



**Library Services and Technology Act (LSTA)  
Five Year State Plan  
2013-2017  
For submission to the  
Institute of Museum & Library Services**

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*State Library of Kansas*  
*LSTA Five Year State Plan 2013-2017*  
*Table of Contents*

Introduction .....	3
Mission .....	4
Needs Assessment .....	4
Goals for 2013-2017 .....	6
Programs (activities) .....	6
Coordination Efforts .....	6
Evaluation Plan and Monitoring Procedures .....	7
Stakeholder Involvement .....	7
Communication and Public Availability .....	7
Monitoring .....	8
Assurances .....	8
Goal 1: Improve and enhance the high speed and reliable infrastructure for delivery of library service to all Kansans libraries and residents .....	8
Goal 2: Provide user-centric library services that facilitate lifelong learning for all Kansas residents. ....	12
Goal 3: Plan and implement projects that will identify technologies and collaborations that have impact on library services ensuring that libraries remain relevant to Kansas users of all ages .....	16
Federal Assurances .....	Appendix

*Library Services and Technology Act  
Five-Year Plan 2013-2017*

## **Introduction**

This document presents the LSTA Five-Year State Plan for Kansas that will be implemented during the 2013-2017 period (October 1, 2013—September 30, 2017). The Library Services and Technology Act (LSTA) program promotes access to information resources provided by all types of libraries and is administered by the Institute of Museum and Library Services (IMLS). The IMLS Grants for States Program under which state library administrative agencies (SLAAs) receive LSTA allotments requires each SLAA to submit a five-year plan that identifies the state's library needs and the goals and activities that will be employed to address these needs.

The Kansas library community consists of a variety of different types of libraries, many of which collaborate and share resources to better serve their constituents, the residents of Kansas. Over 1,500 entities constitute the Kansas library community, including:

- 1,147 K-12 libraries
- 329 Public libraries
- 50 Academic libraries (21 private, 8 public 4-year, and 21 public community college)
- 12 Special libraries
- 8 Corrections libraries
- 7 Regional library systems
- 7 Healthcare libraries
- 3 Law libraries

(Source: *Kansas Library Directory*, *Blue Skyways*, <http://skyways2.lib.ks.us/kld> )

As part of the process of developing the new LSTA Five-Year State Plan, the State Library of Kansas has sought feedback from a variety of representatives of the Kansas library community who are knowledgeable about both the LSTA program and the past uses of these funds and are aware of library needs in the state. They provided input about how those needs can be addressed with LSTA funds.

The LSTA program was reauthorized at the federal level in 2010 and will remain in effect through 2016. The IMLS goals for this program 2013-2017—one of which each goal of the State Plan shall address—are to:

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital library skills;
2. Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services;

3. (a) Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services;
4. Develop public and private partnerships with other agencies and community-based organizations;
5. Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills;
6. Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line; and
7. Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.

The LSTA program also requires certain elements to be part of the Five-Year State Plan. These are:

1. Mission Statement
2. Needs Assessment
3. Goals
4. Programs (activities)
5. Coordination Efforts
6. Evaluation Plan
7. Stakeholder Involvement
8. Communication and Public Availability
9. Monitoring
10. Assurances

(Source: *Five-Year State Plan Guidelines for State Library Administrative Agencies, 2013-2017, IMLS, 2011*)

The following pages illustrate how the LSTA Five-Year State Plan for Kansas addresses each of these elements.

## **1. Mission**

The State Library of Kansas administers the Library Services and Technology Act program funds in order to further strengthen library services for Kansas residents.

## **2. Needs Assessment**

The process used to develop the 2013-2017 LSTA Five-Year State Plan gathered data from a number of sources and synthesized the data into common needs that emerged across data sources. The primary data sources used to determine Kansas library user needs include:

- Feedback and findings that emerged from webinars and focus groups about databases and e-books, as well as broadband training conducted August—October, 2011.

- Input from seven regional focus groups of representatives of library stakeholders that met September and October, 2011, specifically to discuss use of LSTA funds across the state during 2013—2017.
- Analysis of shared goals of the seven regional systems of cooperating libraries regarding ways the State Library and regional systems will collaborate to enhance library service throughout the state.
- A comprehensive review of the 2008-2012 LSTA Five Year Evaluation Report.

A brief description of the results from each data source is provided below and on the following pages.

- During August 9-24, 2011, face-to-face and electronic focus groups met to discuss statewide database subscriptions and the future of database provision. Over 106 librarians representing 105 libraries of all types discussed not only the selection of databases to be provided in a thoughtful and planned manner but also the clear need for continued provision of online resources through collaborative efforts of the State Library, the regional systems of cooperating libraries, individual libraries of all types, and other technology and information providers.
- A series of face-to-face workshops from September 20-October 26, and online on December 1 and December 8, 2011, shared tools for evaluating and advocating for sustainable, adequate Internet (broadband access) that revealed how libraries struggle to keep up with funding issues, space issues, and rapidly changing technology.
- Seven focus groups especially planned for the LSTA Five-Year State Plan were held September 20-October 19, 2011. These were attended by 81 librarians from public, academic, school, regional system, and special libraries. These attendees identified targets from the previous five-year plan (2008-2012) that had been met and did not need to be continued and those that should be extended into the next five-year plan. They also suggested future needs to be incorporated into the next five-year plan. The categories identified in order of importance by the focus groups were:

- Databases
- Courier Service
- Statewide Summer Reading
- Continuing education and training
- E-books, audiobooks, and technology for them
- Library automation projects through the regional systems
- Funding for broadband
- Advocacy and library relevancy
- The statewide online catalog
- Interlibrary loan and resource sharing
- Early literacy
- Patron driven libraries
- Traditional library services
- Talking Books

- A close review of the evaluation of the 2008-2012 LSTA State Plan by The Docking Institute of Public Affairs initially shared on January 26, 2012, revealed what was

accomplished successfully and should be continued; what was accomplished successfully and should be continued with modifications; and what was not completed or should no longer be a program or activity of the LSTA Five-Year Plan.

- In addition to the most recent five-year evaluation, and the formally organized activities to gather complementary data and advisory input, various State Library programs generated data as part of their regular day-to-day operations. In managing those programs, State Library staff often received feedback or input from libraries on the status and implementation of those projects. State Library personnel then reviewed data from all sources and identified the common needs that align with the IMLS goals.

### **3. Goals for 2013-2017**

The needs identified and incorporated into this plan including the following LSTA goals in Kansas.

1. Improve and enhance the high-speed and reliable infrastructure for delivery of library services to all Kansas libraries and residents (LSTA goals 1-2, 4-7).
2. Provide user-centric library services that facilitate lifelong learning for all Kansas residents (LSTA goals 1-2, 4-7).
3. Plan and implement projects that will identify technologies and collaborations that have impact on library services ensuring that libraries remain relevant to Kansas users.

### **4. Programs (activities)**

Programs and activities are outlined in detail on pages 8-19 of this document.

### **5. Coordination Efforts**

A lesson learned from the previous Five-Year State Plan is the value of partnerships. Between 2008 and 2012, the State Library collaborated closely with numerous other State agencies as well as with regional systems and individual libraries. The State Library regularly partnered with the Kansas Humanities Council, the Kansas Arts Commission, the Kansas Historical Society, Kan-Ed, the Kansas Department of Administration, and other State agencies. The support and collaborations of the seven regional systems of cooperating libraries was invaluable in the planning and implementation of programs and sub-grants for user-centric library services. When appropriate, the State Library worked with individual libraries to coordinate resources, programs, and activities for the benefit of library users statewide. Through careful partnering and expectation of matches for sub-grants, the State Library leveraged investment by all of these partners to achieve common goals. Details about specific coordination efforts to be used for this Five-Year State Plan are provided for each of the programs outlined in this document.

### **6. Evaluation Plan and Monitoring Procedures**

The State Library will use a variety of methods to measure progress towards meeting each of the goals for 2013-2017 by: 1) utilizing multiple evaluation approaches; 2) drawing on both qualitative and quantitative methodologies; 3) employing multiple evaluative research methods including document review, observations, surveys, interviews, and focus groups; and 4)

triangulating data, where possible, for more robust findings. Details about specific indicators and methodologies to be used for this Five-Year State Plan are provided for each of the programs listed in the following section.

In reviewing the evaluation of the State Library's third Five-Year State Plan (2008-2012) an overcorrection became obvious. The evaluation of the second Plan revealed a lack of feedback from library users. To capture this valuable perspective, the focus of the 2008-2012 Plan included user-level data to ascertain perceptions, effectiveness, benefits, and quality of service from library programs. However, the most recent evaluator commented on the excessive amount of data collection and staff time required to gather the indicator data. As a result, the focus of the new Five-Year State Plan will attempt to balance the reporting at the state, regional, and library level with actual feedback from library users.

## **7. Stakeholder Involvement**

The State Library of Kansas contracted with The Docking Institute of Public Affairs, Fort Hays State University, to produce the LSTA Five-Year Evaluation in 2011-2012. This document served as the basis for the LSTA Five-Year State Plan 2013-2017, the present document.

The State Library then developed the draft of the Five-Year State Plan for Kansas. Staff of the State Library brought together librarians of all types in each of the geographically located seven regional systems of cooperating libraries. A history of LSTA from 1997 to the present was provided, and an overview of LSTA activities and funding in Kansas for the last five years was provided and discussed. Previous state programs and new state initiatives were discussed while new possibilities for the next five years were solicited. From this, staff developed a long range vision and specific pieces of the Plan, including vision, mission statement, needs assessment, goals with output and outcome targets, and planned evaluation activities.

The State Library of Kansas also provided for stakeholder involvement in the implementation of the Five-Year State Plan. The State Librarian, the LSTA Coordinator, and the State Library Advisory Board will ensure that the execution of the Five-Year State Plan is coordinated with the strategic planning, priorities, and collaborative plan of the State Library and the regional systems. The State Library will provide opportunities for library users to comment on the LSTA program and individual projects as outlined in the goals and activities that follow. Various committees and task forces may plan and evaluate specific LSTA projects or initiatives. Proposal review teams will also call upon professionals in the field, outside experts, and representatives of the public as appropriate to review all or parts of the LSTA program.

## **8. Communication and Public Availability**

After the Five-Year State Plan has been submitted to and approved by IMLS, it will be published for dissemination to the library community and posted on the State Library of Kansas website. It will be made available, including revisions and amendments, to public, school, academic, and special libraries and any library users through the period of the Five-Year State Plan. Readers will be invited to comment to the appropriate coordinators of LSTA projects, the LSTA Coordinator, or the State Librarian.

Any substantive revisions or amendments to the Five-Year State Plan will be submitted to IMLS according to the provisions of LSTA. These will also be disseminated to appropriate

stakeholders. Contacts may be made electronically via email and list serves, in hard copy, presentations/meetings, reports and specific documents, and through other appropriate means.

## **9. Monitoring**

Identified State Library of Kansas staff will be responsible for continuously tracking and evaluating implementation and maintenance of the Five-Year State Plan and produce reports that coincide with the preparation of the annual State Program Report (SPR) to IMLS. This will include collecting required financial reports from sub-grantees, final narrative reports for all LSTA projects, and onsite monitoring for programs. The LSTA Coordinator will be responsible for assuring that all projects are completed in accordance with the Act and IMLS requirements, that the SPR is completed in a timely fashion, and that the Five-Year Evaluation is completed according to the provisions of LSTA.

## **10. Assurances**

The required signed certifications and assurances are hereby submitted with the original plan to the Institute of Museum and Library Services, State Programs, 1800 M Street NW, 9<sup>th</sup> Floor, Washington, DC, 20036-5802.

### ***Goal 1***

**Improve and enhance the high speed and reliable infrastructure for delivery of library service to all Kansas libraries and residents.**

**Objective 1:** Administer statewide resource sharing to meet the rapidly changing modern library needs of Kansas residents of all ages, locations, and backgrounds.

### **Needs**

Libraries and regional system administrators stated in two different forums that automation in Kansas libraries of all types, using common software to facilitate communication among libraries to provide fast, reliable access and delivery of materials and services for library users in not only public but also school, academic, and special libraries, remains one of the primary needs to be addressed in Kansas. Library users today expect electronic access to library inventories in both their local libraries and materials and services statewide. Once library users identify materials there is a need to maintain and enhance the infrastructure to rapidly deliver these items to individuals.

Kansas is rural and remote with an average of 34.9 persons per square miles as compared to 87.4 persons per square mile in the United States (Source: *2010 U.S. Census*). Kansas library user service area populations range from under 500 to more than 100,000 people. Only five of the 328 public libraries serve populations of more than 100,000 people and are defined as urban areas by the Census Bureau. For many Kansans, their public library is their main source for broadband access to current information and resources.

Thanks to LSTA projects throughout the previous plan (2008-2012), almost 65% of Kansas public libraries provide library user electronic access to resources with web accessible automated

catalog/circulation systems, and less than 1% were active with unmediated interlibrary loan (ILL) systems. Both individual and regional system libraries have recommended continued and broader collaboration between the State Library and the seven regional systems that focus on automating remaining public libraries while expanding the scope to include school and academic, especially 2-year academic, libraries to improve and enhance the statewide infrastructure for the electronic delivery of library services to Kansas library users.

Regional library systems are entirely separate entities from the State Library but collaborate closely with the State Library. They are essentially autonomous, multi-county municipalities. They are effective conduits for channeling library services but are not connected to the State Library. The regional systems have resources and staff dedicated to serving their member libraries of all types. Cooperative sub-grants of LSTA funds to regional systems for the purpose of automating public libraries have proven successful in Kansas, and making projects to automate libraries of all types will provide coordination and leverage local support among libraries in each region. At the same time, as libraries of all types within a region automate web-accessible catalogs, circulation, and unmediated ILL functions, regional systems will collaborate to share similar resources, continuing education, and training across regions. LSTA sub-grants to regional library systems will make interlibrary loan and resource sharing more user-centric by allowing library users to discover what is available statewide by using the web; initiate interlibrary loan; provide new, enhanced, and wider catalog and circulation services in libraries of all types; and with the State Library provide the research, continuing education, and training necessary to make these services possible. In order to more effectively provide such services to Kansas residents the technical infrastructure must be improved, enhanced, and expanded.

**LSTA Goals Addressed:**

*Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital library skills.*

*Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services.*

*(a) Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services.*

*Develop public and private partnerships with other agencies and community-based organizations.*

*Target library and information services to individuals of diverse geographical, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.*

*Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.*

*Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.*

### **Key Output Targets**

- During the period 2013-2017, provide at least one but not more than three LSTA sub-grants to each of the seven regional library systems for the purpose of cooperatively automating web-accessible catalogs, circulation, and ILL functions for libraries of all types in the system's regions.
- By 2017, as a result of the expansion of regional library systems cooperative automation projects, there will be 230 public libraries and 10 libraries of other types in Kansas that offer integrated library systems consisting of automated web-accessible catalogs, circulation, and ILL functions.
- The number and percent of libraries of all types in communities of 25,000 or less that offer an integrated library system consisting of automated web-accessible catalogs, circulation, and ILL functions as a result of using the regional library system sub-grants will increase by 10% from 2013 to 2017.
- By 2017, collections of 320 Kansas libraries of all types will be represented in the Kansas Library Catalog via Z39.50 communication standard.
- The number and percent of materials shared using interlibrary loan between all types of Kansas libraries will increase by 10% from 2013 to 2017.
- Annually, the advancement of broadband connectivity in Kansas will be monitored and fostered in the community of libraries of all types in collaboration with public and corporate collaborations.

### **Key Outcome Targets**

- By 2017, 50% of library users from libraries that become automated through sub-grants to regional library systems will "agree" or "strongly agree" on surveys that libraries provide access to more materials and provide faster retrieval turn-around as a result of automated web-accessible catalogs, circulation, and ILL functions.
- By 2017, 50% of library users from libraries serving populations of 25,000 or less that become automated with regional library system sub-grants will "agree" or "strongly agree" on surveys that libraries provide access to more materials as a result of automated web-accessible catalogs, circulation, and ILL functions.

- By 2017, as a result of sub-grants to regional systems, the majority of Kansas library users served by automated web-accessible catalogs, circulation, and ILL functions in libraries that become automated through sub-grants to regional library systems will state they are aware of automated materials and provide at least one example of an automated service used.
- By 2017, as a result of sub-grants to regional systems, the majority of Kansas library users of the libraries included in the sub-grants will rate their level of satisfaction as “high” or “very high” on surveys in obtaining materials from other libraries by using interlibrary loan.
- By 2017, the majority of Kansas users of libraries automated with regional system sub-grants will rate automated web-accessible catalogs, circulation, and ILL functions service as “valuable” or “very valuable.”
- At least two initiatives, which may include research, continuing education, training, and implementation, will be conducted through face-to-face, virtual, or other means to assess and/or improve the broadband advancement among Kansas libraries.

### **Program Activities and Timeframe**

1. Provide one and no more than three automation grants to regional systems (2013-2017).
2. Add library catalogs/ILS as Z39.50 targets for KLC (2013-2017).
3. Improve federated search for library catalogs and databases (2013-2017).
4. Provide education and training to library staff related to broadband, ILL, and KLC (as needed).
5. Market improved services and websites to library staff and end users (2013-2017).

### **Planned Evaluation Activities**

1. Review State Library records, 2013-2017, indicating the number of sub-grants awarded to regional library systems.
2. Review State Library records, 2013-2017, indicating the number of libraries of all types each year with automated web-accessible catalogs, circulation, and ILL functions as a result of regional system sub-grants. Library user service area populations for each library should be noted.
3. Review State Library records, 2013-2017, indicating number of library catalogs accessed via Z39.50 communication standards to make holdings available in the Kansas Library Catalog.
4. Review interlibrary loan records, 2013-2017, indicating the number of materials requested from other libraries.
5. Conduct surveys prepared by the State Library to sample library users in the service areas of libraries of all types when grants are awarded that become automated as a result of regional system sub-grants. Surveys will be conducted as part of each system automation grant.

## Goal 2

### **Provide user-centric library services that facilitate lifelong learning for all Kansas residents.**

**Objective 1:** Customize access to and delivery of library services to meet the needs of Kansas residents.

#### **Needs**

There is a need to continually maintain and improve the State Library of Kansas website to serve as the first point of access for Kansas residents to access quality, up-to-date statewide resources provided by or through the State Library. Providing user-centric library services entails customizing library services to meet the needs of library users by providing 24-hour, seven-day-a-week access to library materials and services that library users may obtain from any location. This type of service requires a “single point entry” website where all Kansas residents go to access library information. Currently, Kansas residents can access library information through the State Library of Kansas website.

The site must always provide a user-friendly, easily searchable format that provides quick, accurate access for Kansas residents to access state and local library resources, especially those relating to information databases. Focus groups conducted in 2011 indicate access to information databases is the top library priority. Reliable, effective library information databases are necessary for Kansas residents in order to foster information for education, lifelong learning, workforce development, and to target users from diverse backgrounds.

The website also needs to provide reliable, state of the art library information about e-books, audiobooks, and new technologies that might be used to improve library services, as well as library information for State employees in other agencies, librarians in libraries of all types statewide, and Kansas residents. The State Library of Kansas website with the resources, services, and programs accessed through it must continually evolve to meet the needs for such services and keep pace with changes in technology and social media.

#### **LSTA Goals Addressed**

*Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital library skills.*

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

*Target library and information service to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.*

**Key Output Targets:**

- Annually, a professional staff member who is dedicated to providing customer and technical support of statewide electronic resources will respond to at least 1,000 requests for assistance from end users, librarians, teachers, and support staff.
- A suite of online library information database services in recommended subject areas will be offered statewide to Kansas library users from FY 2013 through FY 2017.
- New technology and social media that may have impact on library service will be monitored to determine ways by which libraries might be transformed to ensure that libraries remain relevant to Kansas residents.

**Key Outcome Targets:**

- During 2013-2017, the State Library website will be maintained and improved to provide a single point of entry that displays the State Library’s resources and major State Library services throughout the site.
- During 2013-2017, the State Library website will be maintained and customized to assist library users to access downloadable resources, online resources, social media contacts, and a variety of other statewide resources.
- Annually, 2013-2017, 50% of Kansas library users accessing the State Library of Kansas website will “agree” or “strongly agree” on surveys linked to the website that they are easily able to access State Library resources, services, and programs from the site and that a variety of communication technologies were available.
- Annually, 2013-2017, 25% of respondents on surveys linked to the website will indicate that the databases provided statewide are “useful” or “very useful.”
- Annually, 2013-2017, at least 50% of Kansas library users who are provide assistance by the professional staff member dedicated to providing customer and technical support of statewide electronic services will receive satisfactory assistance with the service. Satisfaction will be maintained on a ticket tracking database.

**Program Activities and Timeframe**

1. Provide technical support to library user. (Annually, 2013-2017).
2. Continually redesign and improve website (Annually, 2013-2017).
3. Foster database development and provide statewide access (Annually, 2013-2017).

## Planned Evaluation Activities

1. Maintain log of persons contacting the professional staff member dedicated to providing customer and technical support of statewide electronic resources on a ticket tracking database.
2. Document the features of the 2013 State Library of Kansas website. Annually monitor changes in features of the website and conduct interviews with staff and web designer to identify changes and improvements.
3. Link surveys to the website to collect satisfaction data from library users who access information on the State Library of Kansas website and the databases offered.

**Objective 2:** Administer the Kansas Talking Books Service to meet the information, cultural, and recreational needs of eligible library users.

## Needs

Between 2008 and 2012, the number of active readers, defined as eligible registered readers who have received service from the Kansas Talking Books Service (KTBS) declined, but the amount of use by the smaller user base actually increased. The number of Braille readers remained relatively stable. During the past five years, books and magazines in an analog format were replaced by Digital Talking Books (DTBs). DTBs offer a better quality of sound reproduction, allow easier navigation, and have been highly popular among active readers using the KTBS.

In 2011, the administration of the KTBS saw the beginning of consolidation from six sub-regional Talking Books libraries to a single Regional Library located on the campus of Emporia State University. The sub-regional libraries were replaced with 12 regional consultant and promotion sites strategically located around the state. All collections and circulation are now done through the KTBS Regional Library. Needs from 2013 through 2017 include support in the form of outreach, patron support, and public relations related to the consolidation of services to the Regional Library. The Regional Library will house and provide books and magazines in digital format, statewide outreach information and materials, and training and tutorial resources for Talking Books library services in accessible formats.

## LSTA Goals Addressed

*(a) Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services.*

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

*Target library and information services to persons having difficulty using a library and to the underserved urban and rural communities, including children from families with incomes below poverty line.*

### **Key Output Targets**

- The number and percent of active readers of the Kansas Talking Books Service will be maintained from FY 2013 through FY 2017.
- The number and percent of Braille readers will increase by 5% from FY 2013 through FY 2017.
- The annual average of Talking Books items circulated when divided by the number of Talking Books registered readers will increase by 10% from FY 2013 through FY 2017.
- The Kansas Talking Books Service will annually record and share at least 10 original local titles in its recording studio.
- At least two tutorials will be made available for downloads of audio materials from various websites using various devices.
- At least two promotional materials will be distributed for each of the following Talking Books Service programs: 1) use of the Web-OPAC to locate materials, check on availability, and request materials; and 2) download of audio materials from various websites using various devices.
- The Kansas Talking Books Service will coordinate the statewide outreach efforts for the Talking Books program in Kansas.

### **Key Outcome Targets**

- Users of the Kansas Talking Books Service will receive prompt service 95% of the time, between 2013 and 2017, as measured by a biannual survey of users reported in the appropriate State Program Report (SPR).
- Biannually between 2013 and 2017, 95% of Talking Books Service users will rate their satisfaction with the service as “high” or “very high.”
- Biannually between 2013 and 2017, 95% of Talking Books Service users will report requested formats are received “All the time” or “Majority of the time.”
- Biannually between 2013 and 2017, 95% of Talking Books Service users will indicate on a survey reported in the appropriate SPR that they are aware of at least five of the services available through the Talking Books Service.

## **Program Activities and Timeframe**

1. Support the Kansas Talking Books Service (Annually, 2013-2017).
2. Promote availability of digital devices and downloadable applications through Talking Books print, electronic, and other means as appropriate and presentations at conferences and local presentations (Annually, 2013-2017).
3. Record and share at least 10 original local titles (Annually, 2013-2017).
4. Promote the use of Web-OPAC and BARD through Talking Books print, electronic, and other means as appropriate and presentations at conferences and local presentations (Annually, 2013-2017).
5. Create and distribute at least two tutorials for downloads of audio materials from various websites using various devices (Between 2013 and 2017).
6. Create and distribute at least two promotional pieces about the use of Web-OPAC and BARD and about downloading audio materials from various websites using various devices (Between 2013 and 2017).

## **Planned Evaluation Activities**

- Conduct Kansas Talking Books Service user satisfaction survey biannually between 2013 and 2017.
- Report the results of user satisfaction survey biannually between 2013 and 2017 in the appropriate LSTA State Program Report (SPR).
- Report annually, 2013-2017 the numbers of active readers in the Kansas Talking Books program in the annual SPR.
- Report annually, 2013-2017 the number of Braille readers in Kansas in the annual SPR.
- Report annually, 2013-2017 Web-OPAC and BARD use patterns in the annual SPR.
- Report annually, 2013-2017 Talking Books circulation records and use patterns in the annual SPR.
- List the titles and dates offered of tutorial and promotional materials made available for users and consultants of the Kansas Talking Books Service.

## **Goal 3**

**Plan and implement projects that will identify technologies and collaborations that have impact on library services ensuring that libraries remain relevant to Kansas users of all ages.**

**Objective 1:** Administer or collaborate with statewide programs to meet reading and information literacy needs of end users.

## **Needs**

Research has indicated that children who participate in early literacy programs are better prepared for school and children who participate in summer reading retain their skills and continue vocabulary building over the summer. Preschool and early elementary age children have an advantage when starting new school years. To promote early literacy and other benefits

associated with children's reading, the State Library of Kansas will encourage training for and programs in youth services for children's librarians, young adult librarians, and rural library directors.

Fostering awareness and support for literacy, reading, and literary events for Kansas residents of all ages is an interest of numerous libraries, agencies, and organizations. The State Library will partner with many of these libraries, agencies, and organizations to deliver user centric library services for individuals of all ages. Literacy, reading, and reading materials in print, electronic, downloadable, and other formats are essential to the well-being, lifelong learning, workforce skills, and quality of life of Kansas residents. There is a need for opportunities to discover books and the new technologies to deliver them, and to reveal how books impact the global nature of modern society, workforce development, and employment of digital skills. There is a need as well to address issues of traditional library service in patron-driven, user centric libraries and to recognize and celebrate the rich literary heritage of Kansas.

In order to deliver these and other statewide library services efficiently and effectively, there is a demand for a statewide system to develop and enhance services for Kansas library users by improving the skills of library staff and leadership through continuing education, in-service training, and program information in a variety of formats. Additionally, there exists a need for communication and training to urban and rural parts of the state in uniform, common, and user-friendly formats.

### **LSTA Goals Addressed**

*Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital library skills.*

*Establish or enhance electronic or other linkages and improve coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services.*

*(a) Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services.*

*Develop public and private partnerships with other agencies and community-based organizations.*

*Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with limited functional literacy or information skills.*

*Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.*

*Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.*

### **Key Output Targets**

- Between 2013 and 2017, at least 80,000 children will participate each year in summer children's reading programs and other early literacy and children's service projects.
- The State Library of Kansas will partner with at least seven libraries, agencies, and organizations each year to provide literacy, reading, and literary event opportunities for Kansas residents of all ages.
- By 2017 the State Library and library partners will identify, test, and/or implement at least two innovations and/or technologies for improved library service and delivery of books and library services.
- By 2017, an average of 1,600 librarians from all types of libraries will be members of WebJunction Kansas as it currently exists, the online community that offers resources, information, and online courses to the Kansas library community.
- By 2017, an average of 1,000 librarians from all types of libraries will use a statewide web-conferencing platform for meetings, training, program information, and other activities to enhance library service, education, workforce development, digital skills, and traditional library services in patron-driven libraries.

### **Key Outcome Targets**

- Annually, 2013-2017 80% of participants in summer reading programs will indicate that the project is useful.
- Annually, 2013-2017 at least 7,500 Kansas residents of all ages will benefit from State Library programs and partnerships with other libraries, agencies, and organizations to provide literacy, reading, and literary event opportunities.
- Annually, 2013-2017 80% of the participants in training programs surveyed will indicate that the resources available through WebJunction Kansas have been "useful" or "very useful."
- Annually, 2013-2017 50% of State Library staff and its partners using web-conferencing platforms will agree that the system meets their needs.

## **Program Activities and Timeframe**

1. The State Library of Kansas will encourage collaborative membership and/or foster training for librarians in provision of summer library programs for children (Annually, 2013-2017).
2. The State Library will encourage, develop, and maintain programs in children's and youth services among children's librarians, youth librarians, and rural library directors (Annually, 2013-2017).
3. The State Library will collaborate with library partners to identify, test, and implement innovations or technologies that may impact library service or the delivery of library materials in a variety of formats.
4. The State Library will partner with other libraries, agencies, and organizations to provide literacy, reading, and literary event programs for Kansas residents of all ages.
5. The State Library will administer WebJunction Kansas, or its equivalent, and web-conferencing platforms to support reliable statewide infrastructure for delivery of library services to end users.

## **Program Evaluation Activities**

1. Review State Library of Kansas records, 2013-2017, indicating number of participants in statewide programs and collaborations for provision of literacy and reading projects for Kansas residents of all ages.
2. Review State Library records, 2013-2017, indicating the number of children participating in the Statewide Summer Reading Project.
3. Monitor State Library staff and partners, 2013-2017, to determine innovations and/or technologies implemented that impact library service.
4. Review WebJunction Kansas records, 2013-2017, indicating usage data.
5. Collect satisfaction surveys, 2013-2017, from State Library staff and library partners using web-conferencing platform(s).

