

# Kansas State Library Administrative Agency

## 2013 – 2017 LSTA Evaluation Report

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## Table of Contents

Executive Summary .....	3
Methodology and Data Analysis Techniques .....	5
Data Analysis and Findings .....	6
Goal 1: Output Target 1a – LSTA Sub-grants Awarded .....	6
Goal 1: Output Target 1b – Libraries with Automated Functions .....	7
Goal 1: Output Target 1c – Libraries with Automated Functions (< 25,000) .....	7
Goal 1: Output Target 1d – Kansas Libraries Represented Via Z39.50 .....	8
Goal 1: Output Target 1e - Percent of Interlibrary Loan Materials Shared .....	8
Goal 1: Output Target 1f – Expand Broadband Connectivity in Kansas .....	9
Goal 1: Outcome Target 1a – Library Users’ Opinions of Automated Materials .....	9
Goal 1: Outcome Target 1b – Users’ Opinions of Automated Materials (<25,000).....	10
Goal 1: Outcome Target 1c – Users’ Awareness of Automated Services .....	11
Goal 1: Outcome Target 1d – Satisfaction with Interlibrary Loan .....	12
Goal 1: Outcome Target 1e – Perceived Value of Automated Services .....	13
Goal 1: Outcome Target 1f – Initiatives to Assess/Improve Broadband .....	13
Goal 2: Output Target 2.1a – Provide Technical Assistance to Users .....	14
Goal 2: Output Target 2.1b – Offer Suite of Online Database Services .....	14
Goal 2: Output Target 2.1c – Monitor New Technology and Social Media .....	16
Goal 2: Outcome Target 2.1a – Provide Single Point of Entry for Services .....	16
Goal 2: Outcome Target 2.1b – Maintain and Customize Website for Users .....	17
Goal 2: Outcome Target 2.1c – Users Find Website Resources Accessible .....	17
Goal 2: Outcome Target 2.1d – Users Find Website Databases Useful .....	18
Goal 2: Outcome Target 2.1e – User Satisfaction with Assistance Provided .....	18
Goal 2: Output Target 2.2a – Number/Percent of Talking Books Readers .....	19
Goal 2: Output Target 2.2b – Number/Percent of Braille Readers .....	20
Goal 2: Output Target 2.2c – Talking Books Items per User .....	20
Goal 2: Output Target 2.2d – Number of New Talking Books Produced .....	20
Goal 2: Output Target 2.2e – Tutorials for Downloads of Audio Materials .....	20
Goal 2: Output Target 2.2f – Talking Books Service Promotional Material .....	21
Goal 2: Output Target 2.2g - Talking Books Outreach Efforts .....	21
Goal 2: Outcome Target 2.2a – Prompt Talking Books Service .....	22
Goal 2: Outcome Target 2.2b – Satisfaction with Talking Books .....	23
Goal 2: Outcome Target 2.2c – Talking Books in Requested Formats .....	23
Goal 2: Outcome Target 2.2d – Awareness of Talking Books Services .....	24
Goal 3: Output Target 3.1a – Participation in Children’s Summer Reading .....	25
Goal 3: Output Target 3.1b – Partner to Provide Reading Events .....	26
Goal 3: Output Target 3.1c – Two Innovative Technologies .....	27
Goal 3: Output Target 3.1d – Membership in WebJunction .....	27
Goal 3: Output Target 3.1e – Use of Web Conferencing Platform .....	28
Goal 3: Outcome Target 3.1a – Usefulness of Summer Reading Training .....	28
Goal 3: Outcome Target 3.1b – Partnership with Libraries/Organizations .....	29
Goal 3: Outcome Target 3.1c – Usefulness of WebJunction Resources .....	29
Goal 3: Outcome Target 3.1d – Web Conferencing Needs Met .....	30
Summary of Output and Outcome Goals Achieved .....	32
Results of Focus Groups of Librarians and Regional Directors .....	32
Discussion .....	34
Appendix A: Survey of State Librarians Questionnaire .....	36
Appendix B: Survey of State Library Website Users Questionnaire .....	38
Appendix C: Survey of Talking Books Users Questionnaire .....	39

## Executive Summary

- The evaluation of the 2013-2017 LSTA Plan has shown that the plan was executed well. Rich, high-quality data confirmed that the vast majority of output and outcome goals were either reached or exceeded.
- There is considerable evidence that use of the LSTA funding provided to the Kansas State Library has greatly expanded the opportunities and motivation for reading among Kansans and led to a more informed and educated population.
- Of the 21 Output Goals and 19 Outcome Goals, 18 (86%) of the Output Goals and 16 (84%) of the Outcome Goals were fully realized. Of the 6 goals not fully met, progress was made on 4, with some coming very close to reaching the proposed goals. Only 2 indicators showed no progress in meeting the proposed goal.
- The greatest success was in achieving Goal 1, the planning and implementation of a high speed and reliable physical infrastructure for the delivery of library services to all Kansas library users. All of the outcome goals were met for this goal, and all but one of the output goals were met.
- Great success was also achieved in realizing Goal 2, providing user-centric library services that facilitate lifelong learning for all Kansas residents. All of the output goals were reached except one, the number of Talking Books services of which users are aware. This goal was almost met, and the analysis showed considerably high levels of awareness of Talking Books services by users.
- Part of achieving Goal 2 involved maintaining or increasing the number of Talking Books readers and Braille readers, neither of which were realized. The evaluators believe this is mostly due to decreasing demand, but further research is needed to establish cause.
- Although progress was made on all of the output and outcome indicators for Goal 3, which was planning and implementing projects that will identify technologies and collaborations that impact library services and ensure that libraries remain relevant to Kansas users of all ages, one output goal and two outcome goals were not fully met.
- Although membership in WebJunction Kansas met the goal, the number of users did not, which is largely explained by competing platforms that have become available since the plan was written. There was also an unexpected decline in the perceived usefulness of training for the Summer Reading Program, resulting in one outcome goal not being realized. Data also suggested that resources and/or time available for training and continuing education are perceived as inadequate.
- Qualitative data from librarian focus groups showed strong approval of and support for Notable Books, Talking Books, the Courier Service, broadband expansion and sharing of resources.
- Qualitative data from librarian focus groups revealed critiques and perceived inadequacies. These, along with mitigating circumstances, include the following:
  - **The need for a centralized catalog of ebooks and audiobooks.** While this may be technologically possible and options developing nationally are being closely monitored, it is not economically feasible at this time.
  - **More information on usage of the databases.** Authentication for state-funded database subscriptions is done through IP address and/or Kansas eCard. This is done for the convenience of the user and makes it impossible to attach a user to a specific institution.

Usage statistics are updated on a monthly basis and available to libraries upon request. All vendors of database content provided for Kansans by the State Library can provide libraries with statistical information about local usage of the databases upon request, provided that use is identifiable as the library's. Cost for this is borne by the library; it is not feasible for the State Library to assume this cost on behalf of all Kansas libraries.

- **Better advertisement of Talking Books.** The State Library receives State General Funds for outreach, but this funding has been dramatically reduced since 2010. Several outreach centers have removed themselves from this service due to reduced funding. Because of reduction in operating funds, the State Library was forced to eliminate the marketing position and no longer has anyone on staff responsible for this function. The State Library utilizes marketing material from the National Library Service and sends this material to libraries across the state to promote the Talking Books Service.
  
- **Fairer allotment of Summer Reading funds.** The State Library issues a grant to one of the seven Regional Library Systems each year to fund the distribution of the Summer Reading Manual to all public libraries and to host an esteemed speaker to conduct training in new and innovative ways to effectively utilize and implement the Summer Reading Program. The State Library does not issue individual grants.
  
- **More variety and focus in training programs.** Due to budget cuts, the State Library was unable to continue funding a Continuing Education position. This function has been taken over by the Regional Library Systems.
  
- **Improving the efficiency of resource sharing.** Researchers failed to garner enough specific information regarding inefficiency to address this critique directly. The State Library funds a statewide catalog and resource sharing system which allows all libraries to search catalogs statewide and place Interlibrary Loan requests at no cost. In addition, the State Library subsidizes the statewide courier service so that all libraries pay a greatly reduced fee for 2-day or 3-day delivery of library material requested through Interlibrary Loan. Most material ships from library to library within 2 days, at a cost of \$.69 per item.

## Methodology and Data Collection Techniques

Most of the indicator data were collected by designated State Library staff members during the evaluation period and made available to the evaluators for analysis. The Institute programmed three internet surveys and made the hyperlinks available for posting. One survey measured opinions of automated library users and was distributed on the websites of a random sample of libraries that had been automated as a result of LSTA grants. The second survey link was posted on the State Library's website and measured opinions of the services provided through the site. An online survey was also conducted of Talking Books readers. Although this survey method precludes the ability to compute response rates, the sample sizes were adequate for making valid estimates of the respective populations. Online data were collected using Qualtrics online survey software, which allows for automated case management and anonymous submission of survey responses. All data were analyzed with SPSS statistical software.

The Institute also conducted seven focus groups to obtain rich qualitative data from key informants. Six of the focus groups were comprised of librarians from six of the seven regions; Lawrence, Manhattan, Hutchinson, Great Bend, Iola and Dodge City. The focus groups ranged in size from 6 to 15, were convened at convenient locations within their respective districts, lasted approximately two hours, and included a working lunch. The seventh focus group was comprised of regional directors and their consultants and was conducted via conference call. Participants were asked to respond to a battery of questions aimed at soliciting opinions of the various LSTA services and suggestions on improving service delivery. The most common sentiments are summarized in a section of the report or cited when supporting a particular output or outcome goal.

Statistical analyses were performed as indicated by the stated outputs and outcomes. A summary analysis discusses possible reasons for why some of the indicators fell short of reaching their goals.

## Data Analysis and Findings

Goal 1: Plan and implement a high speed and reliable physical infrastructure for the delivery of library services to all Kansas library users. (LSTA goals 1-4)

### KEY OUTPUT TARGETS

#### *Output Target 1a*

During the period 2013-2016, 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 Interlibrary Loan functions for libraries of all types in the system's regions.

Method: Review State Library Records, 2013-2017 for number of grants.

Year	Regional Library System	LSTA Subgrant Total	Automated Library
2015	Southeast Kansas Library System	<b>\$1,511.80</b>	Fall River Public Library
			Kincaid Community Library
2015	Northwest Kansas Library System	<b>\$10,719.98</b>	Norcatatur Public Library
			Northwest Kansas Technical College
2015	Northeast Kansas Library System	<b>\$7,234.95</b>	Paola Free Library
2015	Central Kansas Library System	<b>\$19,295.67</b>	Clifton-Clyde Schools (USD 224)
			Courtland Community Library
			Formoso Public Library
			Luray City Library
			Randall Public Library
2014	Northwest Kansas Library System	<b>\$2,297.50</b>	Weskan Schools (USD 242)
			Triplains Schools (USD 275)
			Wallace County Schools (USD 241)
2013	Southeast Kansas Library System	<b>\$1,665.17</b>	Linn County Library District #3- Blue Mound
			Chetopa City Library
2013	Northwest Kansas Library System	<b>\$4,250.00</b>	Goodland Public Library
			Jay Johnson Public Library- Quinter
2013	Central Kansas Library System	<b>\$9,807.20</b>	F. Lee Doctor Library- Agra
			Gypsum Community Library
			Rae Hobson Memorial Library- Republic
<b>Total</b>		<b>\$ 56,782.27</b>	

Source: KSL Project Reports

The table above summarizes all sub-grants awarded by the Kansas State Library between 2013 and 2016 to the seven regional systems for the purpose of enhancing library technology, connectivity and services. A total of \$56,782 was awarded during that period. Although no region was awarded more than 3 grants, 3 of the regions did not apply for any LSTA sub-grants during the evaluation period. It is hypothesized that demand for automation grants is declining because relatively fewer libraries still need to be automated. During grant year 2011, Southwest automated a number of small libraries, South Central automated 4 libraries, and in 2009, North Central automated 8 libraries. So the State Library did meet this goal to the degree that it was possible.

**Output Target 1b**

By 2016, 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 Interlibrary Loan functions.

Method: Review State Library Records, 2013-2016 for number of libraries

<b>Public Libraries with Automated Functions Resulting from Cooperative Automation Projects</b>	
<b>Academic Libraries</b>	<b>3</b>
<b>Public Libraries</b>	<b>234</b>
<b><u>School Libraries</u></b>	<b><u>10</u></b>
<b>Total</b>	<b>247</b>

Source: Kansas Public Library Statistics

By 2016, there were 234 public libraries and 13 libraries of other types in Kansas that offered an integrated library system with automated web-accessible catalogs, circulation, and unmediated Interlibrary Loan functions resulting from cooperative automation projects. This surpasses the proposed goal of 230 public libraries and 10 libraries of other types.

**Output 1c**

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 Interlibrary Loan functions as a result of using the regional library system sub-grants will increase by 10% from 2013 to 2016.

Method: Review State Library Records, 2013-2016 for number of libraries serving 25,000 or less.

<b>Kansas Libraries Serving Less Than 25,000 With Automated Web-Accessible Services Resulting from Cooperative Automation Grants</b>		
<b>Library System</b>	<b>2013</b>	<b>2016</b>
Central Kansas Library System	39	51
North Central Kansas Library System	21	23
Northeast Kansas Library System	40	49
Northwest Kansas Library System	19	20
South Central Kansas Library System	25	25
Southeast Kansas Library System	35	43
<u>Southwest Kansas Library System</u>	<u>34</u>	<u>35</u>
<b>Total</b>	<b>213</b>	<b>246</b>

$\% \text{ Change} = \frac{246 - 213}{213} \times 100 = 15.5\% \text{ increase}$

Source: Kansas State Library Statistics

The number of public libraries serving populations of 25,000 or less that offer an integrated library system with web-accessible catalogs, circulation, and unmediated Interlibrary Loan resulting from cooperative automation grants increased in all but one of the 7 state library systems between 2013 and 2016. In all, an additional 33 libraries became automated during this period, constituting a 15.5% increase, well exceeding the established goal of 10%.

**Output 1d**

By 2016, collections of 320 Kansas libraries of all types will be represented in the Kansas Library Catalog via Z39.50 communication standard.

Method: Review State Library Records, 2013-2016 for number of libraries using Z39.50.

Number of Public Libraries Represented Via Z39.50 Communication Standard	
Academic Libraries	50
Public Libraries	274
Regional Libraries	6
School Libraries	25
State Libraries	3
Special Libraries	3
<b>Total</b>	<b>361</b>

Source: Kansas State Library, Internal Records

By the end of 2016, there were 361 public libraries whose catalogs could be accessed via Z39.50. This exceeds the goal of 320 libraries by 2016 by 41 libraries, thus meeting the goal.

**Output 1e**

The number and percent of materials shared using Interlibrary Loan between all types of Kansas libraries will increase by 10% from 2013 to 2016.

Method: Review Interlibrary Loan records, 2013-2015, indicating the number of materials requested from other libraries.

Total Materials Shared Using Interlibrary Loan			
	Total	Owned	Copies
2013	1,899,838	1,806,377	93,461
2014	1,968,269	1,871,664	96,605
2015	1,952,270	1,870,110	82,160
$\% \text{ Change Total} = \frac{1,952,270 - 1,899,838}{1,899,838} \times 100 = 2.76\%$			
$\% \text{ Change Owned} = 3.5\%$			
$\% \text{ Change Copies} = - 12.1\%$			

Source: Kansas State Library, Interlibrary Loan Statistics

The number of materials shared increased by 52,432 between 2013 and 2015. No data for 2016 were available at the time of the analysis. This represents a 2.76% increase for the first 3 years of the evaluation period, which falls considerably short of the goal.

While the overall "Materials Shared" between libraries only increased 2.76% from 2013 to 2015, that same period saw a 3.5% increase of materials shared among "Owned" items, i.e., physical items shared between one library to another. "Copies," or scanned items usually shared via email, decreased in that period by 12%.

This is largely because of the greater prevalence and usage of the State Library electronic databases, which provides to all Kansas residents copies of materials they would previously have requested through their library's Interlibrary Loan. In 2013, searches of Kansas State Library databases totaled 42,826,800. By 2015 this number had increased to 148,003,627, representing a 246% increase, supporting the hypothesis that increased use of databases has reduced the demand for Interlibrary Loan materials.

By providing such robust and popular digital resources to all patrons in Kansas, the State Library has diminished the need for copy-sharing between libraries. However, demand for Interlibrary Loan of physical items has increased in line with benchmark goals. So although the formal goal was not met, the results suggest that recent innovations have allowed the State Library to distribute Interlibrary Loan materials to patrons more quickly and economically.

### ***Output 1f***

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.

Method: Review documented promotion of broadband connectivity support in most recent State Program Report.

Source: State Program Report:

Whitespace Project 10/01/2013, \$3,768, Provided Equipment for WIFI hotspots in Manhattan and Kansas City.

Keys for Networking Project, 10/01/2013, Two libraries received MIFI routers and 6 months of unlimited data service and 10 iPad Minis.

Server Grant, 06/20/2015, Allowed SW Kansas System to monitor WIFI statistics.

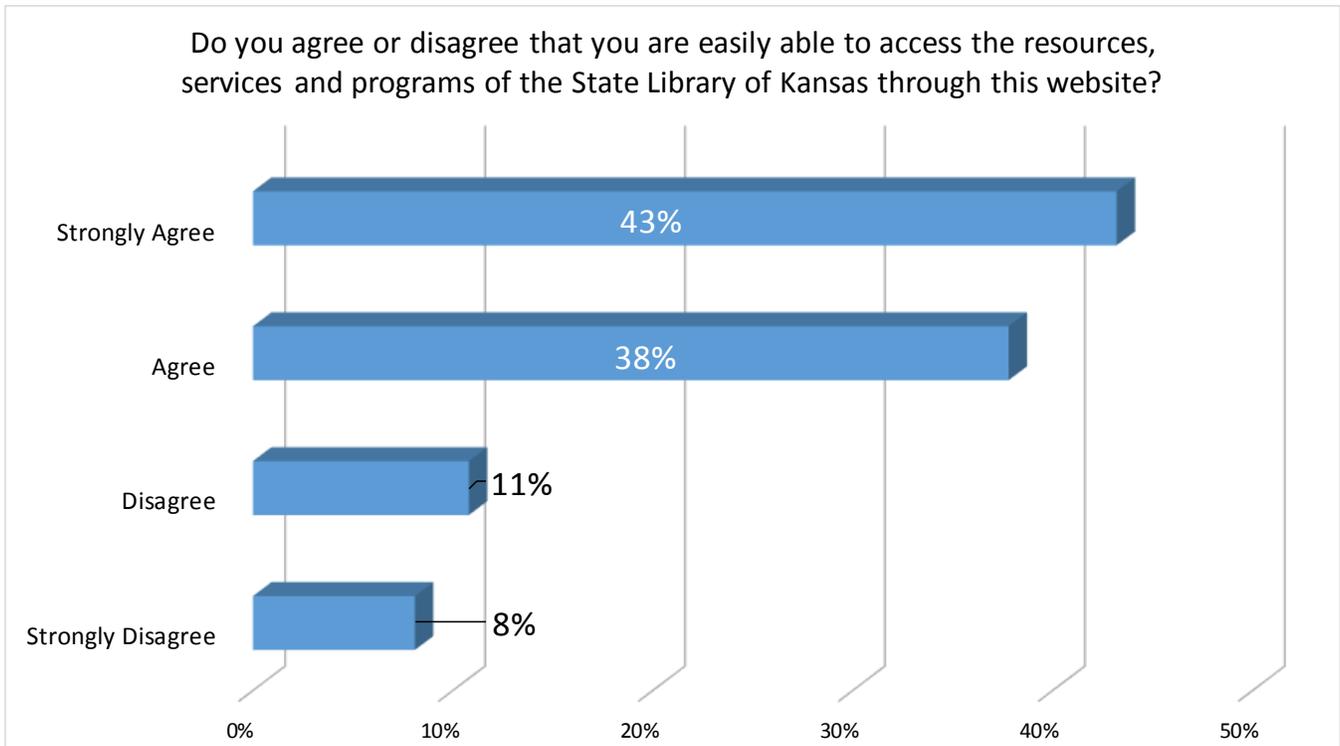
The FY2014 State Program Report (SPR) documents the efforts by the State Library to monitor broadband activity. Evidence that the Library fostered broadband connectivity is demonstrated in several initiatives to provide financial support to communities with broadband deficiencies, thus meeting this output goal.

## **KEY OUTCOME TARGETS**

### ***Outcome 1a***

By 2016, 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 Interlibrary Loan functions.

Method: Review survey data collected from random users of automated public libraries.



Source: Docking Institute Online Survey of Automated Library Users (n=37)

The Docking Institute conducted an online survey of random users of libraries automated through sub-grants. A total of 37 random library users from public libraries automated through sub-grants were surveyed and asked, “Do you agree or disagree that you are easily able to access the resources, services and programs of the Kansas State Library through this website? Would you say you strongly agree, agree, disagree or strongly disagree?” The graph above shows that 43% of respondents “strongly agreed” with this statement, while 81% at least “agreed” with the statement. This greatly surpasses the goal of 50%.

***Outcome 1.b***

By 2016, 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 Interlibrary Loan functions.

Method: Review survey data collected annually with random users of automated public libraries.

**Do you agree or disagree that you are easily able to access the resources, services and programs of the State Library of Kansas through this website?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	8	40.0	40.0	40.0
Agree	9	45.0	45.0	85.0
Disagree	1	5.0	5.0	90.0
Strongly Disagree	2	10.0	10.0	100.0
Total	20	100.0	100.0	

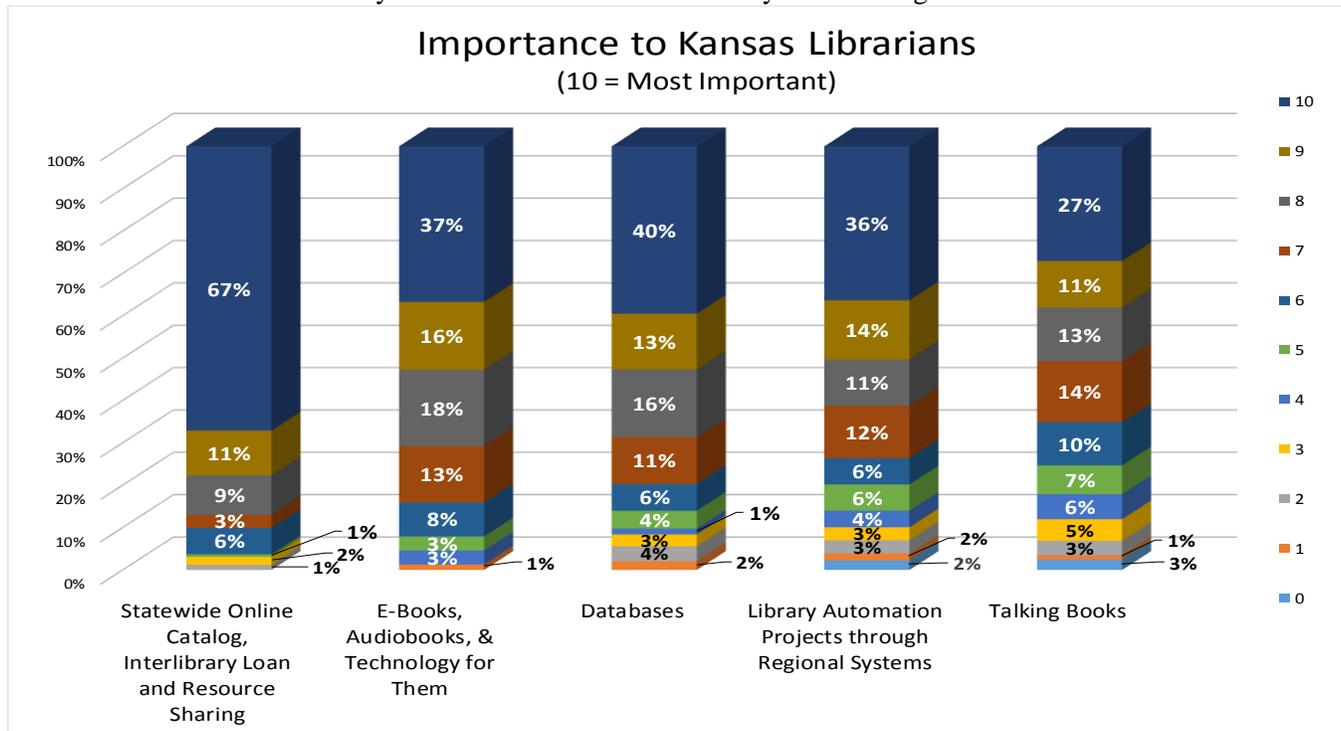
Source: Docking Institute Online Survey of Automated Library Users (n=20)

Of the 37 respondents to the Docking Institute user survey, 20 were patrons of libraries serving less than 25,000. Of these, two-fifths (40%) of the respondents strongly agreed that resources, services and programs “are easily able to access the resources, services and programs of the Kansas State Library through this website.” Over four-fifths (85%) of respondents either agreed or strongly agreed, well surpassing the goal of 50%.

**Outcome 1c**

By 2016, as a result of sub-grants to regional systems, the majority of Kansas library users served by automated web-accessible catalogs, circulation, and Interlibrary Loan 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.

Method: Review survey data collected from librarians by the Docking Institute.



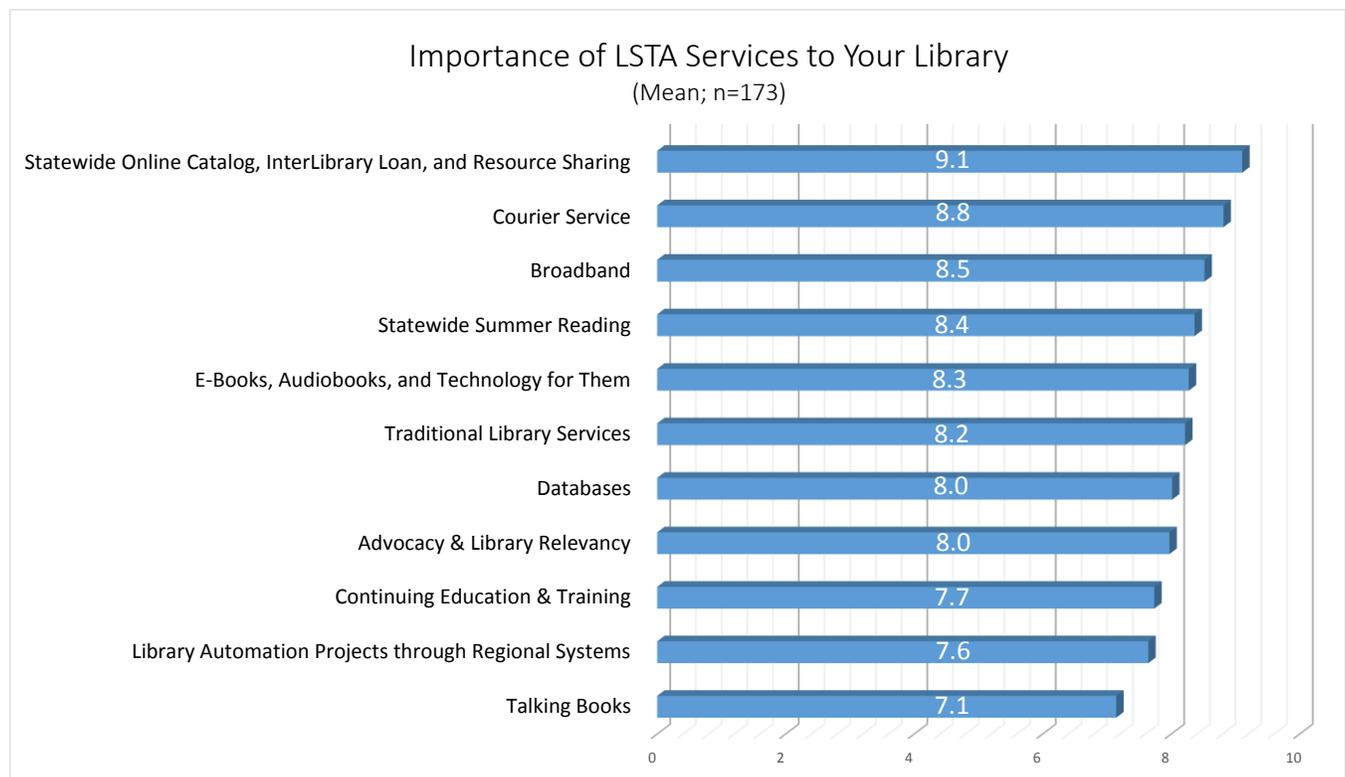
Source: Docking Institute Survey (n=143)

Awareness and use of automated materials was measured by responses to the question of how important, on a scale of 0 to 10, the various automated services were perceived to be by Kansas librarians, as measured through an online survey. The graph above shows that the statewide online catalog, Interlibrary Loan and resource sharing were, by far, perceived as the most important automated service, with two-thirds rating these services with a 10. Over half of respondents rated each automated service with at least an 8, suggesting that they are aware of the service, since it is important to them, and that they use the service. Thus, the goal for this indicator was met.

**Outcome 1d**

By 2016, 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.

Method: Review survey data collected from random users of automated public libraries.



Source: Docking Institute Online Survey of Automated Library Users (n = 143)

Quantitative and qualitative data from Docking surveys, as well as narrative data from focus groups of librarians and regions directors were highly complementary of the Interlibrary Loan and courier services, rating these as the most important LSTA supported services provided. Comments by users include, “Kansas State Library is awesome for sponsoring the Interlibrary Loan and courier. You rock!” and “This has been a wonderful tool for my patrons. As a fun example, a seven-year-old girl bounced in the door of the library and asked me in a very serious voice, if any of her holds were in. The same girl also stopped me in the hall at school and asked me to borrow a movie from another library. When the teacher quizzed her, she replied if the library doesn't have it you just ask Ramie to borrow it from another library. Her teacher and I shared a big smile. The ease of an online catalog makes with a great service.”

Results from surveys and focus groups of patrons and library staff strongly suggest that a majority of Interlibrary Loan users are highly satisfied with the services provided, thus meeting the goal.

**Outcome 1e**

By 2016, the majority of Kansas users of libraries automated with regional system sub-grants will rate automated web-accessible catalogs, circulation, and Interlibrary Loan functions service as “valuable” or “very valuable.”

Method: Review survey data collected from random users of automated public libraries.

**Do you think that the databases provided by the State Library of Kansas through this website are:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Useful	23	60.5	62.2	62.2
	Useful	13	34.2	35.1	97.3
	Seldom Useful	1	2.6	2.7	100.0
	Total	37	97.4	100.0	
Missing	System	1	2.6		
Total		38	100.0		

Source: Docking Institute Online Survey of Automated Library Users (n=38)

Respondents to the Docking Institute’s library user survey were each asked, “Do you think that the databases provided by the Kansas State Library through this website are very useful, useful or seldom useful?” Assuming “useful” to be synonymous with “valuable,” the table above shows that almost well over half of respondents found these web-accessible features to be “very useful.” Almost all respondents (97%) found the services as least “useful,” far surpassing the goal of 50%.

**Outcome 1f**

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.

Cited in State Program Report.

Whitespace Project 10/01/2013, \$3,768, Provided Equipment for WIFI hotspots in Manhattan and Kansas City.

Keys for Networking Project, 10/01/2013, Two libraries received MIFI routers and 6 months of unlimited data service and 10 I Pad Minis.

Server Grant, 06/20/2015, Allowed SW Kansas System to monitor WIFI statistics.

Analysis shows that the State Library sponsored at least 3 initiatives to improve broadband advancement among Kansas libraries, exceeding the goal of 2.

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 library users.

**KEY OUTPUT TARGETS**

**Output 2.1a**

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.

Method: Review log of persons contacting the designated full-time customer and technical support staff person.

<b>Year</b>	<b>Number of Transactions</b>
2013	2,268
2014	3,247
2015	3,713
2016	3,136
<b>Total</b>	<b>12,364</b>

The log of the technical support staff shows that between January 2013 and November 2016, a total of 12,364 requests for assistance were processed, greatly exceeding the goal of 1,000 transactions annually. At least 2,268 transactions were conducted during each year of the evaluation period, for an annual average of 3,091. This exceeds the goal of 1,000 requests annually.

**Output 2.1b**

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 2016.

Method of evaluation: Review and describe online library information database services as found on the State Library webpage at <https://kslib.info/221/Online-Databases>.

There are thirty-eight online databases currently available to all Kansans, from a wide variety of vendors. These databases contain information on a diverse array of subjects including health, genealogy, business, literature, government and current events. There are tools to help Kansans develop skills in topics such as car repair and languages. Significant resources are offered to assist with skills for employment. Scholarly and popular content is provided in multiple formats and languages, and varies in complexity, enabling Kansans of all ages to find the information that best meets their needs. Here are the subject areas addressed and the databases available as of January 2016:

## General Research

Resources from EBSCO, H.W. Wilson and Britannica provide access to a wide variety of information for students and adults. In addition to general resources – two targeted to young people and students, and one focused on more academic materials – there are specific databases dedicated to art, agriculture, and law.

## Health

Gale's *Health Reference Center Academic* and ProQuest's *Nursing and Allied Health* contain articles from scholarly journals, magazines, trade publications and reference reports. *Consumer Health Complete* offers a variety of pamphlets, fact sheets, evidence-based reports, news and drug-related information. It includes videos and animations to improve patient understanding. Finally, EBSCO's Psychology and Behavioral Sciences Collection provides articles and news reports in those broad areas.

## Business and Technology

Gale's *Business & Company Resource Center* and *Business Source Premier* allow users to search for business information by topic, analyze industries and research companies, including their financial reports, SWOT analysis, market share, corporate hierarchy, strategies and more. *Computer Source* provides technical information needed by small and large businesses, and the *Vocational & Career Collection* is important for job seekers and Kansans trying to build their careers.

## Skill Building

This set of resources, especially *Career OneStop* and *Job & Career Accelerator*, is also important for those seeking jobs and career enhancement. Other specific skills training are offered through the *Auto Repair Reference Center* and *Mango Languages*. *Universal Class* provides an opportunity to choose from a very wide array of online courses, covering topics like accounting, finance, parenting, mathematics, and web development, while *Learning Express* offers video tutorials.

## History & Genealogy

With ProQuest's *Heritage Quest* database, Kansans can research their family history back to the 1700s by exploring these six data sets:

- U.S. Federal Census from 1790-1930
- More than 7 million page images from digitized books on genealogy and local history
- 2 million records from all over the world in the Periodical Source Index
- Revolutionary War records
- Freedman's Bank records
- LexisNexis U.S. Serial set containing the memorials, petitions, and private relief actions made to the U.S. Congress back to 1789.

The State Library website also offers access to the *Genealogy Connect*, *KS Genweb* and *Kansas History, 1854-1865* databases.

## Stats and Government

This set of databases include the KS Government Information Online Library and a collection of resources on Military and Government topics. Sage Stats is a useful resource for statistical information, while Sage Knowledge offers more general coverage in a variety of formats.

Analysis of the databases offered statewide to Kansas library users through the online resources web page has shown a wide variety of databases in several areas of high interest. These results, together with strong qualitative data from the librarian focus groups, strongly suggest that this outcome goal was met.

***Output 2.1c***

New technology and social media that may have an 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.

Method: Statement by Jeff Hixon, Director of Statewide Services

The State Library maintains Facebook and Twitter accounts. Since 2015, an effort has been made to coordinate social media site activity with news and announcement features and capability of the website. Social media is used to generate interest and direct users to more detailed information on the website, where we use both static pages and news blogs extensively.

Blog and Facebook posts in particular make use of a flexible schedule so that items for different audiences are not competing.

These initiatives provide evidence that State Library staff are utilizing and exploiting the new technologies available through social media platforms, ensuring that their facilities remain relevant to Kansas residents, particularly students and young patrons, thus meeting the goal.

**KEY OUTCOME TARGETS**

***Outcome 2.1a***

During 2013-2016, 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.

Method: Review website and confirm single point entry and display of resources and services.

Following selection of a new host in 2013, the State Library website was migrated, reorganized, redesigned and ultimately launched to the public in June 2014. Key improvements to the site upon release include the following:

- Complete inventory of previous site content, with much outdated/obsolete information removed or archived
- Alignment of content with constituencies, i.e., Kansans, Librarians, State Agencies
- Navigation restructured to follow end-user logic and chain of thought rather than library organizational structure
- Roster of staff to have back-end access, as well as levels and areas of permission, were completely redistributed to improve flexibility and control.

The website was thoroughly reviewed by an evaluator knowledgeable in library science and electronic information resources. The review confirmed that the website appears to be well maintained and provides a consistent point of access to a variety of State Library resources, thus meeting the goal.

**Outcome 2.1b**

During 2013-2016, 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.

Method: Conduct review of website. Test downloadable resources and social media functions.

Enhancements released following the initial launch and review process include the following:

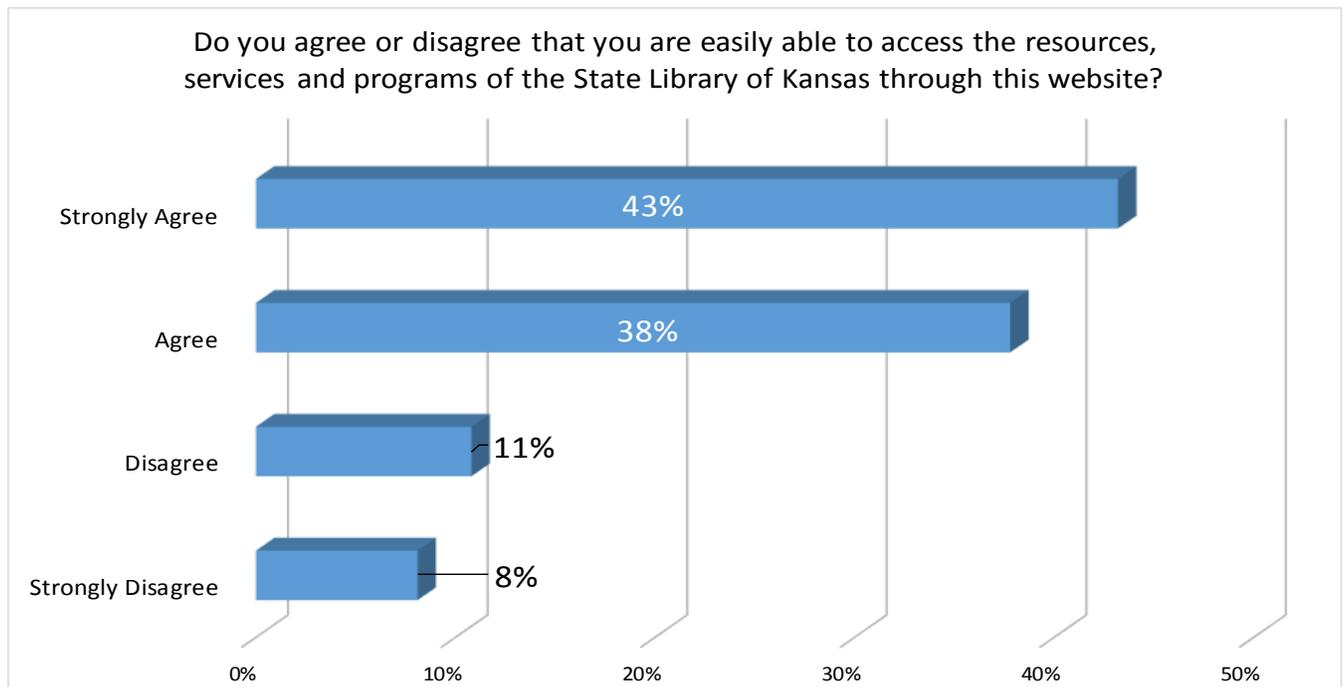
- Organized, systematic use of design modules across the site to increase consistency of presentation and apply new information updates globally
- Reconfigured presentation of news/current events elements versus more static and stable content to better distinguish these aspects on individual pages and site-wide
- Customized and redesigned feedback forms in response to end-user comments and input
- Coordinated design of parallel entry points for clarity and consistency (i.e., the primary database access page and the library eCard access page follow the same design)
- Secondary inventory of content, primarily archiving inactive programs
- Ongoing improvements to continuing education announcements and archives
- Adjustments to navigation further simplify access to all areas of content and interest

The website was thoroughly reviewed by an evaluator knowledgeable in library science and electronic information resources. The review confirmed that all of the resources were available and easily accessible to the public, thus meeting the goal.

**Outcome 2.1c**

Annually, 2013-2016, 50% of Kansas library users accessing the Kansas State Library 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.

Method: Conduct user satisfaction survey of State Library website users.



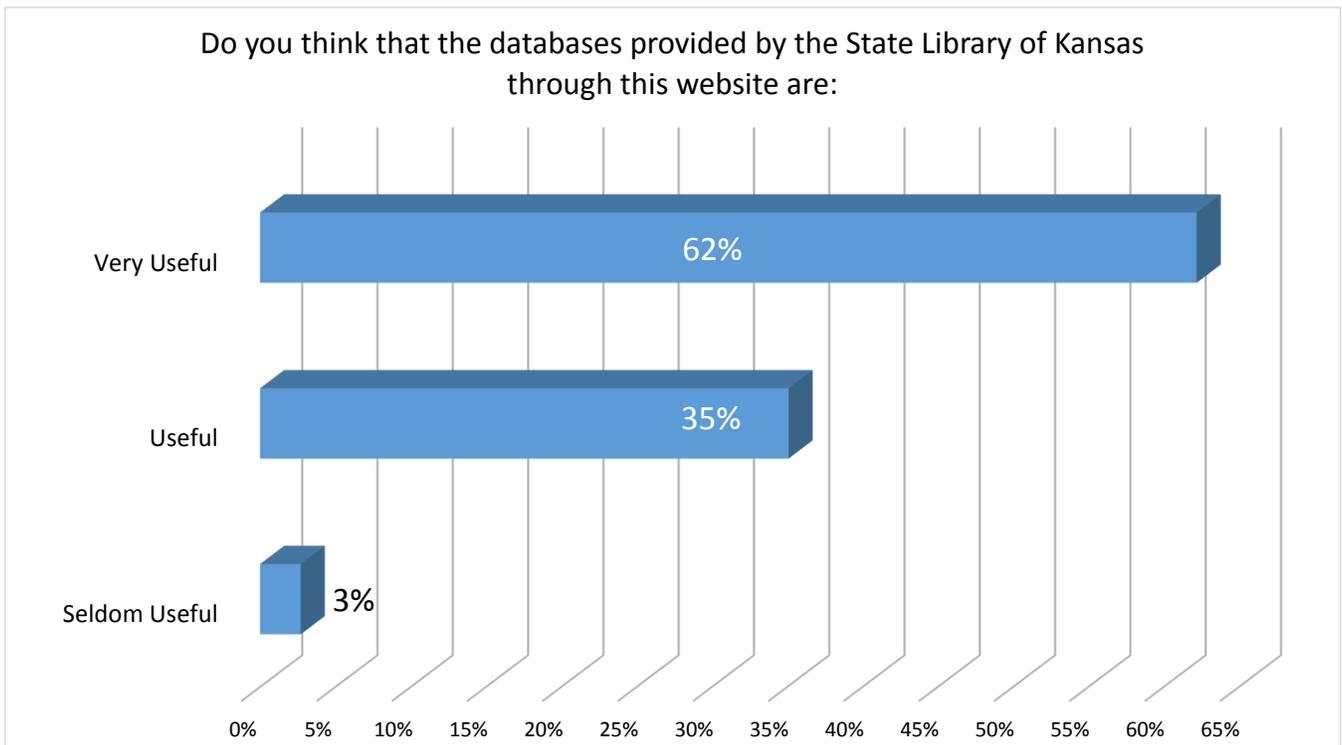
Source: Docking Institute Online Survey of State Library Website Users (n = 37)

A survey was administered to a random sample of State Library website users. Each respondent was asked whether they agree or disagree that State Library resources are easily accessible. The results shown above indicate that over two-fifths (43%) “strongly agree,” while over four-fifths (81%) at least “agree” that they are easily able to access these resources. This far exceeds the goal of 50%.

**Outcome 2.1d**

Annually, 2013-2016, 25% of respondents on surveys linked to the website will indicate that the databases provided statewide are “useful” or “very useful.”

Method: Conduct user satisfaction surveys of State Library website users.



Source: Docking Institute Online Survey of Library Website Users (n=37)

A survey was administered to a random sample of State Library website users. Each respondent who indicated that they had used the State Library website databases was asked how useful they found the databases to be. The results shown above indicate that, of those responding to the question, over three-fifths (62%) found the databases “very useful,” and almost all (97%) found the databases at least “useful.” This far exceeds the goal of 25%.

**Outcome 2.1e**

Annually, 2013-2016, at least 50% of Kansas library users who are provided 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.

Method: Review ticket tracking database file.

Source: State Library Maintenance Ticket Tracking Database

The ticket database did not contain a field for recording satisfactory assistance. However, according to data collected, over 12,000 questions were answered between January 2013 and November 2016, and no significant number of negative comments were recorded. The evaluators feel it is safe to assume that the goal of 50% was met.

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

### KEY OUTPUT TARGETS

**Output 2.2a**

The number and percent of active readers of the Kansas Talking Books Service will be maintained from FY 2013 through FY 2016.

Method: Review the 2012 – 2016 annual reports of number of active readers in Talking Books

	2013	2014	2015	
Active Readers	4,876	5,115	4,305	% Change = $\frac{4,305 - 4,876}{4,305} \times 100 = -13.3\%$

Source: Kansas State Library Talking Books Service Data

The number of active readers in Talking Books declined from 4,876 in 2013 to 4,305 in 2015, constituting a 13.3% decline. As is the nature of any service to an aging population, the Kansas State Library is continuing to see a decline in overall numbers of Talking Books users, also accelerated by increases in the number of materials downloaded directly from State Library databases. This is a nationwide trend noted by the National Library Service for all Talking Book network libraries. Future evaluation efforts should target new contacts, registrations and reactivation in addition to numbers of overall users.

**Output 2.2b** The number and percent of Braille readers will increase by 5% from FY 2013 through FY 2016.

Method: Review the 2013 – 2015 annual reports of number of Braille readers

	2013	2014	2015	
Total Braille Readers	69	53	55	% Change = $\frac{55 - 69}{55} \times 100 = -20.3\%$

Source: Kansas State Library Talking Books Service Director (Hillary McHenry)

The number of Braille readers using Kansas State Library products decreased by 14 between 2013 and 2015. This represents a 20.3% decrease in the number of Braille readers.

**Output 2.2c**

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 2016.

Method: Review the 2008 – 2012 annual reports of number of active readers in Talking Books

	2014	2015
Number of Talking Books Items Circulated	179,751	174,336
Number of Talking Books Readers	5,115	4,305
<u>Talking Books Items</u> =	35.14	40.50
Talking Books Reader		
% Change = (40.5 – 35.14) X 100 = <b>15.25%</b>		

Source: Kansas State Library Talking Books Service Director (Hillary McHenry)

Data from reports prepared by the Talking Books Director show that, between 2014 and 2015, the number of Talking Books circulated decreased by 5,415, while the number of Talking Books readers decreased by 810. Thus, the ratio of Talking Books items to Talking Books readers increased by 5.36, representing a 15.25% increase and exceeding the goal of 10%.

**Output 2.2d**

The Kansas Talking Books Service will annually record and share at least 10 original local titles in its recording studio.

Method: Obtain annual totals for new Talking Books recordings

Time Frame	New Talking Books Produced
October 1, 2012 – September 20, 2013	243
October 1, 2013 – September 30, 2014	138
October 1, 2014 – September 30, 2015	173
October 1, 2015 – September 30, 2016	57
<b>Total</b>	<b>611</b>

Source: Kansas State Library Talking Books Service Director (Hillary McHenry)

The totals for Talking Books Recorded by the Talking Books Director show that well above 10 original titles were recorded during each year of the evaluation, far surpassing the goal.

**Output 2.2e**

At least two tutorials will be made available for downloads of audio materials from various websites using various devices.

*Kansas State Library provides several tutorials on its website, at <http://kslib.info/223/Collections>. These include the following:*

- [Welcome letter](#) (KSL produced)
- [Instructions](#) (KSL produced)

BARD App Video introduction (produced by Library of Congress)-  
[http://www.loc.gov/today/cyberlc/feature\\_wdesc.php?rec=5955](http://www.loc.gov/today/cyberlc/feature_wdesc.php?rec=5955)

Evaluators reviewed 3 tutorials prepared and posted by State Library staff to assist patrons in obtaining downloadable audio materials. The Welcome Letter introduces the services and provides basic access information. The Instructions tutorial shows patrons how to create a Braille Audio Reading Download (BARD) account and how to download audio books to a computer or mobile device. The BARD App tutorial shows patrons how to use the IOS mobile app. With these 3 tutorials available to patrons, this goal was met.

### ***Output 2.2f***

At least 2 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.

Method: Access and confirm availability of the two promotional materials

Use of Web-OPAC

[BARD Brochure](#) – Provides overview of content and access to BARD

[Outreach Toolkit](#) (NLS produced, KSL used) (pending receipt) – Instructs library staff on how to coordinate outreach and awareness of services for the blind and physically handicapped

[General Information Brochure](#) – Describes the types of materials available to blind and physically disabled patrons through the Braille and Talking Book Program

Audio Materials

[Window Clings](#) used in KS libraries – Advertisements for use in Kansas libraries to make patrons aware that they can register for the Kansas Book Program at that location

[Braille Materials Brochure](#) – Provides a brief (one page) overview of the Braille and Talking Book Program

Three promotional materials were documented that provide training on the use of Web-OPAC and two providing instructions for the downloading of audio materials. This meets and exceeds the goals.

### ***Output 2.2g***

The Kansas Talking Books Service will coordinate the statewide outreach efforts for the Talking Books Program in Kansas.

Source: Documentation from KTBS Statewide Library Summit

[Aging Adults](#) <<http://kslib.info/documentcenter/view/6184>>

[Veterans](#) <<http://kslib.info/documentcenter/view/6183>>

[Physical Disability](#) <<http://kslib.info/documentcenter/view/6181>>

[Students](#) <<http://kslib.info/documentcenter/view/6182>>

Outreach efforts by the Kansas Talking Books Service are demonstrated in four promotional materials created by the State Library to expand awareness by the primary targeted population, including aging Kansans, Kansas veterans, Kansans with disabilities and Kansas students. The production and

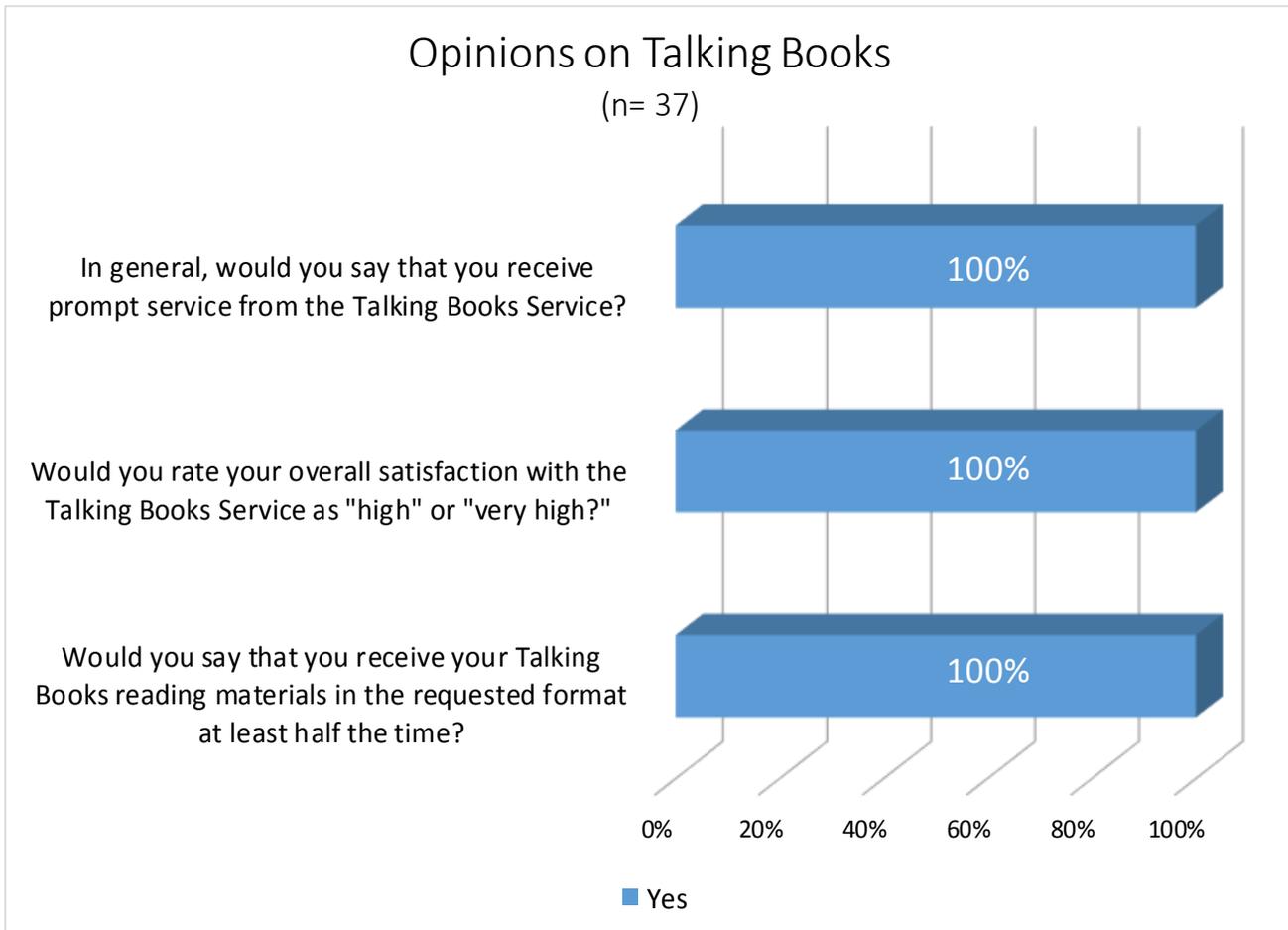
dissemination of these materials is evidence that the Talking Books Service has coordinated efforts to promote Talking Books in Kansas well, thus meeting the goal.

### KEY OUTCOME TARGETS

**Outcome 2.2a**

Users of the Kansas Talking Books Service will receive prompt service 95% of the time, between 2013 and 2016, as measured by a biannual survey of users reported in the appropriate State Program Report (SPR).

Method: Conduct KTBS user-satisfaction surveys.



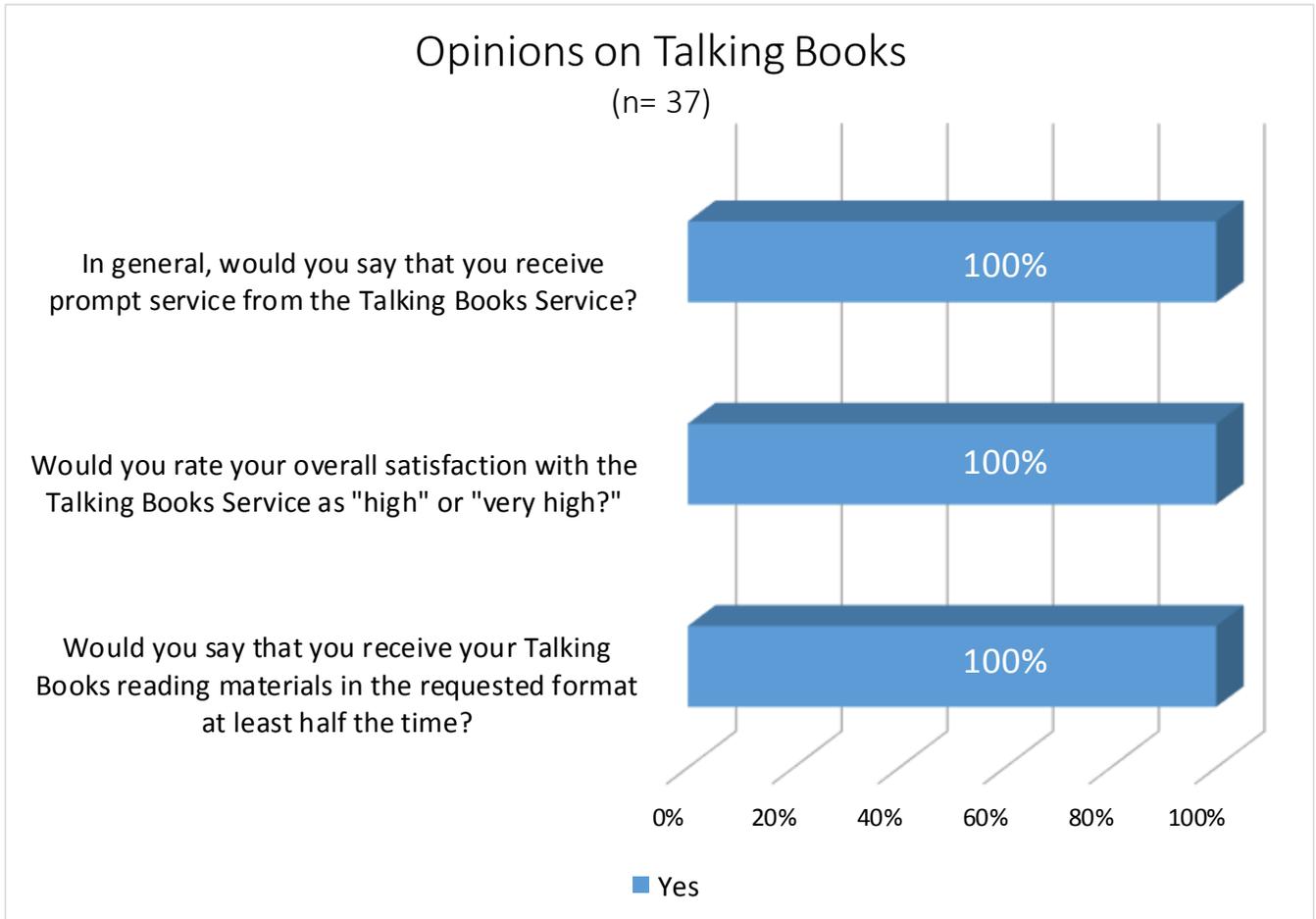
Source: Docking Institute Survey of Talking Books Users (n=37)

The Docking Institute constructed an online survey of users. All 37 respondents (100%) to the survey of Kansas Talking Books users said they generally receive prompt service from the Talking Books program. This surpasses the goal of 95%.

**Outcome 2.2b**

Biannually between 2013 and 2016, 95% of Talking Books Service users will rate their satisfaction with the service as “high” or “very high.”

Method: Conduct KTBS user-satisfaction surveys.



Source: Docking Institute Survey of Talking Books Users (n=37)

Respondents to the Talking Books user survey were asked to rate their satisfaction with services provided by Talking Books. The figure above shows that all 37 respondents (100%) rated their satisfaction as either “high” or “very high.” This exceeds the goal of 95%.

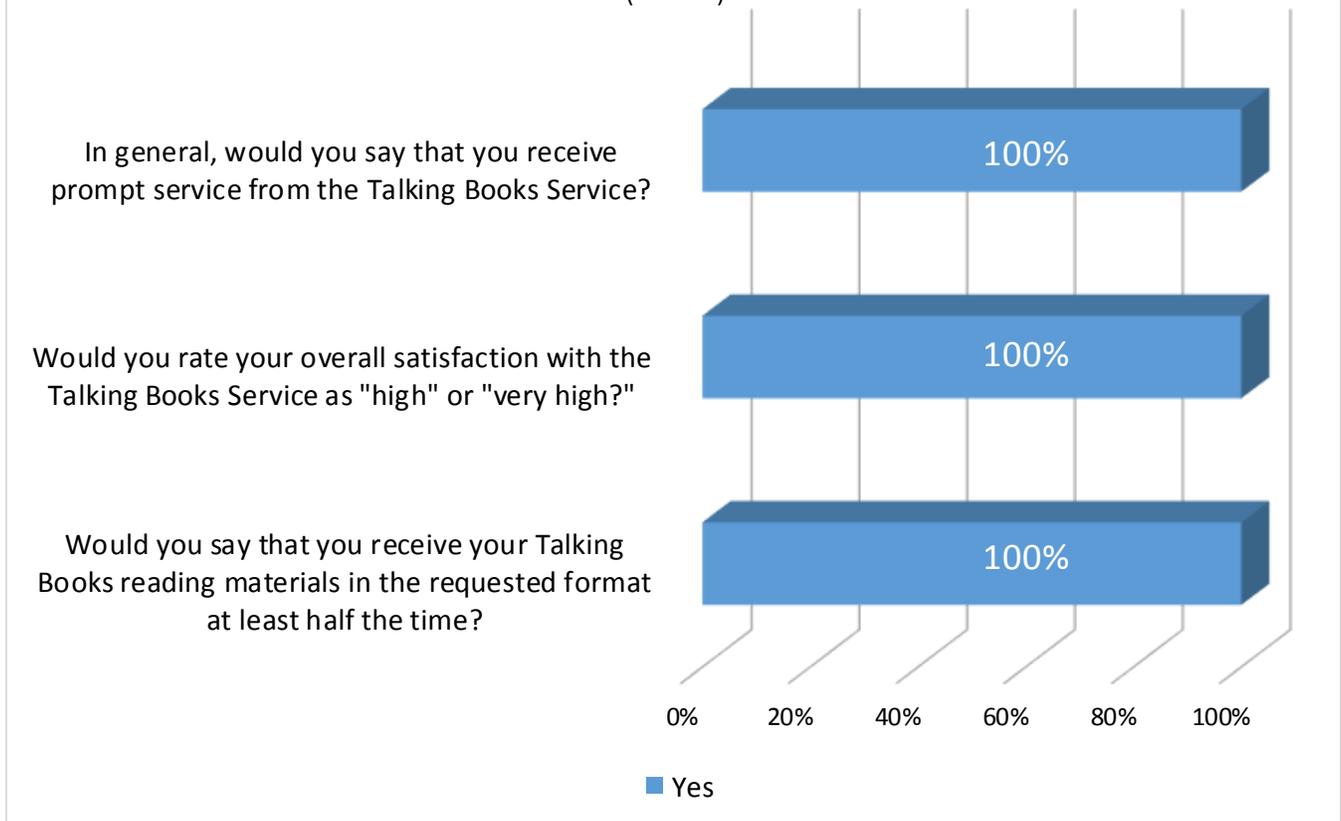
**Outcome 2.2c**

Biannually between 2013 and 2016, 95% of Talking Books Service users will report requested formats are received “All the time” or “Majority of the time.”

Method: Conduct KTBS user-satisfaction surveys.

## Opinions on Talking Books

(n= 37)



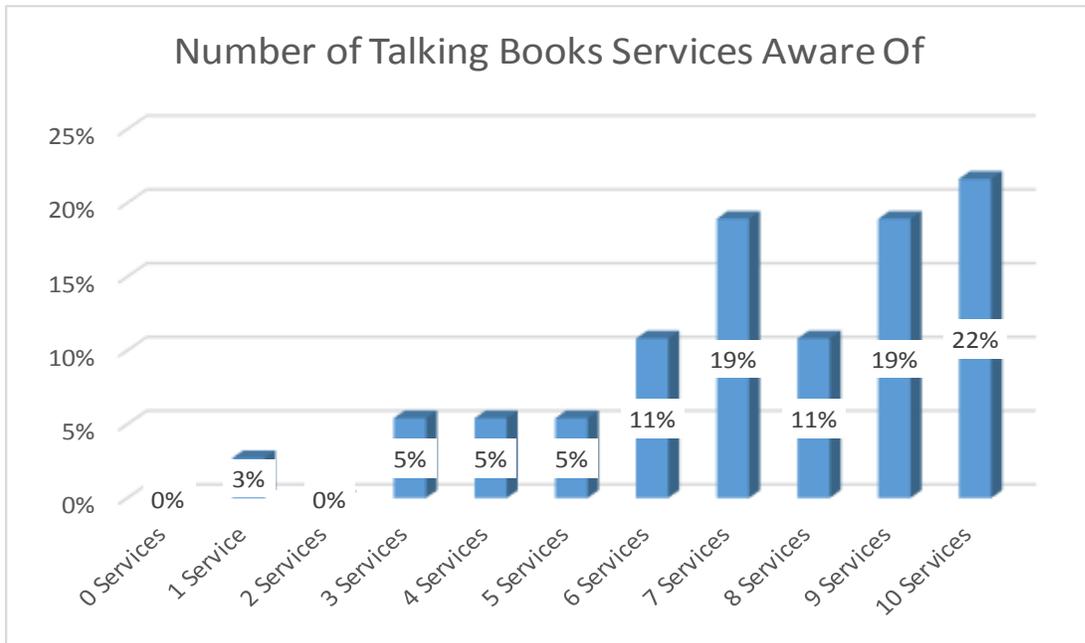
Source: Docking Institute Survey of Talking Books Users (n=37)

The figure above shows that all 37 respondents (100%) said they receive the correct format “at least half the time.” This exceeds the goal of 95%.

### ***Outcome 2.2d***

Biannually between 2013 and 2016, 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.

Method: Conduct KTBS user-satisfaction surveys



Source: Docking Institute Survey of Talking Books Users (n=37)

Respondents to the Talking Books survey were asked if they were aware of each of the ten primary services provided. The table above shows that 87% of respondents reported being aware of at least 5 Talking Books services. Ninety-seven percent were aware of at least 3 services, while over half were aware of at least 8 services provided. Although falling slightly short of the goal by 8 percentage points, the results suggest that users of Talking Books are generally very aware of the services available.

**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.

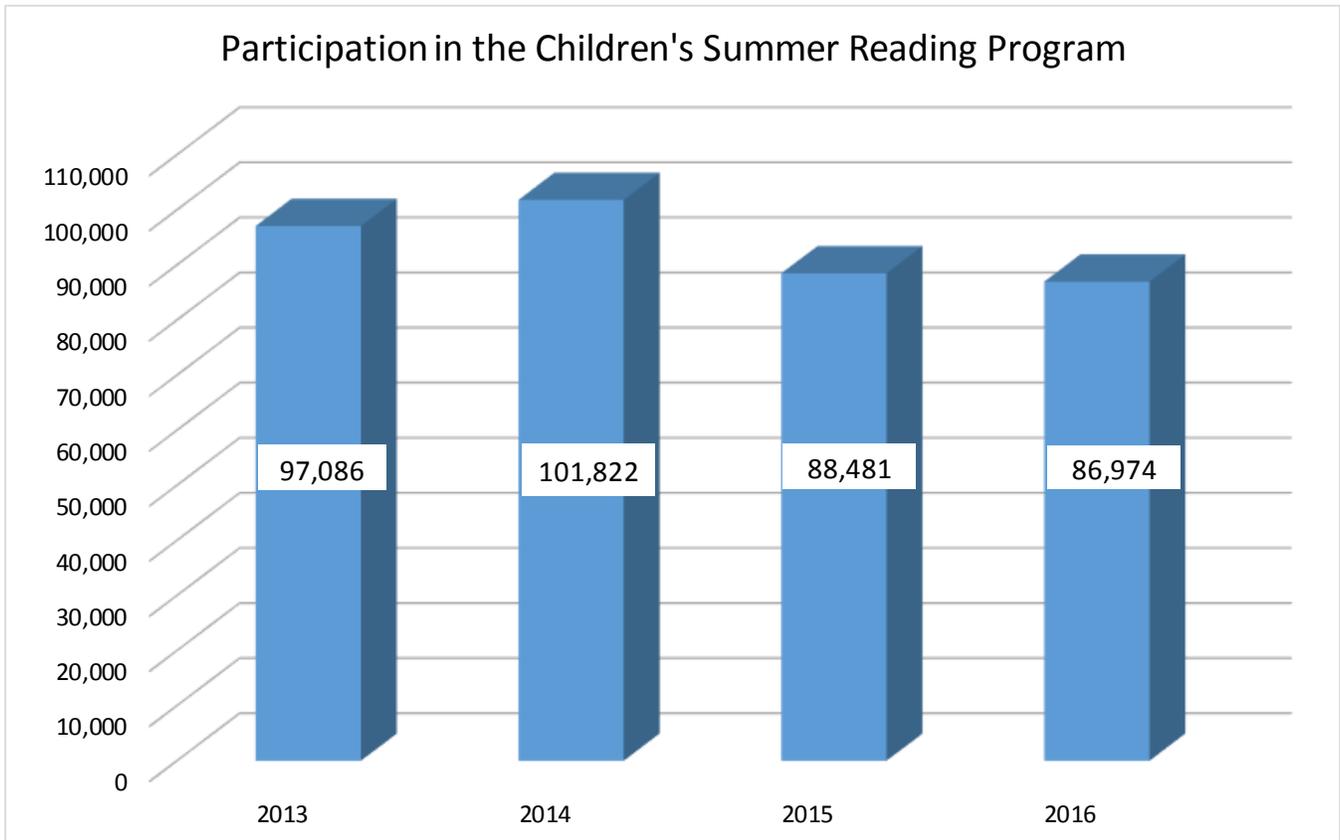
**Objective 1:** Administer or collaborate with statewide programs to meet reading and information literacy needs of end users.

**KEY OUTPUT TARGETS**

**Output 3.1a**

Between 2013 and 2016, at least 80,000 children will participate each year in summer children’s reading programs and other early literacy and children’s service projects.

Method: Review State Library records, 2013-2016, indicating the number of children participating in the statewide Summer Reading Program.



Source: Annual narrative reports of Kansas Library Consultants for Children and Youth (KLCY) which administers Summer Reading

The figure above shows the total number of participants in the Children’s Summer Reading Program between 2013 and 2016. Although it shows an initial increase in 2014, participant totals declined in 2015 and 2016. However, with a mean of 93,591 participants per year and at least 86,974 participants each year, the proposed goal of at least 80,000 participants was exceeded. Although data on the age of participants was not collected, it is assumed that at least 85% were children, still reaching the goal of 80,000 children.

**Output 3.1b**

The Kansas State Library will partner with at least 7 libraries, agencies, and organizations each year to provide literacy, reading, and literary event opportunities for Kansas residents of all ages.

Method: List at least 7 partners

Summer Reading Program – Collaboration between the State Library and participating libraries around Kansas to encourage patrons to spend free time during the summer to reading.

Kansas Reads to Preschoolers - An annual event that promotes reading to all Kansas children from birth through age five. Through the statewide program, parents, librarians, and caregivers are encouraged to read the chosen title during a selected month.

Kansas Book Festival- Started by First Lady Mary Brownback, the festival brings together noted authors and enthusiastic readers. Partnership with the State Library has helped to sustain the event.

Kansas Notable Books - The Kansas Notable Books List is the annual recognition of 15 outstanding titles either written by Kansans or about a Kansas-related topic. The Kansas Notable Book List highlights our lively

contemporary writing community and encourages readers to enjoy some of the best writing of the authors among us. The State Library partnered with an average of 125 libraries to help sponsor Notable Books events in 2014, 2015, and 2016.

The extensive number of partnerships with libraries to support Notable Books, together with their partnerships with Summer Reading, Kansas Reads to Preschoolers, and the Kansas Book Festival, demonstrate numerous partnerships with libraries, agencies, and organizations to provide reading and literary events for Kansans of all ages, far surpassing the proposed goal.

**Output 3.1c**

By 2016 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.

Method: Describe at least two innovations implemented.

The Library follows and scans general and library-specific media, networks informally with colleagues nationwide and maintains a close relationship with KanREN, the state’s research and education network, in monitoring new technologies. Those that show exceptional promise may be introduced to the library community via pilot program or grant opportunities, as in the case of WIFI via TV Whitespace bandwidth (2013-14) and 3D printer grants (2016).

The research and planned implementation of Whitespace bandwidth and the 3D printer grants represent two technological innovations that have been identified, tested, or implemented, thus meeting this goal.

**Output 3.1d**

By 2016, 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.

Method: Document WebJunction membership.

Membership is based on unique email addresses for anyone who registered for any of the four services and selected Kansas as their state.

Service	Time period	Users	Registrations/Enrollments
Course Catalog (Plateau platform, included library-specific as well as technology and business skills courses)	July 1, 2012 – December 31, 2012 (6 months) <i>Kansas did not subscribe to these courses from January 2013 – June 2014, so no data are available.</i>	52	157
Course Catalog (Moodle platform, includes library-specific course and webinar recordings)	July 1, 2014 – October 31, 2016 (28 months)	262	716
Skillssoft courses (includes technology and business skills courses)	July 1, 2015 – October 31, 2016 (16 months)	29	81
Webinars (live webinar enrollments)	July 11, 2012 – October 31, 2016 (52 months)	325	679
<b>Total</b>		<b>668</b>	<b>1,633</b>

Source: State Library Records

As of October 31, 2016, WebJunction Kansas membership was 1,633, exceeding the stated goal of 1,600.

**Output 3.1e**

By 2016, 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.

Method: Document usage of web-conferencing platform.

	2013	2014	2015	2016	Mean
Participants Using Web-Conferencing	573	487	1,054	968	770

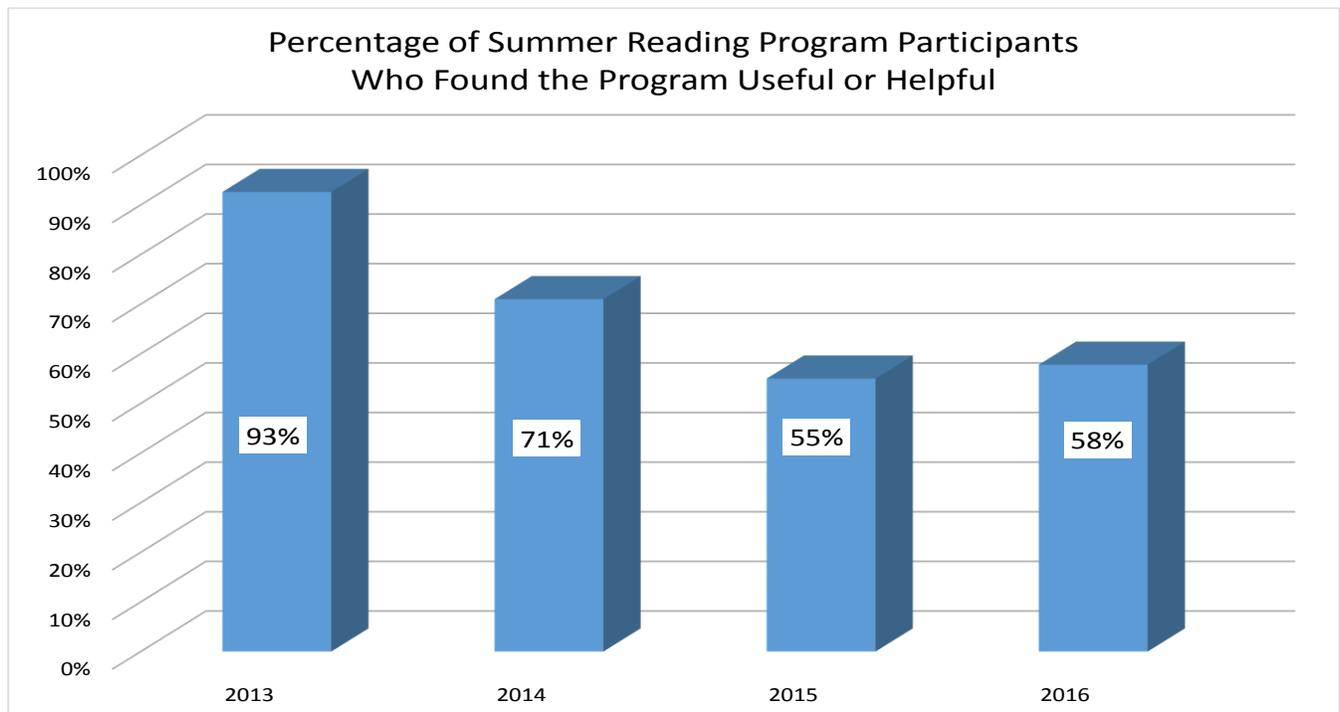
Source: State Library Records

The table above shows a significant increase in the number of librarians using web-conferencing platforms between 2014 and 2015, with a small decline in 2016. Since the number of librarians using web-conferencing exceeded 1,000, and the mean for 2015 and 2016 is 1,011, the evaluators conclude that as of 2016, an average of 1,000 librarians are using statewide web-conferencing platforms, thus achieving the goal.

**Outcome 3.1a**

Annually, 2013-2016, 80% of participants in summer reading “training” programs will indicate that the project is useful.

Method: Survey participants in summer reading projects.



Source: Annual narrative reports of Kansas Library Consultants for Children and Youth (KLCY) which administers Summer Reading. Note: KLCY asks only if materials and workshops were useful, does not include “very useful.”

The figure above shows that 58% of participants in the 2016 Summer Reading training program indicated that they found the program “useful.” Over the evaluation period, there has been a steady decline in the percentage of Summer Reading Program participants who have found the training useful. Between 2013 and 2015, the percentage declined by almost 40%. However, more participants found the materials and workshops of the Summer Reading Program to be useful in 2016 than in 2015. Thus, the goal of 80% was not met.

Comments from the focus group cited large discrepancies between the regional library systems on how useful they found the summer reading workshops. Likely explanations for the variations are differential emphasis placed on and resources devoted to Summer Reading training.

**Outcome 3.1b**

Annually, 2013-2016, 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.

Method: Analyze records of Kansas State Library.

The benefits from being provided literary and reading opportunities to a given Kansan are numerous and difficult to list exhaustively. For the purpose of this evaluation, it is assumed that participation in either the *Kansas Book Festival* or the *Kansas Reads* project provides tangible and non-tangible benefits, such as increased literacy skills, enhanced knowledge and understanding and a generally higher quality of life.

The State Library has focused its partnership resources in promoting the Summer Reading Program, which encourages Kansans of all ages to spend some of their free summer hours to reading. The Program is coordinated through individual libraries that agree to participate. The table below shows the number of libraries and patrons participating in the Summer Reading Program during each year of the evaluation period.

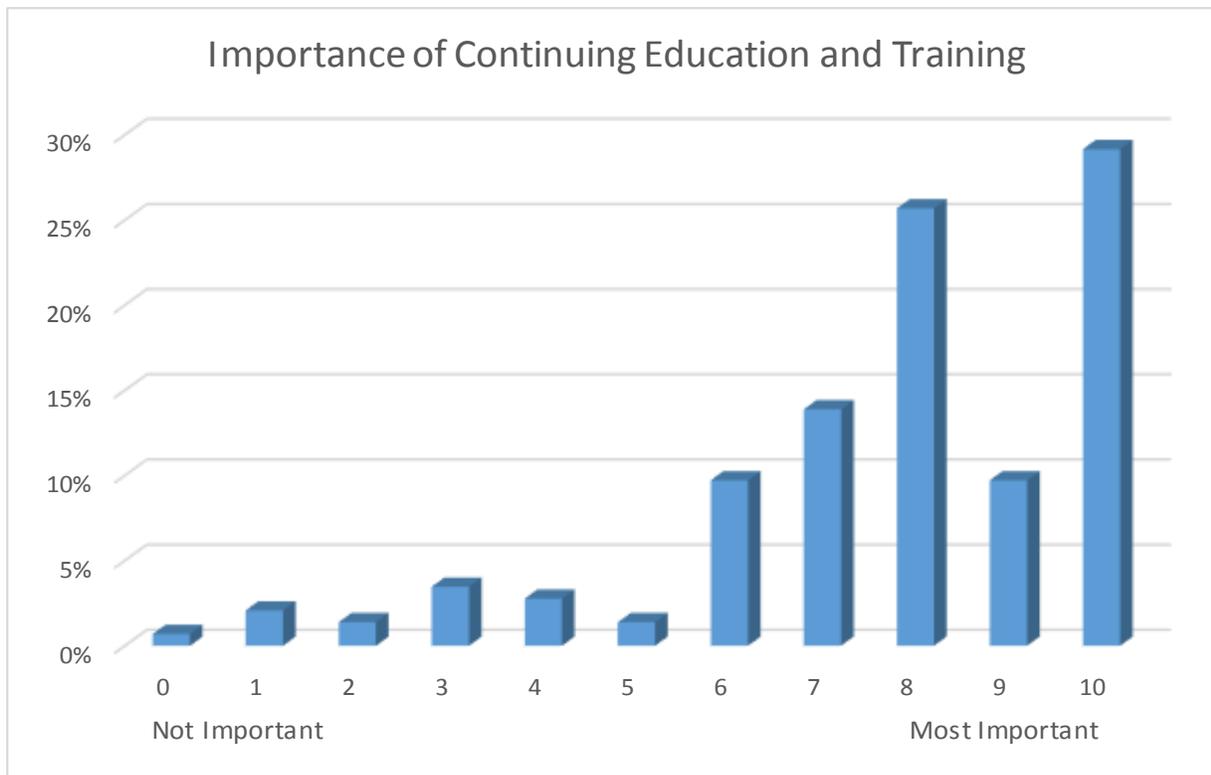
	2013		2014		2015		2016		Mean	
	Libraries	Attendees	Libraries	Attendees	Libraries	Attendees	Libraries	Attendees	Libraries	Attendees
Summer Reading Program	295	230,643	291	246,768	303	305,743	313	313,215	300.5	274,092
KS Reads to Preschoolers	113	8,743	137	15,598	84	11,896	Not Available		111.3	12,079

The Summer Reading Program has been extremely successful in engaging Kansas readers, with an annual average of 300 libraries and increasing numbers of library patrons participating. These figures do not include the Kansas Reads to Preschoolers Program, another partnership of the State Library that benefits the youngest Kansans. The State Libraries partnership with the Kansas Summer Reading Program and Kansas Reads to Preschoolers has far exceeded the goal of benefiting well over 7,500 Kansas residents annually.

**Outcome 3.1c**

Annually, 2013-2016, 80% of the participants in training programs surveyed will indicate that the resources available through WebJunction Kansas have been “useful” or “very useful.”

Method: Survey users.



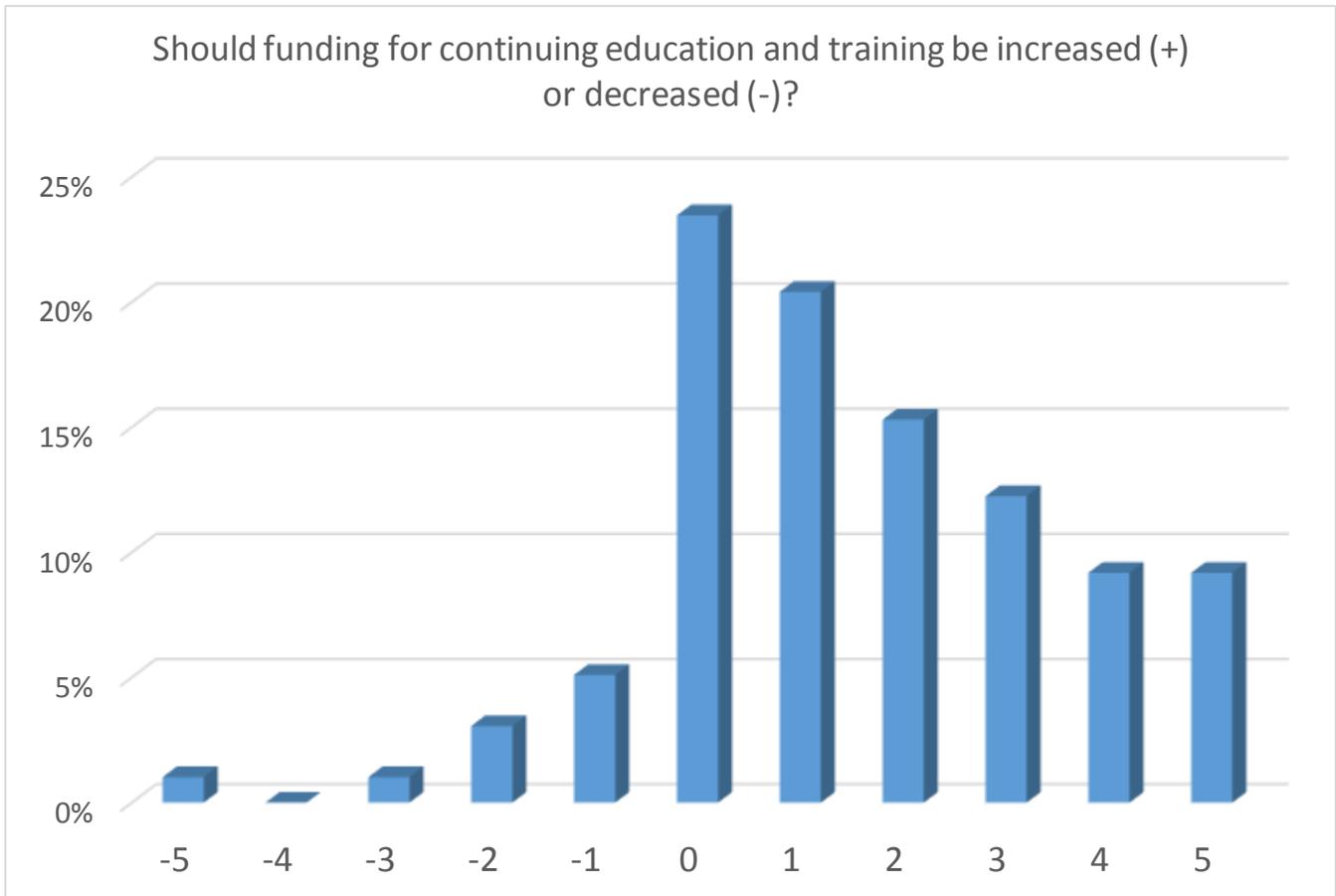
Source: Docking Institute Survey (n = 173)

WebJunction is Kansas librarians’ primary portal for accessing continuing education and training resources. A survey of Kansas librarians conducted by the Docking Institute shows that 79% of respondents rated the continuing education and training they receive as 7 or higher on a scale of 0 to 10, suggesting that close to 80% of the participants of State Library training programs find WebJunction to be at least “useful,” if not “very useful.” These data suggest that the goal was met.

**Outcome 3.1d**

Annually, 2013-2016, 50% of State Library staff and its partners using web-conferencing platforms will agree that the system meets their needs.

Method: Survey of Kansas Librarians.



Source: Docking Online Survey (n = 173)

The graph above shows that about two-thirds (66%) of respondents generally feel that funding for continuing education and training needs to be increased, while only one-fourth (23.5%) indicated that funding was adequate. Only 10% indicated that funding needed to be decreased. Although the indicator does not show that the web-conferencing platforms do not meet the needs of Kansas librarians, these results suggest that perceived need for training and continuing education varies, and that a considerable percentage of librarians feel that additional resources need to be devoted in order to fully meet their educational and training needs.

## Summary of Output & Outcome Goals

Output	No Progress	Progress Made	Goal Met		Outcome	No Progress	Progress Made	Goal Met
1a					1a			
1b					1b			
1c					1c			
1d					1d			
1e					1e			
1f					1f			
2.1a					2.1a			
2.1b					2.1b			
2.1c					2.1c			
2.2a					2.1d			
2.2b					2.1e			
2.2c					2.2a			
2.2d					2.2b			
2.2e					2.2c			
2.2f					2.2d			
2.2g					3.1a			
3.1a					3.1b			
3.1b					3.1c			
3.1c					3.1d			
3.1d								
3.1e								

The table above shows the coded results for each of the 21 Output Goals and 19 Outcome Goals. Eighteen (86%) of the Output Goals and 16 (84%) of the Outcome Goals were fully realized. Of the 6 goals not fully met, progress was made on 4, with some coming very close to reaching the proposed goals. Only two indicators showed no progress in meeting the proposed goal.

## Focus Groups of Librarians and Regional Directors

Much valuable data were collected from the librarians and regional directors who participated in the 7 focus group discussions held around Kansas. Common sentiments included the desire for a centralized catalog of e-books and audiobooks, more information on what populations are participating in Notable Books and using the databases, the value of the courier service, Interlibrary Loan and Talking Books, the need to better advertise Talking Books and update automation in some libraries, a desire for more diverse training opportunities, and the need to keep Interlibrary Loan updated and working efficiently. Some participants indicated a desire for more communication between the State Library and the libraries they serve. It was suggested that an annual report showing the budget and how Library funds are distributed would be very useful.

Overall, librarians were pleased with Notable Books. They find them to be essential to learning about Kansas culture, because they are written by Kansans. Patrons use them all the time in some libraries. The general consensus is that they are popular. However, librarians are not aware of how many people use them. They would like to know.

Many participants would like to know by whom, where and how often the databases are being used. Are these being used by students enough to justify maintaining them? Which ones are useful to them? There are complaints that there are too many databases, making searching for a particular source very time consuming. They would like either fewer databases with more information or a general searching service for the databases, so they don't have to go into each database to search. It should be noted that a Request for Proposals will be issued for a new contract for statewide databases in FY2019. The State Library intends to address these perceived inadequacies at that time.

The Courier Service was very popular and described as "Amazing!" The service is thought to benefit smaller libraries more. The Program has expanded for some libraries.

Talking Books was very popular among all focus groups. They all agreed that Talking Books are underappreciated and need to be advertised better.

The Summer Reading Program was described as essential to communities. However, the librarians want to know how the State Library distributes the funds, because there is a concern regarding how it is budgeted and allotted. The State Library issues a grant to one of the seven Regional Library Systems each year to fund the distribution of the Summer Reading Manual to all public libraries and to host an esteemed speaker to conduct training in new and innovative ways to effectively utilize and implement the Summer Reading Program. The State Library will request that this information be more clearly communicated by the Regional Library System in the future.

Some participants found the Continuing Education Training Program too broad and lacking variety. There was a request that there be tech training on how to use the CE programs. At the Statewide Library Association Conference, there was a request that there be more face-to-face training, since the only way to continue training at their libraries is online, and it can be frustrating. These perceived inadequacies can be largely explained by a reduction in funding, resulting in the loss of the State Library's Continuing Education position. In addition, budget cuts have eliminated funds for travel. Online training is offered in specific areas by subject specialists and vendors via the Web.

Some participants felt that LSTA funding needed to help update many libraries across the state. They feel it is unfair to patrons and students to have outdated materials. This suggestion, however, is not relevant, in that LSTA policy precludes the use LSTA funds for collection development.

Participants all believe support for broadband expansion is very important. It is needed to support the new technology currently and in the future. There was a concern on whether there will be funding in the future for broadband. Librarians are concerned that their libraries cannot afford to continue providing broadband without funding. Some libraries have been successful in applying for technical grants, receiving equipment like laptops, gaming consoles, computers, and 3-D printers.

Most participants consider Interlibrary lending and other resource sharing to be essential to all libraries. However, there have been problems with keeping it updated. There have been negative comments about the current system being used. Some librarians find it annoying and confusing, and they wonder if there could be better service.

## Discussion

Although not every goal was met, the evaluators conclude that the Kansas State Library staff has utilized LSTA funding in a highly efficient and effective manner. The vast majority of goals were met, and efforts in numerous areas resulted in greatly exceeding proposed indicator goals. For the goals that were not formally met, factors beyond the control of State Library staff were often influential, such as evolving technological environments and changes in personal preferences of users.

The indicator for Output 1e measured the total number of shared materials for Interlibrary Loan, which fell somewhat short of its goal. Hypothesized factors included a trend for more materials coming available through the internet and various online platforms. Goals for future LSTA plans should take this into account. The evaluators find no evidence that failure to meet this goal was due to inadequacies in the State Library's provision of Interlibrary Loan services, but merely reflects a change in demand.

The indicator for Outcome 2.2d was the number of Talking Books services of which users were aware. Although the percentage of users who were aware of at least 5 services fell eight percentage points shy of the goal of 95%, the results indicated that 97% were aware of at least 3 services, while over half were aware of at least 8 services provided. So most Talking Books users are aware of most of the services available to them.

The indicator for Outcome 3.1a measured the number of librarians who found the training for the Summer Reading Program useful. Analysis showed the goal was met in 2013, but 2014 saw the beginning of a declining trend in number finding the trainings useful. A variety of factors in addition to the quality of training instruction could cause this decline, including fewer people taking the training or increasing numbers of repeat participants who are becoming more and more familiar with the training. Changing the indicator to measure the proportion of participants, rather than the number, would control for declining numbers. Another suggestion would be to collect data on the number of times the participant has completed the training, so that first time trainees can be measured and compared to repeat participants.

The indicator for Outcome 3.1d measures the degree to which librarians feel funding for continuing education and training should be increased or decreased. Although the indicator did not measure the degree to which the respondent agreed or disagreed that the web-conferencing platform over which librarians access the majority of their educational development and training met their needs, opinions on whether funding should be increased or decreased would factor in the time and employee's availability to access the resources, in addition to whether those resources were adequate in substance and quality. It is common in environments of tight budgets and decreased funding for training and professional development to be one of the early budget lines to be cut.

The indicators for Output 2.2a and 2.2b are the number and percent of Talking Books readers and Braille readers, respectively. Both indicators declined, when maintaining current numbers or slight increases were set as goals. Low expectations suggest that these populations were in decline prior to the current evaluation period. Declines in the number of Talking Books are best explained by the ever expanding number of online options becoming available, as well as software that converts text to speech. Declining numbers of Braille readers are more difficult to explain, but may be due to changing preferences of the blind or declining proportions of blind persons in the population.

Although the Kansas State Library staff did an excellent job of pursuing the LSTA plan and recording indicator data, the evaluators believe that future LSTA evaluations could be improved by involvement of the evaluators at the beginning of the evaluation period. Professional evaluators could provide valuable input as the LSTA committee constructs goals and output indicators. The evaluator could also assist in

setting up data collection protocols, provide survey software, and monitor data collection throughout the evaluation period. This would allow for early feedback when certain indicators may not be performing as expected, allowing Library staff to explore and correct any problems with data collection or service delivery that may be the source.

The evaluation of the 2012-2017 LSTA Plan has shown that the plan was executed well, and that rich, high-quality data confirmed that the vast majority of output and outcome goals were either reached or exceeded. There is considerable evidence that use of the LSTA funding provided to the Kansas State Library has greatly expanded the opportunities and motivation for reading among Kansans and led to a more informed and educated population.

## Appendix A: Survey of Kansas Librarians

Q1 Please move the slider scales to rate the following LSTA services based on importance to your library on a scale of 0 to 10. Check the box on the right if this service is not applicable to your library.

- Databases
- Courier Service
- Statewide Summer Reading
- Continuing Education & Training
- E-Books, Audiobooks, and Technology for Them
- Library Automation Projects through Regional Systems
- Broadband
- Advocacy & Library Relevancy
- The Statewide Online Catalog, Inter-Library Loan and Resource Sharing
- Traditional Library Services
- Talking Books

Q2 Please move the sliders below to indicate the degree to which you believe funding for the following LSTA-funded services should increase, remain the same, or decrease.

- Databases
- Courier Service
- Statewide Summer Reading
- Continuing Education & Training
- E-Books, Audiobooks, and Technology for Them
- Library Automation Projects through Regional Systems
- Broadband
- Advocacy & Library Relevancy
- The Statewide Online Catalog Inter-Library Loan and Resource Sharing
- Traditional Library Services
- Talking Books

Q3 Do you have any advice or comments regarding State Library programs and services? If so, please select the following services on which you would like to write a narrative comment.

- Databases
- Courier Service
- Statewide Summer Reading
- Continuing Education & Training
- E-Books, Audiobooks, and Technology for Them
- Library Automation Projects through Regional Systems
- Broadband
- Advocacy & Library Relevancy
- The Statewide Online Catalog Inter-Library Loan and Resource Sharing
- Traditional Library Services
- Talking Books
- Another Library Service

Q4a What is your advice or comments regarding databases?

Q4b What is your advice or comments regarding courier service?

Q4c What is your advice or comments regarding statewide summer reading?

Q4d What is your advice or comments regarding continuing education and training?

Q4e What is your advice or comments regarding e-books, audiobooks, and technology for them?

Q4f What is your advice or comments regarding library automation projects through the regional systems?

Q4g What is your advice or comments regarding funding for broadband?

Q4h What is your advice or comments regarding advocacy and library relevancy?

Q4i What is your advice or comments regarding the statewide online catalog inter-library loan and resource sharing?

Q4j What is your advice or comments regarding Traditional Library Services?

Q4k What is your advice or comments regarding Talking Books?

Q4l What is your advice or comments regarding another library service?

Q5 What have been the most helpful library projects, services, events, or programs-- new or ongoing-- in the past five years (since 2012)?

Q6 Keeping in mind what LSTA is able to fund, how might the State Library using federal funds help you achieve your vision for your library over the next five years?

## Appendix B: Survey of Kansas State Library Website Users

Dear Kansas Library User,

Please assist us in evaluating the services we provide by answering 3 questions regarding your experiences with our website. This brief survey is completely voluntary, and your responses will be kept strictly confidential. If you would like to take the survey, please answer the questions below.

Thank you,

Jo Budler, State Librarian of Kansas

Q1 Do you agree or disagree that you are easily able to access the resources, services and programs of the State Library of Kansas through this website?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Q2 Do you think that the databases provided by the State Library of Kansas through this website are:

- Very Useful
- Useful
- Seldom Useful
- Not Useful At All

Q3 Are you a librarian?

- Yes
- No

## Appendix C: Survey of Kansas Talking Books Users

As part of our evaluation of our Talking Books Program, we would like to ask you four questions about your experiences using our Talking Books services. Participation in this brief survey is completely voluntary, and opting not to participate will not affect your access to State Library services. If you agree to participate, your responses will remain strictly confidential and will be a valuable component to our evaluation. My first question is:

Q1 In general, would you say that you receive prompt service from the Talking Books Service?

- Yes
- No

Q2 Would you rate your overall satisfaction with the Talking Books Service as "high" or "very high?"

- Yes
- No

Q3 Would you say that you receive your Talking Books reading materials in the requested format at least half the time?

- Yes
- No

Q4 And finally, I'm going to read a short list of the various services provided by Talking Books. After I read each service, please tell me if you were aware that Talking Books provided this service.

- Talking Books provides services to the blind or visually impaired
- Talking Books provides services to the physically handicapped who cannot use traditional books
- Talking Books provides magazines
- Talking Books provides books in Braille
- Talking Books will deliver reading materials through the US postal service
- Talking Books provides reading materials that can be downloaded using the BARD app.
- Talking Books produces books authored by Kansans
- Talking Books produces books about Kansas
- Talking Books staff can recommend other books to patrons based on other books they have read
- Talking Books staff can help patrons keep track of books they have read

Q6 That's our last question. Thank you very much for helping to evaluate our services. Goodbye!