Grant funds were used to purchase a traveling lab consisting of five laptop computers, wireless access hardware and a traveling case to transport them. Since receiving the laptops at the end of June, she has been able to provide 18 hands on workshops for librarians at their libraries.. She assisted 112 libraries with database access questions. These consultations included describing the databases, setting up IP address access, creating direct URLs into the various EBSCO databases, and answering any questions they might have about searching with the databases.

**Project Outputs:**

For one person, Bobbi's outputs are unbelievably impressive! She keeps meticulous

records of the number of workshops she does, the workshop topics, how many participants she reached and how many hours it took her to prepare each one. She single-handedly taught 59 workshops at the NH to a total of 398 participants. Training sessions she conducted that were held at the state library reached 200 librarians and she taught another 198 participants who could not attend her sessions in Concord at various locations throughout the state. She coordinated and arranged 34 workshops in the state library training lab with outside trainers reaching an additional 86 public librarians. The topics she selected for these particular workshops included collection development, legal resources and periodical database training. Thanks to a generous donation of a five-station mobile training lab from the NH Library Association, she increased the number of workshops, training hours, and participants even though the NHSL training lab was not available for use during half of the year due to a construction project. She was invited to give presentations at 16 regional library cooperative groups and at state conferences to 314 attendees. 712 librarians received information and training on technology and electronic information...quite an amazing feat with far-reaching impact. Almost all of her consultations and workshops pertained to e-books and audio-books. Other workshop topics included: Blogger, Evernote, Joomla, Teens and Technology, using smart phones and e-readers, Facebook, WordPress, "Making the most of Google", e-Rate, Automation and Social Media. More than half of her workshops pertained to e-books, downloadables and the new releases of technology gadgets. This year the state library's Electronic Resources Coordinator spent 135 hours actually teaching workshops and doing individual trainings; however, the amount of time necessary to develop the workshops is substantially greater. Each semester she redesigns every workshop. Some workshops take very little time to update, perhaps five to ten hours, but many of the new workshops, such as the Technology-Based Reference Interview, can take weeks of development. She consulted with 26 libraries via email or phone conversations about automation and answered an uncountable number of audiobook/eBook questions from libraries and patrons about the NH Downloadable Books Audio-Books Consortium. She responds at least 20 NHDAB emails on any given day, safely estimating thousands of emails annually on this single topic. Throughout the year she provided another 500 consultations by telephone on the NH Downloadable Books program. She visited six public libraries, at their request, to speak with librarians and/or trustees on a wide variety of topics including automation, website development, social networking and audiobooks. Bobbi manages the NH Downloadable Books Consortium. Tasks vary from enrolling new member libraries, providing training on the service, creating a variety of librarian training materials, creating guides for patron use, collection development (purchasing), managing a budget that exceeds \$150,000, invoicing the 180 member libraries, compiling statistics, and, most time consuming, answering the thousands of questions from member librarians and, all too often, their patrons.

**Project Outcomes:**

Library patrons possess improved information seeking and technology skills. New Hampshire State Library is the leading provider for cost-effective personnel development in the state. By providing digital audiobook and eBook training, she directly impacted a vast number of librarians' familiarity with new technology and make them comfortable to meet an increasing technology demand for new and popular technology services offered at public libraries. Although many libraries have been offering audiobook downloads for up to five years now, it is rare that all or even most of the staff have been comfortable answering questions about the service. It is only now with newly offered Kindle-compatibility that many libraries are making sure that all their staff members are trained and ready to respond to their patron questions about the Overdrive Program. Bobbi tailors her training to what she hears librarians need in both small and large communities. She reports a huge change in the comfort level as a result of librarians attending and learning her technology workshops. Her patient manner is non-threatening to librarians who are unfamiliar with technology, and her teaching style is widely praised as a wonderful learning environment.

**Other Results:****Anecdotal Info:**

**Exemplary Reason:**

Technology training and consulting activities at the NH State Library are exemplary thanks to the Electronic Resources Coordinator. Bobbi Slossar, is the one and only hands-on technology services provider at the State Library. She single-handedly reaches and trains more librarians than any other state library employee. She continually scans the technology horizon for the newest technology tools and devices that help to keep NH libraries relevant and then keeps librarians informed about them. Technology Services to NH public libraries would not be possible without an LSTA supported Technology Services Coordinator. The librarian in this position has been the key to meeting Goal #1 of our 5-Year Plan which strives to "Utilize appropriate technology for statewide programs to improve access to information." She plays the leading role in bringing licensed databases and downloadable books to the citizens of NH. Her passion for using technology keeps workshops full and contributes to tech savvy public librarians. She is a valuable representative for state library services. Her extensive knowledge and tireless efforts have resulted in public librarians becoming comfortable with information technology and turning to the State Library as their first choice when they need answers to their technology questions.

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<b>Project Code:</b>	2010-NH-39274
<b>Project Title:</b>	<b>Project Number:</b>
Van Delivery Program	
<b>Library Name:</b>	<b>Project Director:</b>
New Hampshire State Library	Donna Gilbreth
<b>Phone Number:</b>	<b>Email:</b>
603-271-2060	donna.gilbreth@dcr.nh.gov
<b>Library Building:</b>	
20 Park St.	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$377,884	\$
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$377,884
<b>Number of Persons Served:</b>	
750,000	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Services for lifelong learning	1. Utilize technology for access to information
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	
<b>Primary Users:</b>	<b>Secondary Users:</b>
Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Information Access and Services, Interlibrary Loan	Reference services, Document and materials delivery, Resource sharing
<b>Start Date:</b>	<b>End Date:</b>
10/1/2010	9/30/2011
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input type="checkbox"/>
<b>Exemplary?</b> <input type="checkbox"/>	<b>OBE-Related?</b> <input checked="" type="checkbox"/>

**Project Purpose:**

The Statewide Interlibrary Loan Van Delivery Service is a 100% LSTA funded service where libraries receive delivery of books and materials to facilitate interlibrary loan and resources sharing in the state of New Hampshire.

**Project Activities/Methods:**

A fleet of 7 cargo vans and 1 station wagon provide a maximum of 3 library deliveries per week.. LSTA supported 4 full-time van drivers, a part-time driver, gasoline, registration fees, maintenance costs and the purchase of a new cargo van. A rented off-site storage facility is funded with LSTA, where the library houses hundreds of boxes of books for the "Book Bag" Program, a program that provides multiple copies of books through the van delivery system to be used for book discussion groups in public libraries. There are currently 156 titles in the collection, all with multiple copies There is one driver and one van used for the North Country region. The southern region utilizes 6 vans. Van usage surveys are conducted bi-annually to gauge the volume of materials being transported.

**Project Outputs:**

319 libraries receive van delivery service. Of these, 214 are public libraries. There are 232 public libraries in the state of NH. The state library vans make 304 stops a week. No library receives more than 3 deliveries per week. An estimated 800,000 items moved between libraries in federal fiscal year 2010. Of this total, nearly half of the items traveled between ten Greater Manchester Interlibrary Loan Cooperative System libraries, with an estimated 384,384 items/year as a result of Patron Initiated Interlibrary Loan Van accounting for 50% of the volume. Total miles driven were 226,000 miles using 14,000 gallons of gasoline for a cost of \$39,884 in gasoline. All the van drivers have excellent driving records and go out in all kinds of weather. Routes are rarely cancelled due to inclement weather and usually only when roads are impassable. One driver has been in his position more than 35 years.

**Project Outcomes:**

Library personnel and trustees have played an integral role in their communities by providing strategic information about the LSTA funded Van Delivery System to local and state officials. The response to decreased van delivery service has been strong with a patron petition initiative begun by the NH Library Trustees Association. To date, some 18,000 signatures have been counted. Librarians, Trustees and patrons alike are clearly concerned about the future of a valued and needed service: "You make us look so good to our patrons when we hand them the books they want that we don't own in our collections. We tell them over and over how interlibrary loan and the state library van service is the reason, but I wish you could hear directly how much they all appreciate your hard work." "The van delivery service is cherished, prized, treasured and valued. I personally cannot thank you enough for all that you do. I know a thank you isn't as good as money for more staff, but it's the best I can do" "...do you have ANY idea how it would be for we smaller rural libraries with limited space and avid readers if we didn't have the van service and your dedication? Our students would suffer i.e., the playing field for all residents who rely on the library for reading materials would be way less than level..." "I don't know if small libraries like ours would survive without van service. We positively cringe at the thought"

**Other Results:**

This reporting last year has been a hectic and stressful year. Budgetary problems continued to have effects on staffing as the year progressed. The final financial blow to staffing levels was the June 30, 2011 layoffs of two van drivers. The Legislature reduced the library budget by \$254,000. The layoffs resulted in the loss of four van routes having an immediate effect on interlibrary van deliveries. There were not enough remaining staff members to cover all existing van routes. Twenty four libraries had their delivery days reduced in number from 3 days a week to one and from 5 days a week to three Limits on the number of items being transported were instituted. The overall reduction in van deliveries since July 1st has caused hardship here. Specifically, libraries in the GMILCS consortium lost 1-2 van deliveries per week due to the layoffs. Their delivery volume is extremely large due mostly to

their policy of allowing patron-initiated borrowing. The service reduction and load limits we imposed resulted in backlogs of undelivered books both at the State Library and GMILCS libraries. This situation has created much stress and unhappiness for all involved, and the State Library staff deals with these challenges on a daily basis. The biggest challenge has been trying to maintain an adequate van delivery service. Libraries around the state are worried about the future of the service and some are angry about the cutbacks. State Library staff is in the process of evaluating the possibility of outside vendors for deliveries and revised delivery schedules, but any potential improvements will take time to implement.

**Anecdotal Info:****Exemplary Reason:**


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<b>Project Code:</b>	2010-NH-39528
<b>Project Title:</b>	<b>Project Number:</b>
Youth Services Library Development	
<b>Library Name:</b>	<b>Project Director:</b>
New Hampshire State Library	Ann Hoey
<b>Phone Number:</b>	<b>Email:</b>
603-271-2865	ann.hoey@dcr.nh.gov
<b>Library Building:</b>	
20 Park St.	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$92,136	\$14,196
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$106,332
<b>Number of Persons Served:</b>	
300,000	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Services for lifelong learning	3. Training & education for patron technology needs
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Strengthen families and children	Enhance a lifetime of learning opportunities
<b>Primary Users:</b>	<b>Secondary Users:</b>
Children, Pre-school children, Young adults and teens	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Library Development	Marketing and promotion of library services
<b>Start Date:</b>	<b>End Date:</b>
10/1/2010	9/30/2011
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input checked="" type="checkbox"/>
<b>Exemplary?</b> <input type="checkbox"/>	<b>OBE-Related?</b> <input checked="" type="checkbox"/>
<b>Project Purpose:</b>	
The Youth Services Coordinator consults with public librarians, school librarians, library trustees, literacy coordinators and many others in youth library services throughout the state. Because public and school libraries are so short-staffed, children's librarians rely on state library input to help them serve their patrons. She	

prepares bibliographies, suggests presenters for programs, gives them information about library laws and point them to all kinds of resources. In addition to consultations, she teaches classes and plans conferences. In some cases, she provides the only continuing education for children's librarians in the state as there are limited opportunities for them. Because the state library eliminated its Continuing Education Coordinator, the Youth Services Coordinator now works to meet continuing education needs for the larger library community. She teaches, plans events and conferences, consults one-on-one, manages grants programs and assists with library collection development through the annual "Children's Book Review" project. LSTA funds this reporting period supported the salary of the Youth Services Coordinator in addition to a small sub-grant for the Kids, Books and Arts program which leverages greater private support.

#### **Project Activities/Methods:**

This reporting year as in the past years, she helped children's librarians weed collections so that they could make their resources more up to date and accessible for their patrons. She consulted with librarians on space design and re-configuring children and teen room arrangements. The coordinator responds to policy issues researching the questions and providing follow-up reports. Another large part of her responsibilities is the annual "Children's Book Review," which encompasses a display of free books to librarians who come to view the books and select a number of books for their library collections. Thousands of books are provided free from publishers to the state library and include current children's picture books, children and teen fiction and non-fiction titles. The coordinator obtains reviews from professional review journals and includes them with each book. One of her most satisfying responsibilities is to administer the annual Kids, Books and Arts program. KBA enables children's librarians to offer programs for their Summer Reading Programs who do not have the local funding to do so. Ann works with private donors who make contributions to the KBA program for the purpose of promoting reading during the summer months. The coordinator works with the donors and then selects libraries in the most financial need of summer reading program activities. At the end of the summer, she handles the evaluation process of KBA with each public library who has received funding and reports back to the private donors and foundations. This project is viewed as a partnership with the private sector which leverages private funding with federal dollars.

#### **Project Outputs:**

Email Consultations—approximately 700 librarians. Phone Consultations—approximately 150 librarians. A free book repair workshop attracted over 125 librarians. Conference Planning: New Hampshire School & Library Media Assoc--40 hours. New Hampshire Library Association: all workshops for children's librarians and presenter at two programs—50 hours (CHILIS) Children's Library Section of NHLA: Program Chair for two annual conferences—100 hours. (YALS) Young Adult Library Section of NHLA. Developed the first stand-alone YALS Conference devoted entirely to teen library services—30 hours In addition to serving on the planning committee for the conferences, she also attended each conference and consulted with librarians on site. She visited statewide library cooperative meetings as a representative of the State Library. CLOSE (Children's Librarians of the Seacoast); WOTM (West of the Merrimack); RALI (Rochester Area Library Coop); SILC (Suncook Interlibrary Loan Coop). She served on a number of Boards: Board meetings include CHILIS—8 meetings NHSLMA (NH School & Library Media Assoc.—5 meetings. NHLA—5 meetings—10-12 public and academic librarians—10 hours. CLIF (Children's Library Foundation)—2 meetings. YALS—4 meetings. The Children's Book Review involves contacting publishers and requesting free titles. Each of the titles is cataloged in the state wide union catalog. and have them cataloged in NHU-PAC. For each Review, she researches professional reviews and make copies to place in the books. She prepares bibliographies of the materials. About 300 New Hampshire librarians receive about \$15,000 worth of free books each year by attending these reviews. Approximately 250-300 books are featured for each Review, which are held in different geographic locations around the state. She participates on the committees for the two statewide literature awards for children's books: The Ladybug Picture Book Award and the Flume Award--60 hours of work

time. She coordinates the nomination and selection process of both of these Awards. For the Flume Award, she oversees a discussion wiki and handles the award notification and presents the award to the winning author. Summer Reading Program: Total number of hours worked—300. As chair of the NH Summer Reading Program Committee, all aspects of the program in the state. NH is a part of the national summer reading program (Collaborative Summer Library Program), and is a member of the Vendor Committee to help select artists, artwork, and thematic incentives. She attended the three-day annual meeting in Scottsdale, Arizona as the NH state representative. During the summer of 2011, about 170 public libraries in NH offered a summer reading program. Of these, about 160 used the statewide theme and materials. Number of NH children participating in summer reading: 16,104, based on the 95 evaluations returned. The number is probably higher. Kids, Books and the Arts : Total number of hours worked—350. The NH State Library awarded 62 libraries a total \$19,195 in grants using only \$4,999 of LSTA funds to leverage \$14,300. Byrne Foundation--\$5,000. CHILIS (Children's Librarians of NH)--\$2,000. Cogswell Benevolent Trust--\$1,500. NH Library Association--\$3,000. Saul O Sidore Memorial Foundation--\$2,500. LSTA grant--\$4,999. Anonymous gift--\$100. It is worth noting that the Saul O Sidore Memorial Foundation increased its standing grant from \$1,500 in previous years to \$2,500 for this year and future years.

### **Project Outcomes:**

This reporting year, Young Adult librarians have worked to develop more programs geared to the needs and interests of young adults as a result of the Coordinator's work targeted for teens. At the first statewide conference this year she focused exclusively on teens. At this conference, librarians asked the coordinator for help in developing book discussion groups for teens and more education about new technology. Librarians are using technology to attract their teen patrons, and they are learning more about the technology that teens use so that they can better help with troubleshooting problems. The feedback at these conference programs was very positive, and the coordinator is developing a Teen Librarians' Conference for next fall. In addition, she promoted the Teen Video contest, which was part of the national summer reading program's new offerings. This initiative helped to encourage more NH libraries to offer summer reading programs. The video contest was a new opportunity which enabled librarians to begin working with teen patrons to help them use technology in creative ways. The evaluations of this past summer's program speak to the value of Kids, Books and the Arts for NH libraries. Many libraries commented that the Kids, Books and the Arts event boosted participation in the summer reading program. In the days after KBS programs, new families were attracted to the library, came into the library for the first time and signed up for a new library card or renewed one that had not been used in a long time. Based on the evaluations of the Weeding Workshop offered in October 2010, the librarians who attended indicated that they had acquired skills that would make them more efficient with library resources. In October of 2010, children's librarians learned how to deal with difficult patrons as well as how to make their children's rooms more enticing. At one library consultation on space design, the new children's librarian said that she now felt much more comfortable about her own instincts, and she felt better able to set priorities for her children's room. A survey of public librarians in fall of 2010 conducted by the Coordinator yielded the input to design workshops addressing the needs of NH children librarians. Based on the successful survey results workshops, the state library association provided the funding for the State Library to conduct workshops on 3 topics. They were so popular that librarians asked for a repeat of them in the fall of 2011. The attendance numbered over 100, which leads us to the conclusion that we are responding to what librarians want and need to provide quality library services. Workshop evaluations indicated that attendees had learned practical ways to improve library services to their communities. In October of 2010 at the NH Librarians Association, children's librarians learned how to deal with difficult patrons as well as how to make their children's rooms more enticing. Evaluations stated the workshop was educational and useful to serving children. Librarians asked for a booklist for reluctant young male readers. The coordinator prepared the list for librarians so that individual librarians could then prepare their own bibliographies from their respective collections. At one library

consultation on space design, the new children's librarian said that she now felt much more comfortable about her own instincts, and she felt better able to set priorities for her children's room. The survey of public librarians in fall of 2010 yielded great input on the kids of classes they would like to attend. At one library consultation on space design, the new children's librarian said that she now felt much more comfortable about her own instincts, and she felt better able to set priorities for her children's room. The survey of public librarians in fall of 2010 yielded great input on the kids of classes they would like to attend.

**Other Results:**

**Anecdotal Info:**

**Exemplary Reason:**

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