The Kentucky Department for Libraries and Archives
Library Services and Technology Act (LSTA)
Grants to States Implementation Evaluation
FFY 2013 – FFY 2017

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INSTITUTE *of* **Museum**and**Library** SERVICES

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Evaluation Summary

Given Kentucky's 2016 estimated population of 4,436,974[1], the state's annual Library Services and Technology Act Grants to States[2] allotment of approximately $2.3 million per year translates into just under 52 cents per person on an annual basis. LSTA funds alone are obviously inadequate to meet the library and information needs of all Kentucky residents. The Kentucky Department for Libraries & Archives' (KDLA) challenge has been to find ways to make 52 cents per person transformative in terms of library services; to leverage a small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of library and information services.

Kentucky has chosen to take a hybrid approach to the use of its limited LSTA allotment. Unlike some states that invest all or nearly all their Grants to States dollars in statewide initiatives or other states that distribute a majority of their funds through extensive sub-grant programs, KDLA does a little of both. Kentucky has made a significant investment in statewide initiatives (e.g., the Kentucky Virtual Library), but it has also distributed some funding to local libraries through narrowly-focused subgrants (e.g., the Fueling the Mind).

If one were to characterize KDLA's implementation of the LSTA program in a single word, "supportive" would be an excellent choice. LSTA dollars do not appear to be transforming Kentucky's library service. Only a few of the projects undertaken over the course of the three years covered by this evaluation (Federal Fiscal Year [FFY] 2013, FFY 2014, and FFY 2015) can be considered innovative. However, nearly everything that has been accomplished can be described as being supportive of the work of local libraries or of the State library in ensuring the availability of quality basic library and information services to State employees and to the residents of the State.

Programs singled out for the highest praise by members of the library community underscore the *support* model. Librarians talk about getting *support* in applying for E-rate funding, *support* for local summer reading programs, or the importance of the *support* they receive from regional consultants. The evaluators offer this observation as a fact, not as a criticism. We find that the support model reflects the reality of library service in the Bluegrass State. Many of Kentucky's libraries desperately need support.

In the opinion of the evaluators, KDLA has, using the measure of leveraging a small amount of money to accomplish major results by strategically deploying LSTA funds, achieved some notable results by carrying out the goals included in its five-year LSTA Plan for 2013 – 2017. The results have not been transformative, but they have served to attain an acceptable level of basic library service for most Kentucky residents.

There are three goal statements in the *Library Services and Technology Act Five-Year Plan for Kentucky Department for Libraries and Archives.* They are:

Goal 1: *Expand Access to Information: Discovery, Delivery & Innovation*

Goal 2: *Build Foundations for Sustainable Growth and Strength in Kentucky Libraries*

Goal 3: Strengthen Support for Targeted Library Programs and Services

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[1] U.S. Census Bureau, **American Fact Finder**,
https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk

[2] For brevity's sake, the Library Services and Technology Act's Grants to States program will be referred to simply as LSTA throughout this report.

For purposes of this summary, the evaluators will look at the accomplishments of the Kentucky Department for Libraries and Archives in implementing their Plan at the Goal level. In the body of the evaluation, details will be provided supporting the conclusions that are reached regarding whether goals have been achieved, partly achieved or not achieved. More detailed responses will also be offered to the Process and Methodology questions in the body of the report than those presented in this summary.

A. Retrospective Questions

A-1. To what extent did the Kentucky Department for Libraries and Archives' Five-Year Plan activities make progress towards each goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

As part of the assessment process, the evaluators asked the State Librarian and the LSTA Coordinator to offer their personal appraisals of progress toward each of the three goals included in the Kentucky Department for Libraries and Archives' 2013-2017 five-year Plan. In the self-assessment, the Kentucky Department for Libraries and Archives' internal appraisal was that the state library agency had progressed sufficiently to qualify as having ACHIEVED Goal 1 and that KDLA had PARTLY ACHIEVED Goals 2 and 3. The evaluators concur with KDLA's assessments on Goal 1 and on Goal 3, but conclude that enough progress has been made on Goal 2 to project that this Goal will also be ACHIEVED within the five-year planning cycle.

Table 1 offers a summary of both the Kentucky Department for Libraries and Archives' internal assessments and the evaluators' conclusions.

Table 1 – Kentucky Department for Libraries and Archives' and Evaluators' Assessment of Progress		
Goal	Kentucky Department for Libraries and Archives' Assessment	Evaluators' Assessment
Goal 1: Expand Access to Information: Discovery, Delivery & Innovation	Achieved	Achieved
Goal 2: Build Foundations for Sustainable Growth and Strength in Kentucky Libraries	Partly Achieved	Achieved
Goal 3: Strengthen Support for Targeted Library Programs and Services	Partly Achieved	Partly Achieved

Goal 1: *Expand Access to Information: Discovery, Delivery & Innovation*

The evaluators find three overarching reasons to conclude that the Kentucky Department for Libraries and Archives has ACHIEVED Goal 1. They are:
  1. The Kentucky Department for Libraries and Archives has expanded access to information in multiple, very diverse ways. These include the very central role that KDLA plays in building and maintaining access to high-quality bibliographic records, KDLA's role as a primary provider of materials to state employees as well as to libraries (from highly technical publications to teen thematic programming kits), and KDLA's role as the facilitator of interlibrary loan.
  2. KDLA expands access through its collaborative efforts with the Kentucky Virtual Library (KYVL) to provide access to both research oriented databases and practical online tools.

3. KDLA expands access and fosters innovation through its program of technology/e-rate consulting.

The evaluators conclude that KDLA has **ACHIEVED** GOAL 1.

Goal 2: *Build Foundations for Sustainable Growth and Strength in Kentucky Libraries.*

As was noted above, KDLA's internal evaluation of its performance on this Goal was that it had ACHIEVED most of what it had set out to do but that it lacked the documentation necessary to declare that it had ACHIEVED Goal 2. The evaluators also find that quantitative validation of reaching Goal 2 is somewhat lacking; however, enough qualitative evidence was provided through focus groups and through the web survey to lead the evaluators to conclude that KDLA warrants an ACHIEVED rating on Goal 2.

The evaluators believe that KDLA has been largely successful in its efforts undertaken in support of Goal 2. We find one compelling reason to conclude that KDLA has ACHIEVED Goal 2 and a single factor to conclude that the goal has only been PARTLY ACHIEVED. We believe the evidence supporting the ACHIEVED rating is sufficient to declare that the Goal has been ACHIEVED. Our reasoning is as follows:
1. The breadth of staff development opportunities available to Kentucky's public librarians and trustees is outstanding. Furthermore, offerings are available for staff at a variety of different levels (directors, paraprofessionals, support staff, trustees). Members of the Kentucky library community also have access to staff development and training in face-to-face as well as synchronous and asynchronous virtual settings. Finally, access to consulting assistance is excellent given professional specialists located at the state library administrative agency (SLAA) and generalist regional consultants throughout the Commonwealth.
2. Compelling quantitative documentation of the application of principles and techniques taught is somewhat lacking; however qualitative evidence is strong that change is taking place.

The evaluators conclude that KDLA has **ACHIEVED** GOAL 2.

Goal 3: *Strengthen Support for Targeted Library Programs and Services*

The KDLA has made progress on this Goal and several of the projects large (the Talking Book Library) and small (Prime Time Family Reading Time) would warrant an ACHIEVED rating on their own. The Fueling the Mind program has also reached many targeted audiences that have not traditionally used library services heavily. Nevertheless, the evaluators believe that Goal 3 is still a work in progress. Following is the evaluators' rationale for this conclusion:
1. The evaluators concur with KDLA's assertion that "the evaluation targets did not effectively correspond with the activities of Goal 3 and that therefore, the implementation of new programs and services established in public libraries as a direct result of public library standards and continuing education from KDLA were not realized." That said, the evaluators applaud KDLA for several outstanding efforts to engage a diverse cross-section of Kentucky's population.

The evaluators conclude that KDLA has **PARTLY ACHIEVED** GOAL 3.

A-2. To what extent did the Kentucky Department for Libraries and Archives' Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

Appendix F shows that the Kentucky Department for Libraries and Archives' LSTA program has been most successful in addressing the intents falling under the INFORMATION ACCESS and INSTITUTIONAL CAPACITY categories. Five projects, including the three largest (Information Access, The Kentucky Talking Book Library, and Database Collections), specifically impact the "improve users' ability to obtain and/or use information resources" intent. Multiple projects also address the INSTITUTIONAL CAPACITY focal area and, together, address all three intents in that category. Two projects (Fueling the Mind and Prime Time Family Reading Time) have an impact in the Human Resources area. Two projects (Youth Services and Summer Reading) address the LIFELONG LEARNING focal area.

None of the projects undertaken directly address the ECONOMIC & EMPLOYMENT DEVELOPMENT or CIVIC ENGAGEMENT categories. There have been a few specific activities that arguably have had some impact in the later categories; however, the effects have generally been limited to a small number of individuals.

A-3. Did any of the groups identified by IMLS as target audiences represent a substantial focus of Kentucky's Five-Year LSTA Plan activities? (Yes/No) YES

Only one of the targeted audiences identified by IMLS reach the 10% expenditure threshold established as representing a substantial focus. The Kentucky Talking Book Library accounted for 20.29% of total LSTA expenditures over the three-year period covered by this evaluation. This program directly targets individuals with disabilities. The fact that none of the other target audiences reach the 10% threshold is primarily due to the fact that two of the largest projects undertaken (Information Access and Database Collections) focus on serving the general public. KDLA also puts considerable resources behind its staff development activities and if one were to isolate training components within small projects such as Summer Reading and add these costs to larger scale projects that specifically have a library workforce focus, one might approach, but not exceed the 10% threshold.

B.   Process Questions

B-1. How has the KDLA used data from the old and new State Program Report (SPR) and elsewhere to guide activities included in the Five-Year Plan?

Data from the SPR has been used within KDLA to improve services and existing projects at the beginning of each federal cycle.

B-2. Specify any changes KDLA made to the Five-Year Plan, and why this occurred.

No formal changes or amendments were made to the Plan since it was submitted to IMLS in June 2012; however, a few minor adjustments were made to specific projects and initiatives.

B-3. How and with whom has KDLA shared data from the old and new SPR and from other evaluation resources?

Statistics and other data are shared within Kentucky state government, primarily with the Education and Workforce Development Cabinet (of which the agency is a part) but also with the Office of the Governor. Data may also be shared with the Kentucky Public Library Association (KPLA), the Kentucky Library Association (KLA), the Council on Postsecondary Education (CPE), and the KDLA State Advisory Council. Statistical data is shared with the National Library Service for the Blind and Physically Handicapped. The state library sometimes shares selected

statistics with users via the Talking Book Library newsletter and social media. Some SPR data has been shared with committees and individuals within the Kentucky library community. Finally, SPR data was shared with the QualityMetrics team for the purpose of this evaluation.

C. Methodology Questions

C-1. Identify how KDLA implemented an independent Five-Year Evaluation using the criteria described in the section of this guidance document called Selection of Evaluators.

To ensure rigorous and objective evaluation of the Kentucky Department for Libraries and Archives' implementation of the LSTA Grants to States program, the Commonwealth of Kentucky issued a solicitation on behalf of KDLA to engage a consultant "familiar with the LSTA program and requirements to perform the evaluation of the Five-Year Plan." QualityMetrics LLC, a library consulting firm with considerable expertise in evaluation methodologies, submitted a proposal and was engaged to conduct the independent LSTA evaluation.

C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.

QualityMetrics employed a mixed-methods research approach that included a review of the State Program Reports and other relevant documents and statistics, focus groups, and a web-based survey to collect information from stakeholders. QualityMetrics LLC has applied the concept of triangulation throughout the process to ensure the validity and reliability of its assessment.

C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation and how the evaluators engaged them.

Kentucky Department for Libraries and Archives staff were engaged through personal interviews during a site visit to the agency, via telephone, and through the exchange of numerous emails. Other stakeholders were engaged through a series of focus groups and through a web-based survey.

C-4. Discuss how KDLA will share the key findings and recommendations with others.

The Kentucky Department for Libraries and Archives will share the findings with the Kentucky Education and Workforce Development Cabinet (KDLA's parent agency), with the Office of the Governor, and with key staff within the SLAA. It will also be shared with the Kentucky Public Library Association (KPLA), the Kentucky Library Association (KLA), the Council on Postsecondary Education (CPE), and the KDLA State Advisory Council. Findings will also be shared with committees and individuals in the Kentucky library community. The report will be publicly available on the agency website as well as on the IMLS website.

Evaluation Report

INTRODUCTION

This evaluation is based on a review of three years of performance by the Kentucky Department for Libraries and Archives in implementing its ***Library Services and Technology Act Five-Year Plan for Kentucky Department for Libraries and Archives.*** It covers activities conducted using LSTA Grants to States funding for FFY 2013, FFY 2014, and FFY 2015. The challenges associated with evaluating this period were significant. The Institute of Museum and Library Services' (IMLS) transition from a legacy State Program Report (SPR) system to a new SPR system represents a major change in the way in which State Library Administrative Agencies (SLAAs) report on their projects and activities.

Changes built into the new system to enhance the ability to track outcomes, focal areas and targeted audiences in the long-term affected the ways in which states reported their projects in the short-term. In fact, the structure in which SPR data was captured during the three-year period varied somewhat from year to year. This was particularly true in reporting for FFY 2015. The Kentucky Department for Libraries and Archives appropriately reported the same or similar activities in different ways in different years due to new reporting protocols established by the IMLS.

This change in reporting protocols as well as the fact that the SPR system itself was still undergoing revision during the period covered by the evaluation often resulted in a lack of parallel reporting. While the change in the SPR was long overdue and should enhance reporting in the future, it nevertheless often left the evaluators with a difficult task in making "apples to apples" comparisons. Changes in the organizational structure at KDLA also affected how projects were reported. You will discover that there are some situations in which similar activities are reported in separate areas. This occasionally has the effect of overstating or understating the amount of LSTA funding that has been associated with a given activity.

Fortunately, the mixed methods evaluation approach used by QualityMetrics that incorporated focus groups, a web-based survey, and interviews in addition to a review of the SPR and other statistical reports provided by the state library agency proved invaluable and successfully dealt with most of these challenges.

In an effort to fairly evaluate the Kentucky Department for Libraries and Archives' progress, the evaluators have taken some liberty in standardizing the reporting of projects into fewer, larger categories. The hybrid approach that was used groups projects undertaken to further each goal with similar projects. Charts that appear in Appendix H (Kentucky LSTA Grants to States Expenditures – FFY 2013 – FFY 2015), present all the hybrid project categories used as well as expenditures in each of these categories for each of the three years. One chart shows all expenditures for efforts undertaken in pursuit of all goals followed by a breakdown of project categories and expenditures for each of the three goals.

The evaluation that follows is structured around the IMLS' ***Guidelines for IMLS Grants to States Five-Year Evaluation*** and the three goals that appeared in the ***Library Services and***

Technology Act Five-Year Plan for Kentucky Department for Libraries and Archives. After presenting a short background section, we will proceed to report on the Retrospective Questions (Section A) posed by IMLS for each of the three goals. We will then proceed to respond to the Process Questions (Section B) and Methodology Questions (Section C) as a whole, noting any differences that apply to individual goals.

Within the sections for each goal, individual projects will be presented in the order of the magnitude of LSTA expenditures by project. Typically, greater detail will be presented regarding larger scale projects. Very small projects (those that account for less than 3% of the total LSTA expenditures for the three-year period) will get little more attention than a brief description due to the small amount of LSTA funding expended. As an example, the Website Development project amounted to nineteen-hundredths of one-percent (0.19%) of LSTA funding for the three-year period covered by the evaluation and is simply described rather than being the subject of analysis.

BACKGROUND

Because the LSTA Grants to States program uses a formula that is primarily population-driven to determine state allotments, Kentucky, as a moderately-sized state, receives a moderately large allocation. Kentucky's LSTA funding allotment ranks 24th among the states and territories included in the program. The Bluegrass State received an average of a little over $2.3 million ($2,302,395) per year over the course of the three years (FFY 2013, FFY 2014, and FFY 2015) covered by this evaluation.

Given Kentucky's 2016 estimated population of 4,436,974, the state's annual Library Services and Technology Act Grants to States allotment of approximately $2.3 million per year translates into just under 52 cents per person on an annual basis. LSTA funds alone are obviously inadequate to meet the library and information needs of all Kentucky residents. The Kentucky Department for Libraries & Archives' (KDLA) challenge has been to find ways to make 52 cents per person transformative in terms of library services; to leverage a small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of library and information services.

Kentucky has chosen to take a hybrid approach to the use of its limited LSTA allotment. Unlike some states that invest all or nearly all of their Grants to States' dollars in statewide initiatives or other states that distribute a majority of their funds through extensive sub-grant programs, KDLA does a little of both. Kentucky has made a significant investment in statewide initiatives (e.g., the Kentucky Virtual Library), but it has also distributed some funding to local libraries through narrowly-focused subgrants (e.g., the Fueling the Mind).

If one were to characterize KDLA's implementation of the LSTA program in a single word, "supportive" would be an excellent choice. LSTA dollars do not appear to be transforming Kentucky's library service. Only a few of the projects undertaken over the course of the three years covered by this evaluation (FFY 2013, FFY 2014, and FFY 2015) can be considered truly innovative (Fueling the Mind is probably the biggest exception to this broad characterization). However, nearly everything that has been accomplished can be described as being solidly

supportive of the work of local libraries or of the State library in ensuring the availability of quality basic library and information services to State employees and to the residents of the Commonwealth.

Programs singled out for the highest praise by members of the library community underscore the *support* model. Librarians talk about getting *support* in applying for E-rate funding, *support* for local summer reading programs, or the importance of the *support* they receive from regional consultants. The evaluators offer this observation as a fact, not as a criticism. We find that the support model reflects the reality of library service in the Bluegrass State. Many of Kentucky's libraries desperately need support. If there is a single disturbing fact about KDLA's implementation of the LSTA program, it would be the SLAA's heavy dependency on LSTA funds for staffing. Of the FFY 2015 LSTA funds expended by KDLA, over half (55.54%) of funding was used for salaries, wages, and benefits for SLAA staff. The staff paid with these dollars do an outstanding job of delivering value for every dollar that is spent; however, the impact of a disruption or a discontinuation of LSTA funding would prove catastrophic for KDLA and for library service in Kentucky.

Overall, it is the opinion of the evaluators, that KDLA has, using the measure of leveraging a small amount of money to accomplish major results by strategically deploying LSTA funds, achieved some notable results by carrying out the goals included in its Five-Year LSTA Plan for 2013 – 2017. The results have not been transformative, but they have served to attain an acceptable level of basic library service for most Kentucky residents.

There are three goal statements in the *Library Services and Technology Act Five-Year Plan for Kentucky Department for Libraries and Archives.* They are:

Goal 1: Expand Access to Information: Discovery, Delivery & Innovation

Goal 2: *Build Foundations for Sustainable Growth and Strength in Kentucky Libraries*

Goal 3: Strengthen Support for Targeted Library Programs and Services

Information will be presented for each project category undertaken under each goal. An assessment will then be offered regarding the degree to which these activities meet the objectives that were presented in Kentucky's five-year plan.

A.   RETROSPECTIVE QUESTIONS

Goal 1: Expand Access to Information: Discovery, Delivery & Innovation

Goal 1 - Retrospective Question A-1. To what extent did the Kentucky Department for Libraries and Archives' Five-Year Plan Goal 1 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

Following are the titles and the total amount of LSTA FFY 2013 – FFY 2015 funding that was expended on activities undertaken in support of Goal 1.

Projects & Expenditures

Information Access	$ 2,433,077.00
Database Collections	$ 757,608.00
Support for Library Consortia	$ 384,742.00
Technology Support (includes E-rate consulting)	$ 253,295.00
Public Records Digitization	$ 89,892.00
Staff Development for Kentucky State Employees (not just KDLA)	$ 71,699.00
Website Development	$ 12,679.00
Total	$ 4,002,992.00

Goal 1 expenditures represent 57.95% of Kentucky's total LSTA allotment in the FFY 2013 – FFY 2015 period.

INFORMATION ACCESS
$ 2,433,077 (36.09% of LSTA funding)

The Information Access project is a large, complex project made up of multiple activities, many of which could, and probably should, be broken out and reported as separate projects. Included are many services associated with discovery (creation of high-quality bibliographic records) and contracts for specific products that facilitate resource sharing (OCLC's WorldShare Management System [WMS] and WorldCat Discovery [WCD]), as well as the acquisition and processing of materials for the State Library ranging from highly technical volumes to kits used by local libraries for teen programming.

Significant outputs in all of the areas involved are closely tracked and productivity within the various activities is impressive. For example, the SPR for FFY 2015 reports that Kentucky public libraries completed 438,456 interlibrary loan transactions for their customers through services provided by KDLA. At the other end of the scale, KDLA acts as a primary lender of materials to support public library activities. Another example from the FFY 2015 SPR is illustrative:

- 114,232 physical items were circulated which included:
- 12 mystery kits
- 14 reference materials
- 12,899 audio books
- 731 audiovisual materials
- 31 BiFokal kits
- 40,221 books
- 447 KET Childcare Lending Library kits
- 1,900 large print discussion kits
- 73 preschool thematic programming kits
- 913 regular print book discussion kits
- 85 teen thematic programming kits
- 560 text express youth book discussion kits
- 74 adult thematic programming kits.

Other components of the Information Access program include Ask-a-Librarian services and the exploration of and planning for a new integrated library system (ILS). In short, the project is extremely diverse. The evaluators find substantial evidence that each of the components is producing significant results for a variety of target audiences (state employees, public libraries, and the general public); however, a broader understanding of this project would be gained if it was broken into components. The evaluators understand the organizational history that provides the rationale for presenting the program as a whole. Nevertheless, breaking it into pieces is highly advisable.

DATABASE COLLECTIONS
$ 757,608.00 (11.24% of LSTA funding)

KDLA is part of a unique partnership that together ensures that all Kentucky residents have access to a robust set of databases and other online content. In conjunction with the Council on Post Secondary Education, KDLA funds more than fifty online databases through the Kentucky Virtual Library (KYVL). Products provided range from research oriented databases from EBSCO and ProQuest and services such as LearningExpress Library that serve different audiences with utilities related to educational and occupational pursuits. (See also the Support for Library Consortia project. The Support for Library Consortia project included funding provided to KYVL for database licensing in FFY 2013.)

Table 2 – Database Usage (User Community)			
	2012-2013	2013-2014	2014-2015*
EBSCO	44,008,627	68,178,284	87,933,298
Grolier	662,764	604,174	329,746
OCLC	409,440	782,836	333,950
ProQuest	1,291,697	15,704,989	2,398,267
Britannica	*	*	1,420,672
TOTAL	46,372,528	85,270,283	92,415,933

*2014-2015 stats include new vendor: Britannica, which had 1,420,672 searches. Including Britannica makes grand total 92,415,933

The web-survey conducted as part of the evaluation explored the public library community's opinions about the KYVL databases.

Table 3 – Satisfaction with KYVL Databases				
Databases	Dissatisfied	Neutral	Satisfied	Not Familiar/ Unable to Rate
NoveList	0.4%	7.0%	77.4%	15.2%
EBSCO databases	0.4%	9.2%	76.3%	14.2%
WorldCat (OCLC)	0.9%	8.5%	74.0%	16.6%
ProQuest databases	0.4%	11.8%	63.0%	24.8%
Learning Express Library	0.4%	10.4%	62.2%	27.0%
Britannica	1.7%	16.2%	57.7%	24.5%
Scholastic GO!	1.3%	11.8%	42.4%	44.5%

Representatives of large libraries responding to the survey focused on the benefits of the resource:

> "They (the databases) give us access to materials we would not otherwise have."

> "These are excellent learning and research resources."

About half of both small libraries (48.8%) and large libraries (49.0%) said the availability of the databases "broadens the range of services/resources our patrons can access." Another thirty-eight percent (38.8%) of small libraries and thirty-two percent (32.0%) of large libraries said it "improves the quality of service we can provide to patrons."

Respondents were asked to describe their overall satisfaction with the Kentucky Virtual Library databases. Almost sixty (58.6) percent were mostly satisfied and another nineteen (19.7) percent were completely satisfied. Only six (6.3) percent said they were dissatisfied (mostly or completely).

One survey respondent characterized the value of the databases this way:

> "The KYVL databases enable our reference and desk staff to show our patrons how to find information that is completely accurate and valid. They have an authority control that Google does not have."

TECHNOLOGY SUPPORT
$ 253,295.00 (3.76% of LSTA funding)

The Kentucky Department for Libraries and Archives sought to improve the technology available to the public as well as the digital literacy skills of public library staff across the state. Consultative services and training were provided on a variety of technology topics and in multiple formats.

Key to this program has been consulting assistance related to e-rate. The KDLA technology consultant was frequently singled out for high praise by librarians who credited her with helping them navigate the turbulent waters of applying and obtaining e-rate discounts.

Several provided testimonials regarding the importance of the service. It is notable that one librarian who was unable to attend one of the focus groups took the time to write a letter in support of KDLA's technology assistance. A focus group participant said,

> "For many Kentuckians their Library is their ONLY access to the Internet. Plus the library not only provides terminals for our citizens to use, but the library staff provide the knowledgeable help and assistance needed within a community safe place. The public library continues to be the keystone to democracy even today."

The letter received said the following:

> **"**I've been here long enough in this small library to see the
> impact e-rate funding has had on our ability to provide services
> to our patrons. Without it this library would be tremendously
> and adversely affected—just very recently, thanks to e-rate, we
> have been able to upgrade our incredibly slow, horrid DSL
> internet service to high speed fiber optic service! It has made a
> huge difference in the ability of our patrons to utilize the
> Internet, and even for the librarians here just to be able to
> watch a webinar without buffering – or watch it all due to the
> low quality of the DSL."

The web-survey demonstrated the popularity and importance of this program in comparison to other projects. While small and large library respondents had the highest satisfaction with "Summer Reading Program Assistance" they were each completely satisfied with "E-rate Assistance."

Table 4 – Satisfaction with LSTA-funded Services				
Consultant Service Opportunities	**Dissatisfied**	**Neutral**	**Satisfied**	**Not Applicable**
Summer Reading Program Assistance	1.7%	16.5%	65.3%	16.5%
Youth Services/ Programming Assistance	1.3%	17.3%	59.1%	22.4%
E-rate Assistance	0.0%	10.3%	53.4%	36.2%

A focus group participant said,

> "E-rate assistance is probably #2 in importance for us
> (after KDLA staff). E-rate is so complicated. They get it
> done!"

PUBLIC RECORDS DIGITIZATION
$ 89,892.00 (1.33% of total LSTA expenditures)

In order to provide comprehensive access to Commonwealth of Kentucky information and resources for all Kentucky residents, KDLA purchased a digitization system. This system was used to digitize over 1,000 microfilmed public records. These records are currently unavailable to the public because one or more documents on the microfilm is restricted by court order and subsequently cannot be viewed or obtained as there is no way to obtain or expunge a single record from the microfilm. However, the digitization of the microfilmed public records ensures the long-term accessibility and usability of those records by the general public.

LSTA funding was used simply to purchase the digitization equipment.

SUPPORT FOR LIBRARY CONSORTIA
$ 384,742.00 (5.71% of total LSTA expenditures)

This project supported the conversion of bibliographic records but also included the contribution to KYVL for database licensing. Because the project is separately reported here, the Database Collections Project understates the amount expended on online databases during the three-year period.

STAFF DEVELOPMENT FOR KENTUCKY STATE EMPLOYEES
$ 71,699.00 (1.06% of total LSTA expenditures)

State employees (employees of agencies other than KDLA), are an important part of KDLA's clientele. KDLA does an exemplary job (the best that the evaluators have witnessed) in engaging employees and introducing them to relevant resources and services that are available through the State Library.

Extensive training opportunities (both live and online) are provided. Furthermore, this training is highly responsive to user needs. Regular surveys are conducted and valuable feedback on everything from specific resources to online resource interfaces is collected and, when feasible, acted upon.

WEBSITE DEVELOPMENT
$ 12,679.00 (0.19% of total LSTA expenditures)

The Kentucky Department for Libraries and Archives sought to improve the ability of libraries to meet the information needs of their communities by helping public libraries without information technology staff develop and maintain current, easy-to-navigate websites. A notable accomplishment of this program was a critical review of public library websites by an objective panel of peers. Although this program was discontinued due to issues related to State procurement, the project, nevertheless, had some positive impact in encouraging libraries to improve their web-presence.

ACTIONS IDENTIFIED IN THE FIVE-YEAR PLAN FOR 2013 - 2017

In the their five-year LSTA plan for 2013 – 2017, the Kentucky Department for Libraries and Archives identified a series of actions they intended to take in order to achieve Goal 1. Following is a very brief accounting of the degree to which these actions have been completed.

Discovery

1.1 Support statewide library partnerships to build online information resources to meet the information and educational needs of citizens of Kentucky.

1.2 Provide access to information resources and tools for state agency employees.

1.3 Provide access to Kentucky state publications.

1.4 Provide accurate and complete information about holdings in libraries of all types in Kentucky to enable efficient resource sharing.

1.5 Expand access to KDLA archival and manuscript materials through digitization and the KDLA Catalog.

The evaluators find that all of these targets have been met. A significant related achievement was the migration and implementation of OCLC's WorldShare Management System (WMS) and the WorldCat Discovery (WCD) system, which provided an innovative, modern discovery interface for customers. Greater access to information and resources was achieved as the combined catalog of the State Library and the catalogs of libraries worldwide, that included database citations, linked users to the electronic resources they need.

1.6 Maintain the KY Guide survey of archival and special collections held by Kentucky's special libraries and cultural heritage organizations.

LSTA support for this activity ceased at the end of FY 2012.

Delivery

1.7 Provide circulating collections for public libraries.

1.8 Support the delivery service that powers statewide resource sharing among Kentucky's libraries.

1.9 Supply and support the central information technology and telecommunications infrastructure sufficient to allow reliable access to KDLA for the provision of technical assistance and information delivery to public libraries statewide, patrons and partners of the State Library, and Kentucky's citizens.

Although there recently has been a disruption in courier service, the targets listed above have largely been met.

Innovation

1.10 Provide direct financial assistance to libraries by offering technology related subgrants to build library capacity for public computer access. (Year 1 only)

1.11 Explore and adopt new tools and technologies that power statewide discovery and delivery.

These targets have been met.

Technology

1.12 Provide advisory support to libraries that choose to apply for E-Rate funding.

1.13 Provide advisory support to libraries to ensure effective library technology planning and readiness.

While these targets have been met, the majority of the KDLA Technology Consultant's time is taken up with E-rate consulting. The technology planning document generated by the Kentucky Public Library Association (KPLA) that public libraries use is outdated. The consultant has not had time to work collaboratively with KPLA to revise/update Technology Standards for KY public libraries.

1.14 Provide advisory support to libraries to provide information and tools to their users via the Web.

Efforts to assist public libraries with Website Development ceased due to state procurement restrictions.

1.15 Provide advisory support and develop continuing education programs that help libraries to build programs and services that are "digitally inclusive."

1.16 Provide advisory support and develop continuing education programs on digital literacy to help libraries train their users to effectively navigate today's online world.

These targets have largely been met. While a few of the targets have not been reached, and while KDLA has not tracked these outcomes directly, the evaluators find that KDLA's efforts have accomplished a majority of what was described in their five-year plan.

These efforts, taken together are sufficient to conclude that KDLA has achieved Goal 1. The evaluators conclude that Goal 1 has been **ACHIEVED**.

A-2. To what extent did the Kentucky Department for Libraries and Archives' Five-Year Plan Goal 1 activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

Goal 1 activities primarily address the Measuring Success INFORMATION ACCESS focal areas. A few projects and activities also have impact in the INSTITUTIONAL CAPACITY area. See Appendix F for a mapping of projects to focal areas and intents.

A-3. Did any of the following groups represent a substantial focus for the Kentucky Department for Libraries and Archives' Five-Year Plan Goal 1 activities? (Yes/No) NO

Because most of the Goal 1 projects target the general public, none of the groups identified by IMLS as targeted audiences rise to the 10% level of funding identified as constituting a substantial focus.

GOAL 1 CONCLUSIONS

The evaluators find three overarching reasons to conclude that the Kentucky Department for Libraries and Archives has ACHIEVED Goal 1. They are:

1. The Kentucky Department for Libraries and Archives has expanded access to information in multiple, very diverse ways. These include the very central role that KDLA plays in building and maintaining access to high-quality bibliographic records, KDLA's role as a primary provider of materials to state employees as well as to libraries (from highly technical publications to teen thematic programming kits), and KDLA's role as the facilitator of interlibrary loan.
2. KDLA expands access through its collaborative efforts with KYVL to provide access to both research oriented databases and practical online tools.
3. KDLA expands access and foster innovation through its program of technology/e-rate consulting.

The evaluators conclude that KDLA has **ACHIEVED** Goal 1.

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Goal 2: *Build Foundations for Sustainable Growth and Strength in Kentucky Libraries*.

Goal 2 - Retrospective Question A-1. To what extent did the Kentucky Department for Libraries and Archives' Five-Year Plan Goal 2 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

Following are the titles and the total amount of LSTA FFY 2013 – FFY 2015 funding that was expended on activities undertaken in support of Goal 2.

Projects & Expenditures

Public Library Staff Development	$ 349,850.00
Regional Consultants Support	$ 122,478.00
Graduate School Tuition Reimbursement	$ 33,894.00
Total	$ 506,222.00

Goal 2 expenditures represent 7.33% of Kentucky's total LSTA allotment in the FFY 2013 – FFY 2015 period.

Two comments from Kentucky librarians (one at a focus group and another in a letter given to the evaluators) speak to the importance of Goal 2 services. The letter said,

> "KDLA services are comparable to an artery in our bodies. Clog it up (reduce funding and manpower) and the entire system is adversely affected. While larger libraries may be able to absorb the losses with minimal effect on services and changes observable to the public, smaller libraries such as mine would suffer greatly. The consequences of losing these valuable services provided by KDLA (our Regional Consultant, Children's Services e-rate consulting, and a long, long list of other services) would be felt harshly throughout communities such as ours, a small rural community with no other place to pick up the services that are offered by our library."

The focus group participant simply said,

> "I couldn't do my job without KDLA."

PUBLIC LIBRARY STAFF DEVELOPMENT
$ 349,850.00 (5.19% of total LSTA expenditures)

The Kentucky Department for Libraries and Archives (KDLA) improves the skills of public library staff and trustees across the state by providing continuing education opportunities. KDLA offers a wide array of staff development opportunities ranging from face-to-face regional workshops to synchronous and asynchronous virtual sessions.

The topics covered are broad in scope and high in relevance. One librarian who participated in a focus group expressed her appreciation for KDLA's staff development efforts by saying,

> "What you learn is astronomical!"

The web-survey conducted as part of the evaluation did reveal some issues related to awareness of certain types of events. Knowledge of "New Directors' Orientation" and "Trustee Orientation" were relatively low. On the other hand, a focus group participant said,

> "KDLA staff continually keep me informed of continuing education offerings. I estimate that at least once a week I receive e-mails telling me of upcoming offerings and several times a year I am personally contacted when offerings that will be especially helpful to me are planned. For example, we are in a building project and for the 2 years prior to the start of the project KDLA staff talked to me about trainings or webinars that would really help me with the project, several space planning and managing groundbreakings and bid processes trainings have been very helpful to me."

Finally, not all learning occurs in virtual or physical events. The FFY 2015 SPR reported that the KDLA Continuing Education landing page was visited 7,267 times. From there, the CE calendar was accessed 7,072 times and 7,276 click throughs were made to archived webinars.

Finally, our letter writer added:

> "Continuing Education has been an eye-opening experience for me. Without the opportunity to participate in Continuing Education, I would not be able to see beyond the here and now, to present dreams and ideas and see a wonderful future for our small library!"

REGIONAL CONSULTANTS SUPPORT
$ 122,478.00 (1.82% of total LSTA expenditures)

Although the amount of funding that has supported the regional consultants over the three-year period is relatively small, it was apparent from focus group and web-survey comments that the impact of the consultants is huge.

Two focus group participants weighed in on the importance of the regional consultants:

> "Regional librarians and the CE department raise the level of professionalism for those of us who can't always go to conferences."

> "Consultants provide consistency for the state…especially for the smaller rural libraries…They're vital!"

GRADUATE SCHOOL TUITION REIMBURSEMENT
$ 33,894.00 (0.50% of total LSTA funding)

The Kentucky Department for Libraries and Archives (KDLA) sought to increase the number of Master of Library Information Science (MLIS)-degreed librarians in the state by providing tuition reimbursement for the successful completion of classes from an ALA (American Library Association) accredited graduate program. The program has been popular and there is a waiting list of people who would like to participate. To date, the tracking of the overall impact of this program has been limited.

ACTIONS IDENTIFIED IN THE FIVE-YEAR PLAN FOR 2013 - 2017

In the their Five-Year LSTA plan for 2013 – 2017, the Kentucky Department for Libraries and Archives identified a series of actions they intended to take in order to achieve Goal 2. Following is a very brief accounting of the degree to which these actions have been completed.

Continuing Education

2.1 Build out general continuing education program for Kentucky's public library staff and trustees.
2.2 Support scholarships that enable Kentucky's library staff members to attend state, regional and national educational opportunities as funding allows.

Library Capacity Building

2.3 Support and provide training, professional development and continuing education opportunities for KDLA staff.

2.4 Provide training to public library staff that helps libraries meet Kentucky's Public Library Standards.

Public Library Staff and Trustees Certification

2.5 Provide training and support for the public library staff certification program.

2.6 Provide training and support for the public library trustee certification program.

2.7 Provide continuing education subgrants to libraries to financially support students pursuing a Master's Degree in Library Science from an ALA-accredited program.

Although support for item 2.2 never materialized, these targets have largely been met. KDLA significantly increased the number and training topics offered to public library staff and trustees and provided asynchronous training and access to archived training. KDLA also certified a record number of public library staff and trustees through the Kentucky Public Library Standards, which is required by Kentucky Statute. In the two-year period where Graduate School Tuition Reimbursement program was reinstated, five public library staff graduated with their Master of Library Information Science (MLIS) degrees.

These efforts, taken together, are sufficient to conclude that KDLA has achieved Goal 2. The evaluators conclude that Goal 2 has been **ACHIEVED**.

A-2. To what extent did the Kentucky Department for Libraries and Archives' Five-Year Plan Goal 2 activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

Goal 2 activities address the INSTITUTIONAL CAPACITY focal area. See Appendix F for a detailed mapping of projects to focal areas and intents.

A-3. Did any of the following groups represent a substantial focus for the Kentucky Department for Libraries and Archives' Five-Year Plan Goal 2 activities? (Yes/No) NO

Although the audience doesn't reach the 10% threshold established by IMLS as constituting a substantial focus, Goal 2 targets the library workforce and considerable resources are directed toward this audience.

GOAL 2 CONCLUSIONS

As was noted in the evaluation summary, KDLA's internal evaluation of its performance on this Goal was that it had ACHIEVED most of what it had set out to do but that it lacked the documentation necessary to declare that it had ACHIEVED Goal 2. The evaluators also find that quantitative validation of reaching Goal 2 is somewhat lacking; however, enough qualitative evidence was provided through focus groups and through the web survey to lead the evaluators to conclude that KDLA warrants an ACHIEVED rating on Goal 2.

The evaluators believe that KDLA has been largely successful in its efforts undertaken in support of Goal 2. We find one compelling reason to conclude that KDLA has ACHIEVED Goal 2 and a single factor to conclude that the goal has only been PARTLY ACHIEVED. We believe the evidence supporting the ACHIEVED rating is sufficient to declare that the Goal has been ACHIEVED. Our reasoning is as follows:

1. The breadth of staff development opportunities available to Kentucky's public librarians and trustees is outstanding. Furthermore, offerings are available for staff at a variety of different levels (directors, paraprofessionals, support staff, trustees). Members of the Kentucky library community also have access to staff development and training in face-to-face as well as synchronous and asynchronous virtual settings. Finally, access to consulting assistance is excellent given professional specialists located at the SLAA and generalist regional consultant throughout the Commonwealth.
2. Compelling quantitative documentation of the application of principles and techniques taught is somewhat lacking; however qualitative evidence is strong that change is taking place.

The evaluators conclude that KDLA has **ACHIEVED** GOAL 2.

<center>***</center>

Goal 3: Strengthen Support for Targeted Library Programs and Services

Goal 3 Retrospective Question A-1. To what extent did the Kentucky Department for Libraries and Archives' Five-Year Plan Goal 3 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

Following are the titles and the total amount of LSTA FFY 2013 – FFY 2015 funding that was expended on activities undertaken in support of Goal 3.

Projects & Expenditures

Kentucky Talking Book Library	$ 1,367,874.00
Preventing Summer Reading Loss: Fueling the Mind	$ 355,700.00
Youth Services	$ 117,281.00
Library Outreach - Bookmobile	$ 93,519.00
Prime Time Family Reading Time	$ 57,384.00
Summer Reading (see also Fueling the Mind)	$ 16,329.00
Total	$ 2,008,087.00

Goal 3 expenditures represent 29.07% of Kentucky's total LSTA allotment in the FFY 2013 – FFY 2015 period.

KENTUCKY TALKING BOOK LIBRARY
$ 1,367,874 (20.29% of total LSTA expenditures)

The Kentucky Department for Libraries and Archives ensures that Kentucky residents with print disabilities are able to access a wide range of resources through its Kentucky Talking Book Library (KTBL). Perhaps the most significant finding of the evaluators in regard to KTBL is that, unlike the majority of talking book programs in the nation, KTBL has actually seen an increase in the number of individuals registered for the service.

Table 5 – Kentucky Talking Book Library Use				
	2013	2014	2015	2016
Registered Borrowers	3,846	3,828	3,904	4,006
Circulation, Media Mailed	178,080	188,629	168,721	158,072
BARD Downloads	56,647	64,630	63,491	65,157
Books Recorded	37	45	30	35
Analog Books Converted to Digital	51	68	38	19

While the circulation of physical media mailed to users has decreased in recent years, more patrons are availing themselves of the Braille and Audio Reading Download (BARD) service. Thanks in part to a dedicated crew of volunteers, Kentucky also has a particularly active program of recording Kentucky-themed titles and titles by Kentucky authors. These are items that are not being recorded as part of the National Library Service (NLS) for the Blind and Physically Handicapped program. Many of the items that are recorded are, in turn added to the NLS/BARD database and become available for use nationally.

The decline in the number of analog books converted to digital is due to a backlog that was caused by a change process and is a temporary situation.

KTBL does a good job of reaching out to the people of the Commonwealth, primarily through involvement in events sponsored by support and advocacy organizations that work with people with disabilities. Some efforts are also made to make public librarians more aware of talking book services.

However, awareness of KTBL services in the public library community is mixed. The web survey conducted as part of this evaluation examined awareness.

Seventy (70.4) percent of the respondents rated their awareness of the National Library Service as a four or a five where five meant very aware of the program.

Respondents were most aware of the Talking Books Collection. Sixty-nine (69.9) percent were aware (rated a four or a five) and another eleven (11.8) percent were moderately aware.

Overall, awareness diminished when they were asked about Talking Book Librarians and recording of Kentucky Books. Only forty (40.2) percent rated their awareness as a four or a five and another seventeen (17.6) percent were moderately aware of Talking Book Librarians. Thirty-nine (39.6) percent rated their awareness of the Recording of Kentucky Books as a four or a five and another twelve (12.7) percent were moderately aware.

Survey respondents were least aware of BARD (Braille and Audio Reading Download). Twenty-nine (29.6) percent rated their awareness a four or a five. Thirty-two (32.8) percent were unaware of this service.

Thirty-four (34.3) percent agreed with the statement: my staff have the skills and training they need to inform patrons about the Kentucky Talking Books program and to help them register for the service. Yet only four (4.4) percent of respondents strongly agree with the statement. While just three (3.6) percent strongly disagree, thirty-one (31.5) percent neither agreed nor disagreed their staff have the necessary skills and training.

Forty-three (43.8) percent, said the availability of the program in broadening the range of services and resources their patrons can access is most important for their library. Another twenty-seven (27.3) percent indicated that these programs improve the quality of service the library can provide to patrons.

Several survey respondents offered compliments about the program.

> "If it weren't for this service, our selection for those needing such accommodations would be very limited."

> "We appreciate the fact that this service improves the quality of life for many people."

FUELING THE MIND
$ 355,700.00 (5.28% of total LSTA expenditures)

This project operated for several years as a partnership between the Kentucky Department for Libraries and Archives (KDLA), the Kentucky Department of Education (KDE), public libraries and local partners.

The project enabled libraries to expand their traditional summer reading programs into new areas by targeting at-risk children and families being served by KDE's summer food service.

KDLA provided programming and staff support for literacy services using LSTA funding. KDE's Summer Food Service Program provided meals.

The program was highly successful in increasing the number of children visiting libraries and contributed to increased summer reading program participation. Unfortunately, the project is currently on "hiatus" in order to address administrative issues related to carrying out such a complex effort. KDLA is to be applauded for engaging in this innovative undertaking. The evaluators have seen several similar programs functioning at a local level; however, we have never witnessed such a program being attempted on a broad scale.

YOUTH SERVICES
$ 117,271 (1.74% of total LSTA expenditures)

In their self-assessment, KDLA expressed the opinion that the Youth Services project had been the most successful. It needs to be understood that the dollar amount shown above understates the reach of this program, which extends into projects such as Fueling the Mind.

KDLA said,

> "KDLA's most successful program was Youth Services Support and projects that fall under this umbrella. KDLA supported children and young adults by providing public library staff and state partners with training, consultation, and coordination of statewide reading promotions.
>
> During the five-year period, KDLA provided for the enhancement of early childhood services in public libraries and for projects to promote school and public library partnerships. Fueling the Mind (FTM) was one such project. FTM decreased the learning gap generally experienced by children during the summer months through collaboration with the Kentucky Department of Education (KDE). FTM reduced non-academic barriers to learning and created a sense of community and association by providing summer meals for children and by allowing participating libraries to strengthen or establish partnerships with local school systems and local businesses.
>
> KDLA also established itself as a resource center for public libraries planning local summer reading programs. Each year in the five-year period, public libraries reported increases in program attendance, of not only children and

youth, but parents, grandparents, and caregivers. KDLA has effectively decreased the amount of time children spent without access to educational materials and provided for increases in public library staff knowledge and skills, and access to thematic book and programming kits that translated to innovative programs (STEM, Next Generation Science Standards). "

Information collected by the evaluators validates this assessment.

LIBRARY OUTREACH - BOOKMOBILE
$ 93,519.00 (1.39% of total LSTA expenditures)

The Kentucky Department for Libraries and Archives has used a small amount of its LSTA funding to support bookmobile services in rural counties that could not otherwise provide adequate service coverage. Small grants help to subsidize operational costs of bookmobiles including materials and fuel.

PRIME TIME FAMILY READING TIME
$ 57,384.00 (0.85% of total LSTA expenditures)

The Kentucky Department for Libraries and Archives promoted family literacy using LSTA funds by providing a sub-grant to the Kentucky Humanities Council to administer the Prime Time Family Reading Time® program in Kentucky public libraries.

Programs have been conducted at multiple library sites across the Commonwealth. Each program discussion was led by a storyteller and a humanities scholar for at-risk children aged six to ten along with their parents. Translators were made available for programs with bilingual families in attendance. Entry and exit surveys were conducted with families, including retention rates. All participants were registered for library cards and provided information about further event and learning opportunities after the end of the intended program series.

This program has successfully reached some non-traditional audiences.

Table 6 - Prime Time Family Reading Time			
	2013	2014	2015
# Host Libraries	18	14	8
# of Families	276	195	116
# of Participants	841	631	427

SUMMER READING
$ 16,329.00 (0.85% of total LSTA expenditures)

For the primary discussion of Kentucky's summer reading efforts, readers should review the discussion of the Fueling the Mind program. The relatively small allocation for summer reading shown here is related to the State's membership in the Collaborative Summer Library Program (CSLP) and some staff development activity related to summer reading. Workshops and conferences on summer reading are always among the most popular with Kentucky's libraries. Hundreds attend training each year.

Overall summer reading participation has been increasing both in raw numbers of participants and in the diversity of age groups being reached. Teen and adult summer reading efforts are growing in the State.

ACTIONS IDENTIFIED IN THE FIVE-YEAR PLAN FOR 2013 - 2017

In their Five-Year LSTA plan for 2013 – 2017, the Kentucky Department for Libraries and Archives identified a series of actions they intended to take in order to achieve Goal 3. Following is a discussion of the degree to which these actions have been completed.

General Programs and Services

3.1 Provide general advisory services that help library leaders to make informed decisions.

3.2 Provide continuing education programs that result in improved services and programs in Kentucky's libraries.

3.3 Provide advisory and continuing education services that help public libraries to meet the Kentucky Public Library Standards.

3.4 Develop interagency partnerships that expand the reach of KDLA programs and services.

3.5 Connect public libraries to local partners.

3.6 Build and share professional tools and resources.

Many of the targets above have been addressed by projects and activities undertaken in support of both Goal 2 and Goal 3. KDLA has been largely successful in meeting these targets.

Target: Adults

3.7 This is a new focus area for KDLA. In this new program area, the library advisor will provide advisory services, information resources and continuing education programs to support the development of library programs to meet the needs of adults and seniors with a focus on the IMLS' 21st Century Skills.

3.8 Provide support to expand participation in the statewide adult summer reading program.

3.9 Provide direct financial assistance to libraries to support programming activities focused on meeting the needs of adults and seniors in the library and through outreach activities.
.
Items 3.7 – 3.9 represent areas that have not been addressed to this point in the implementation of the five-year plan. This is due to the fact that KDLA Adult Services position that would be responsible for carrying out these efforts is not in place.

Target: Children, Youth and Families

3.10 Provide advisory services, information resources and continuing education programs on early childhood literacy.

3.11 Provide advisory services, information resources and continuing education programs on library programming for children and youth.

3.12 Provide overall support for the statewide summer reading program.

3.13 Provide direct financial assistance to libraries for participation in the "Read & Feed" program to engage underserved children in summer reading.

3.14 Provide direct financial assistance to libraries for participation in the Primetime for Family Literacy program.

Summer Reading Program (SRP) attendance increased by double digits, with strengthened collaborative relationships with local school systems and businesses. Subawards to libraries to support summer reading loss prevention allowed KDLA, in collaboration with the Kentucky Department of Education (KDE), to impact the socioeconomic disparity of children and families in both the rural and urban parts of the Commonwealth.

The Talking Book Program

3.15 Provide collections, training and support for the Talking Books Program.

3.16 Provide narration for Kentucky-related titles for inclusion in the Talking Books Program.

3.17 Migrate talking books from legacy formats to modern media and digital formats.

3.18 Migrate talking books in digital formats to modern accessible media.

KDLA was successful in providing library service to people with visual disabilities. Through the Braille and Talking Book service, patrons received advisory support to select materials, or librarians selected materials for them. Patrons also received instruction and support for accessing and using electronic resources such as online catalogs, the BARD website, and BARD mobile app. During the three-year period covered by this evaluation, the Braille and Talking Book service was heavily used by patrons who would not otherwise have had access to reading materials. KDLA's support of this service fostered functional independence and promoted personal autonomy of persons impacted by vision loss. KDLA has met all of these targets.

These efforts, taken together are sufficient to conclude that KDLA has partly achieved Goal 3. The evaluators conclude that Goal 3 has been **PARTLY ACHIEVED**.

A-2. To what extent did the Kentucky Department for Libraries and Archives' Five-Year Plan Goal 3 activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

Goal 3 activities have the broadest reach in regard to Measuring Success. In particular, the Fueling the Mind and Prime Time Family Reading Time introduce connections to the HUMAN

RESOURCES focal area. Several projects including connected to Summer Reading impact LIFELONG LEARNING. Finally, although the TALKING BOOK LIBRARY is categorized under multiple focal areas including INFORMATION ACCESS focal area, it also clearly addresses some LIFELONG LEARNING and HUMAN RESOURCES intents. See Appendix F for a more detailed accounting of how projects map to the Measuring Success focal areas and intents.

A-3. Did any of the following groups represent a substantial focus for the Kentucky Department for Libraries and Archives' Five-Year Plan Goal 3 activities? (Yes/No) NO

None of the groups identified by IMLS as targeted audiences rise to the 10% level of funding level identified as constituting a substantial focus.

GOAL 3 CONCLUSIONS

The KDLA has made progress on this Goal and several of the projects large (the Talking Book Library) and small (Prime Time Family Reading Time) would warrant an ACHIEVED rating on their own. The Fueling the Mind program has also reached many targeted audiences that have not traditionally used library services heavily. Nevertheless, the evaluators believe that Goal 3 is still a work in progress. Following is the evaluators' rationale for this conclusion:

> The evaluators concur with KDLA's assertion that "the evaluation targets did not effectively correspond with the activities of Goal 3 and that therefore, the implementation of new programs and services established in public libraries as a direct result of public library standards and continuing education from KDLA were not realized." That said, the evaluators applaud KDLA for several outstanding efforts to engage a diverse cross-section of Kentucky's population.

The evaluators conclude that KDLA has **PARTLY ACHIEVED** GOAL 3.

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B.   Process Questions

B-1. How has the KDLA used data from the old and new State Program Report (SPR) and elsewhere to guide activities included in the Five-Year Plan?

Data from the SPR has been used within KDLA to improve services and existing projects at the beginning of each federal cycle.

During the implementation of the 2013 – 2017 plan, KDLA has surveyed several user groups including state government employees (in their role as users of the State Library) and members of the public library community. Data sources have included:

- baseline surveys, performance measures, and/or benchmarks and follow-up surveys to assess needs and to determine whether changes have occurred;
- review of the state's LSTA Five-Year Plan as part of the process of compiling the annual State Program Report;
- assessments and surveys as part of most workshops and training programs;
- anecdotal evidence; and,
- focus groups and/or forums that are used to support statewide library development planning or other activities of KDLA.

B-2. Specify any changes KDLA made to the Five-Year Plan, and why this occurred.

No formal changes or amendments were made to the Plan since it was submitted to IMLS in June 2012; however, a few project/initiatives that were altered.

In order to provide comprehensive access to Commonwealth of Kentucky information and resources for all Kentucky residents, KDLA purchased a digitization system. This system was used to digitize over 1,000 microfilmed public records. These records are currently unavailable to the public because one or more documents on the microfilm is restricted by court order and subsequently cannot be viewed or obtained as there is no way to obtain or expunge a single record from the microfilm. The digitization of the microfilmed public records ensures the long-term accessibility and usability of those records by the general public.

Support was suspended for the Fueling the Mind – Preventing Summer Reading Loss project due to failure of public libraries to adhere to policies related to grant funding and reporting outcomes.

KDLA did not file an amended plan because it was determined that the nature of the changes did not affect the overall plan in a substantive way.

B-3. How and with whom has KDLA shared data from the old and new SPR and from other evaluation resources?

Statistics and other data are shared within Kentucky state government, primarily with the Education and Workforce Development Cabinet (of which this agency is a part) but also with the Office of the Governor. Data may also be shared with the Kentucky Public Library Association (KPLA), the Kentucky Library Association (KLA), the Council on Postsecondary Education (CPE), and the KDLA State Advisory Council. Statistical data is shared with the National Library Service for the Blind and Physically Handicapped. The state library sometimes shares selected statistics with users via the Talking Book Library newsletter and social media.

KDLA has shared data about Kentucky library E-rate participation and internet speeds with the Office of Broadband Outreach and Development and the ALA/COSLA Library E-rate Assessment and Planning (LEAP) Project.

Some SPR data has been shared with committees and individuals within the Kentucky library community. Finally, SPR data was shared with the QualityMetrics team for the purpose of this evaluation.

C.   Methodology Questions

C-1. Identify how KDLA implemented an independent Five-Year Evaluation using the criteria described in the section of this guidance document called Selection of Evaluators.

To ensure rigorous and objective evaluation of the Kentucky Department for Libraries and Archives' implementation of the LSTA Grants to States program, the Commonwealth of Kentucky issued a solicitation on behalf of KDLA on August 15, 2016 to engage a consultant "familiar with the LSTA program and requirements to perform the evaluation of the Five-Year plan." QualityMetrics LLC, a library consulting firm with considerable expertise in evaluation

methodologies, submitted a proposal before the September 15, 2016 deadline and, subsequently, was awarded the contract to conduct the independent LSTA evaluation.

C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.

QualityMetrics employed a mixed-methods research approach that included a review of the State Program Reports and other relevant documents and statistics, focus groups, and a web-based survey to collect information from stakeholders. After conducting an initial telephone conference call with representatives of the SLAA, QualityMetrics completed a site-visit to the State Library Administrative Agency (SLAA) on December 7, 2016. In-person interviews were held with the State Librarian, the LSTA Coordinator, and with key staff engaged in the projects carried out using LSTA funding. A series of focus groups including one virtual session and four on-site sessions was completed in December, 2016. The site visits and focus groups provided qualitative evidence and context.

SPRs were reviewed in detail and additional reports, documentation, websites, fliers, newspaper articles, and social media feeds were consulted selectively as corroborating evidence. A web-based survey conducted between December 28, 2016 – January 17, 2017 provided additional quantitative and qualitative information. The survey was reviewed for representativeness to ensure the reliability and validity of the findings. Additional corroborative evidence from comments collected in the survey served to triangulate the evidence gathered.

QualityMetrics LLC has applied the concept of triangulation throughout the process to ensure the validity and reliability of its assessment. Wikipedia provides a good description of the triangulation principle:

> "Triangulation is a powerful technique that facilitates validation of data through cross verification from two or more sources. In particular, it refers to the application and combination of several research methods in the study of the same phenomenon. By combining multiple observers, theories, methods, and empirical materials, researchers can hope to overcome the weakness or intrinsic biases and the problems that come from single method, single-observer and single-theory studies."

To further validate findings of the assessment process, both Martha Kyrillidou and Bill Wilson participated together in the onsite agency interviews allowing for the concept of triangulation to be implemented yet again as evaluators debriefed and compared interpretation and understandings.

C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation and how the evaluators engaged them.

Kentucky Department for Libraries and Archives staff were engaged through personal interviews during a site visit to the agency, via telephone, and through the exchange of numerous emails. Other stakeholders were engaged through a series of focus groups and through a web-based survey.

C-4. Discuss how KDLA will share the key findings and recommendations with others.

The Kentucky Department for Libraries and Archives will share the findings with the Kentucky Education and Workforce Development Cabinet (KDLA's parent agency), with the Office of the Governor, and with key staff within the SLAA. It will also be shared with the Kentucky Public Library Association (KPLA), the Kentucky Library Association (KLA), the Council on Postsecondary Education (CPE), and the KDLA State Advisory Council. Findings will also be shared with committees and individuals in the Kentucky library community. The report will be publicly available on the agency website as well as on the IMLS website.

Appendix A - Acronyms

Appendix A - Acronyms

FFY
Federal Fiscal Year

IMLS
Institute of Museum and Library Services

KDLA
Kentucky Department for Libraries and Archives

KTBL
Kentucky Talking Book Library

KULS
Kentucy Union List of Serials

KYVL
Kentucky Virtual Library

LSTA
Library Services and Technology Act

MLS
Master of Library Science Degree

OCLC
Online Computer Library Center

SPR
State Program Report

SRP
Summer Reading Program

WCD
WorldCat Discovery

WMS
WorldShare Management System

Appendix B – Interviewees and Focus Groups

Appendix B: Interviews and Focus Groups

Kentucky Department for Libraries and Archives (KDLA) Staff

Terry Manuel, State Librarian and Commissioner, KDLA

Beth Milburn, Library Development Branch Manager, KDLA

Bill Shrout, Customer Services and Collections Branch Manager, KDLA

Barbara Penegor, Talking Book Branch Manager, KDLA

Krista King-Oaks, Youth Services Consultant, KDLA

Alicia McGrath, Continuing education Section Supervisor, KDLA

Lauren Abner, Technology Consultant, KDLA

Ncole Bryan, LSTA Coordinator, KDLA

Focus Group Sessions (On-Site)

12/8/16 – Crescent Hill Library – Louisville Free Public Library, Louisville

12/8/16 – Grant County Public Library, Williamstown

12/8/16 – Hardin County Public Library, Elizabethtown

12/8/16 – George Coon Public Library (Caldwell County), Princeton

Focus Group (Virtual)

12/9/16 – Virtual Session – (Open Invitation)

Appendix C – Bibliography of Documents Reviewed

Appendix C – Bibliography of Documents Reviewed

Kentucky Department for Libraries and Archives
2013-2017 LSTA Plan Kentucky Department for Libraries and Archives

Hopper, Lyn and Cal Shepard (LYRASIS)
Kentucky Department for Libraries and Archives Library Services and Technology Act (LSTA) Five-Year Plan Evaluation FY 2008-FY 2012

Institute of Museum and Library Services
Guidelines for IMLS Grants to States Five-Year Evaluation
OMB Control Number: 3137-0090,

Institute of Museum and Library Services
LSTA Grants to States State Program Reports

> *Kentucky FFY 2012* (for context and longitudinal purposes)
> *Kentucky FFY 2013*
> *Kentucky FFY 2014*
> *Kentucky FFY 2015*

Institute of Museum and Library Services
Purposes and Priorities of LSTA

Kentucky Department for Libraries and Archives Website
http://kdla.ky.gov/Pages/default.aspx

Kentucky Talking Book Library
http://kdla.ky.gov/librarians/talkingbook/Pages/default.aspx

Kentucky Department for Libraries and Archives Staff Development Website
http://kdla.ky.gov/librarians/staffdevelopment/Pages/continuingEducation.aspx

In addition, the evaluators reviewed many internal documents including:

- KYVL Statistics
- E-Rate Statistics
- State Employee Survey Results
- KDLA Partnerships
- Youth Services/Summer Reading Reports

Appendix D – Focus Group Questions

Appendix D – Focus Group Questions

Focus Group Protocol

Please introduce yourselves and indicate who you are, which library you represent, what job you hold or role you fulfill and, finally, tell us how long you have been involved in (state) libraries.

A brief introduction was provided about the Library Services and Technology Act Grants to States Program and basic information was given regarding the total amount of LSTA funding that is received per year by the (state library agency) and a sampling of the larger programs and categories of projects that have been funded in recent years.

1. Which, if any of the LSTA programs I have mentioned have been most impactful for your library and why do you believe that is true?

2, Which, if any, have had the least impact in your community and why do you believe that is true?

3. One role that LSTA funds often play in a state is to spark innovation. Is that the case in (state)? Where does innovation come from in (state's) libraries?

4. Has the library you represent received an LSTA grant within the last three years (FFY 2013, FFY 2014, FFY 2015 – roughly calendar years 2014 – 2016)? Talk about the difference that the grant you received has had on your library and the people that it serves.

5. Tell us about the process used to secure a grant. Is the effort worth the reward? Have you received the support from the (state library agency) that you have needed to apply, implement, and evaluate your grant?

6. Turning forward, the (state library agency) will begin work on the next five-year LSTA plan soon. What new directions should it take? What would make a difference for your library?

7. FINAL SAY. Each participant was asked in turn to share the single most important thing that they are taking away from participating in the session.

NOTE: These questions were modified slightly depending on the make-up of the groups involved.

Appendix E – Web Survey Instrument

Appendix E - Kentucky LSTA Web-Survey Instrument

WELCOME

LIBRARY DESCRIPTION

1) Please provide the name of your library.

2) Please describe the type of library you represent.

Public library

School library

Academic library

Special library

Other (Please specify below.)

If you responded "other" in the question above, please indicate the type of library or other organization you represent in three words or less in the text box provided below.

LIBRARY AND RESPONDENT DESCRIPTION

3) In order to help us better understand the characteristics of the area served by your library, please indicate the name of the county in which your library is located.

4) Please select the category that most closely describes your role/responsibilities in your library.

Library director

Manager/ department head

Other library administrator

Children's/youth services librarian

Reference/information services librarian

Interlibrary loan/document delivery librarian

Technical services librarian (cataloger)

Library technology specialist

Other library staff

Library trustee

Library Friend

Other (Please specify below.)

If you responded "other" to the question above, please indicate your role in the library or other organization you represent in three words or less in the text box provided below.

5) Please indicate the population served by the library you represent.

Fewer than 250

250 - 499

500 - 999

1,000 - 1999

2,000 - 4999

5,000 - 9,999

10,000 - 24,999

25,000 - 49,999

50,000 - 99,999

More than 100,000

DON'T KNOW

6) Please estimate the overall annual operating budget (excluding capital expenses) of the library you represent.

Less than $10,000

$10,000 - $49,999

$50,000 - $99,999

$100,000 - $199,999

$200,000 - $299,999

$300,000 - $399,999

$400,000 - $499,999

$500,000 - $999,999

$1,000,000 - $1,999,999

$2,000,000 - $2,999,999

$3,000,000 - $4,999,999

$5,000,000 or more

DON'T KNOW

7) Please indicate the number of full-time-equivalent (FTE) staff employed in the library which you represent.

Less than 2

2 - 4

5 - 9

10 - 19

20 - 34

35 - 49

50 - 99

100 - 249

250 - 499

500 - 999

1,000 or more

DON'T KNOW

SERVICE MODULE INTRODUCTION

TEEN/ YOUNG ADULT PROGRAM SUPPORT

8) Did your library offer specific programs/services targeting teens/young adults in 2016?

Yes

No

TEEN/YOUNG ADULT PROGRAMMING - NON-PARTICIPANT

9) What was the main reason your library did not provide specific programs/services targeting teens/young adults in 2016?

Limited resources to purchase materials

Insufficient staff to manage teen/young adult programs and services

Lack of physical space to support teen/young adult programs and services

Other (Please explain below.)

If you answered "other" in the question above, please explain in the text box provided below.

10) Are there services that KDLA could provide that would help your library offer successful teen/young programs and services in the future? What kind of assistance would make a difference?

TEEN/YOUNG ADULT PROGRAMMING - PARTICIPANT

11) Please identify the types of programs and services you provided for teens/young adults in 2016. *(Please check all that apply.)*

A separate teen/young adult collection

A collection of graphic novels

Separate teen/young adult seating area

Summer reading program for teens/young adults

Separate computers for teens/young adults

A teen advisory group

A laptop/tablet bar

Outreach to middle/high school classrooms and teachers

Regular/frequent programs aimed at teen/young adult audience

A makerspace

A gaming area

Other (Please specify below.)

If you checked "other" above, please specify in the text box provided below.

12) My staff have the skills and training they need to plan and conduct effective programs for teens/young adults.

	1 - Strongly disagree	2 - Disagree	3 - Neither agree nor disagree	4 - Agree	5 - Strongly agree
Staff have the skills and training they need					

13) Please rate the following services/resources available through KDLA.

	1 - Poor	2 - Fair	3 - Good	4 - Excellent	Not aware of this resource	Do not use this resource
Consulting assistance related to teen programs and services						
Continuing education opportunities related to teen programs and services						
Availability of grants to pilot teen programs and services						
Other (Please specify below.)						

If you checked "other" above, please specify in the text box provided below.

14) Which of the following training opportunities would make the most difference in terms of improving your library's services to teens/young adults? *(Please check all that apply.)*

Help with program planning

Time/resource management training

Assistance with space planning for teens

Training on outreach

Training on public engagement

Assistance with program evaluation

Other (Please specify below.)

If you answered "other" in the question above, please specify in the text box below.

15) If you have any additional feedback for KDLA regarding its support for your library's programs and/or services to teens, please insert that feedback in the text box provided below.

KENTUCKY TALKING BOOK LIBRARY

16) NATIONAL LIBRARY SERVICE (NLS):
KDLA's Talking Book Library provides braille and special-format audio reading materials and other services through a partnership with the National Library Service for the Blind and Physically Handicapped (NLS), which is a program of the Library of Congress. Are you aware of this national program?

	1 - Unaware of the program	2 - Slightly aware of the program	3 - Moderately aware of the program	4 - Aware of the program	5 - Very aware of the program
National Library Service Talking Books Program					

17) TALKING BOOKS COLLECTION
The Talking Books Library collection offers a wide range of fiction and non-fiction titles for adults, teens, and children in braille or on digital audio cartridges. These items are mailed directly to program users at no cost and borrowers listen to the books on a specially designed playback device that is also provided by NLS. How aware are you of this service?

	1 - Unaware of this service	2 - Slightly aware of this service	3 - Moderately aware of this service	4 - Aware of this service	5 - Very aware of this service
Talking Books Collection					

18) BARD (Braille and Audio Reading Download)
This free service, offered by NLS and KDLA, allows eligible patrons with Internet access and an email address to search for and download titles to either a personal flash drive or a digital cartridge for immediate listening. Patrons can also use the BARD Mobile app to select and listen to books on their smartphone or tablet. New titles are added to BARD daily. How aware are you of this service?

	1 - Unaware of this service	2 - Slightly aware of this service	3 - Moderately aware of this service	4 - Aware of this service	5 - Very aware of this service
BARD: Braille and Audio Reading Download service					

19) RECORDING OF KENTUCKY BOOKS
KDLA has a recording studio that enables the Talking Book Library to record books by Kentucky authors and with Kentucky themes that are not produced by the NLS. These materials are then made available to program participants and are usually shared nationally as well. How aware are you of this service?

	1 - Unaware of this service	2 - Slightly aware of this service	3 - Moderately aware of this service	4 - Aware of this service	5 - Very aware of this service
Recording of Kentucky Books					

20) TALKING BOOK LIBRARIANS
KDLA Talking Book Librarians select books for the majority of users based on their reading interests.   Patrons may contact their librarian via telephone, email, or mail to request specific books, change their reading interests, or change the number of books they receive. Librarians order books not held in the KTBL collection via interlibrary loan or download them for the patron from BARD. Librarians also provide reference and referral services, provide BARD support, and create braille documents on request. How aware are you of this service?

	1 - Unaware of this service	2 - Slightly aware of this service	3 - Moderately aware of this service	4 - Aware of this service	5 - Very aware of this service
Recording of Kentucky Books					

21) My staff have the skills and training they need to inform patrons about the Kentucky Talking Book Library and to help them register for the service.

	1 - Strongly disagree	2 - Disagree	3 - Neither agree nor disagree	4 - Agree	5 - Strongly agree
Staff have skills and training needed to inform and register potential users.					

22) How does the availability of this program/service affect your ability to serve patrons? (Please mark the response that is most important to your library.)

Reduces the overall cost of services to patrons

Improves the quality of service we can provide to patrons

Broadens the range of services/resources our patrons can access

Increases the ability of my staff to serve people with disabilities

Other (Please specify below.)

If you answered "other" to the question above, please specify in the text box provided below.

23) If you have any additional feedback for KDLA regarding its support for the Kentucky Talking Book Library, please insert that feedback in the text box provided below.

STAFF DEVELOPMENT AND CONSULTANT SERVICES

24) Please indicate the degree to which you are aware of the following continuing education offerings supported by KDLA.

	1 - Totally unaware	2 - Somewhat aware	3 - Very aware	Not applicable
Live Webinars				
KDLA archived webinars				
In-person workshops and training provided by KDLA staff				
KYVL database training				
New Directors' Orientation				
Trustee Orientation				
Scholarships/ Tuition reimbursement				
Other educational resources available through KDLA website				
Other (Please specify below.)				

If you responded "other" above, please specify in the text box provided below.

25) Please indicate whether you or any member of your staff has participated in any of the following continuing education offerings supported by KDLA.

	I have personally participated	Other staff members from my library have participated	Neither I nor any of the other staff at my library have participated	Not applicable
Live webinars				
KDLA archived webinars				
In-person workshops and training offered by KDLA staff				
KYVL database training				
New Directors' Orientation				
Trustee Orientation				
Scholarships/ Tuition reimbursement				
Other educational resources available through the KDLA website				
Other (Please specify below.)				

If you responded "other" above, please specify in the text box provided below.

26) Please rate each of the following continuing education opportunities offered by KDLA:

	1 - Completely dissatisfied	2 - Dissatisfied	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Completely satisfied	Not applicable
Live webinars						
KDLA archived webinars						
In-person workshops and training offered by KDLA staff						
KYVL database training						
New Directors' Orientation						
Trustee Orientation						
Scholarships/ Tuition reimbursement						
Other (Please specify below.)						

If you responded "other" above, please specify in the text box provided below.

27) Please rate each of the following consultant service opportunities offered by KDLA:

	1 - Completely dissatisfied	2 - Dissatisfied	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Completely satisfied	Not applicable
Adult Services/ Programming Assistance						
E-rate Assistance						
Facilities and Construction Assistance						
Library Management Assistance						
Summer Reading Program Assistance						
Technology and Automation Assistance						
Teen/ Young Adult Services/ Programming Assistance						
Youth Services/ Programming Assistance						
Other (Please specify below.)						

If you responded "other" above, please specify in the text box provided below.

28) If you have any additional feedback for KDLA regarding its support for continuing education, staff development, and consulting, please insert that feedback in the text box provided below.

KENTUCKY VIRTUAL LIBRARY (KYVL) ONLINE DATABASES

29) Please describe your satisfaction with each of the following databases.

	1 - Completely dissatisfied	2 - Dissatisfied	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Completely Satisfied	6 - Not familiar with this resource/ unable to rate
Britannica						
EBSCO databases						
Learning Express Library						
NoveList						
ProQuest databases						
Scholastic GO!						
WorldCat (OCLC)						

30) Which two of the databases offered through the Kentucky Virtual Library do you believe are of the greatest importance to your patrons/ users? (Please select only two.)

Britannica

EBSCO databases

Learning Express Library

NoveList

ProQuest databases

Scholastic GO!

WorldCat (OCLC)

31) Please explain the reason that your first choice is of the greatest importance.

32) Are there databases that you wish that the Kentucky Virtual Library (KYVL) included that are currently not available?

Yes

No

33) If you answered "yes" to the question above, indicate which databases you would like to see added in order of importance to your patrons/ users. *(List most important first.)*

34) Please indicate the degree to which you agree or disagree with the following statement: My staff have the skills and training they need to use and teach patrons how to use the Kentucky Virtual Library (KYVL) databases.

1 - Strongly disagree

2 - Disagree

3 - Neither agree nor disagree

4 - Agree

5 - Strongly agree

35) How does the availability of these databases affect your ability to serve your patrons? *(Select the response that represents the greatest impact on your library.)*

Reduces the overall cost of services to patrons

Improves the quality of service we can provide to patrons

Broadens the range of services/resources our patrons can access

Increases the ability of my staff to answer questions

Other (Please specify below.)

36) Please indicate your overall satisfaction with the Kentucky Virtual Library databases.

1 - Completely dissatisfied

2 - Mostly dissatisfied

3 - Neither satisfied nor dissatisfied

4 - Mostly satisfied

5 - Completely satisfied

37) If you have any additional feedback for the Kentucky Department for Libraries and Archives regarding the Kentucky Virtual Library databases, please insert that feedback below.

LIBRARY FRIENDS

38) You have arrived at this page because you identified yourself as a "Library Friend."   While this survey is intended primarily for public library staff, we are still interested in your thoughts and opinions about the Kentucky Department for Libraries and Archives (KDLA) implementation of the Library Services and Technology Act (LSTA) Grants to States Program. Please use the text box below to share your thoughts. Thank you.

LIBRARIES OTHER THAN PUBLIC LIBRARIES

39) You have arrived at this page because you identified the type of library that you represent as something other than a public library. While this survey is intended primarily for public libraries, we are still interested in your thoughts and opinions about the Kentucky Department for Libraries and Archives (KDLA) implementation of the Library Services and Technology Act (LSTA) Grants to States Program. Please use the text box below to share your thoughts. Thank you.

THANK YOU!

Appendix F – Measuring Success Table

Focal Area	Information Access	Database Collections	Technology Support	Public Records Digitization	Support for Library Consortia	Staff Development for Kentucky State Employees	Website Development	Public Library Staff Development	Regional Consultants Support	Kentucky Talking Book Library	Fueling the Mind	Youth Services	Library Outreach - Bookmobile	Prime Time Family Reading Time	Graduate School Tuition Reimbursement	Summer Reading
Lifelong Learning																
Improve users' formal education																
Improve users' general knowledge and skills											YES					YES
Information Access																
Improve users' ability to discover information resources					YES		YES									
Improve users' ability to obtain and/or use information resources	YES	YES				YES				YES			YES			
Institutional Capacity																
Improve the library workforce			YES					YES							YES	
Improve the library's physical and technological infrastructure	YES		YES				YES		YES							
Improve library operations									YES							
Economic & Employment Development																
Improve users' ability to use resources and apply information for employment support																
Improve users' ability to use and apply business resources																
Human Resources																
Improve users' ability to apply information that furthers their personal, family or household finances											YES					
Improve users' ability to apply information that furthers their personal or family health & wellness																
Improve users' ability to apply information that furthers their parenting and family skills														YES		
Civic Engagement																
Improve users' ability to participate in their community																
Improve users' ability to participate in community conversations around topics of concern																

Appendix G – Targeted Audience Table

PROGRAM/INITIATIVE	STATE GOAL	Library Workforce (current and future)	Individuals Living Below the Poverty Line	Individuals who are unemployed/underemployed	Ethnic or Minority Populations	Immigrants/Refugees	Individuals with Disabilities	Individuals with Limited Functional Literacy or Information Skills	Families	Children (aged 0-5)	School-aged Youth (aged 6-17)	General Public
Information Access	Goal 1											YES
Database Collections	Goal 1											YES
Technology Support	Goal 1	YES										
Public Records Digitization	Goal 1											YES
Support for Library Consortia	Goal 1											YES
Staff Development for Kentucky State Employees	Goal 1											YES
Website Development	Goal 1	YES										
Public Library Staff Development	Goal 2	YES										
Regional Consultants Support	Goal 2	YES										
Graduate School Tuition Reimbursement	Goal 2	YES										
Kentucky Talking Book Library	Goal 3						YES					
Fueling the Mind	Goal 3		YES					YES				
Youth Services	Goal 3	YES										
Library Outreach - Bookmobile	Goal 3											YES
Prime Time Family Reading Time	Goal 3		YES			YES			YES	YES		
Summer Reading	Goal 3	YES										

Appendix H – Expenditure Tables

	State Goal	FFY 2013 LSTA Expenditures	Percentage of FFY 2013 LSTA Expenditures	FFY 2014 LSTA Expenditures	Percentage of FFY 2014 LSTA Expenditures	FFY 2015 LSTA Expenditures	Percentage of FFY 2015 LSTA Expenditures	FFY 2013 - FFY 2015 LSTA Expenditure Totals	Percentage of FFY 2013 - FFY 2015 LSTA Expenditures
LSTA Administration	X	$ 88,221.00	3.90%	$ 72,797.66	3.16%	$ 62,510.00	2.87%	$ 223,528.66	3.32%
Technology Support	1	$ 74,659.00	3.30%	$ 71,092.00	3.09%	$ 107,544.00	4.93%	$ 253,295.00	3.76%
Information Access	1	$ 860,837.00	38.09%	$ 891,717.00	38.75%	$ 680,523.00	31.23%	$ 2,433,077.00	36.09%
Database Collections	1	$ -	0.00%	$ 322,206.00	14.00%	$ 435,402.00	19.98%	$ 757,608.00	11.24%
Graduate School Tuition Reimbursement	2	$ -	0.00%	$ 13,894.00	0.60%	$ 20,000.00	0.92%	$ 33,894.00	0.50%
Public Library Staff Development	2	$ 114,198.00	5.05%	$ 87,014.00	3.78%	$ 148,638.00	6.82%	$ 349,850.00	5.19%
Staff Development for Kentucky State Employees	1	$ 6,349.00	0.28%	$ 41,685.00	1.81%	$ 23,665.00	1.09%	$ 71,699.00	1.06%
Kentucky Talking Book Library	3	$ 431,810.00	19.11%	$ 528,657.00	22.97%	$ 407,407.00	18.69%	$ 1,367,874.00	20.29%
Regional Consultants Support	2	$ -	0.00%	$ -	0.00%	$ 122,478.00	5.62%	$ 122,478.00	1.82%
Youth Services	3	$ 69,659.00	3.08%	$ 1,087.00	0.05%	$ 46,535.00	2.14%	$ 117,281.00	1.74%
Prime Time Family Reading Time	3	$ 20,000.00	0.88%	$ 17,893.00	0.78%	$ 19,491.00	0.89%	$ 57,384.00	0.85%
Summer Reading	3	$ -	0.00%	$ 1,035.00	0.04%	$ 15,294.00	0.70%	$ 16,329.00	0.24%
Public Records Digitization	1	$ -	0.00%	$ -	0.00%	$ 89,892.00	4.12%	$ 89,892.00	1.33%
Website Development	1	$ -	0.00%	$ 12,679.00	0.55%	$ -	0.00%	$ 12,679.00	0.19%
Library Outreach - Bookmobile	3	$ 48,612.00	2.15%	$ 44,907.00	1.95%	$ -	0.00%	$ 93,519.00	1.39%
Preventing Summer Reading Loss - Fueling the Mind	3	$ 160,903.00	7.12%	$ 194,797.00	8.46%	$ -	0.00%	$ 355,700.00	5.28%
Support for Library Consortia	1	$ 384,742.00	17.02%	$ -	0.00%	$ -	0.00%	$ 384,742.00	5.71%
Expenditures		$ 2,259,990.00	100.00%	$ 2,301,460.66	100.00%	$ 2,179,379.00	100.00%	$ 6,740,829.66	100.00%
								$ -	
LSTA Allotment		$ 2,259,990.00		$ 2,332,425.00		$ 2,314,771.00		$ 6,907,186.00	
De-obligated Funds		$ -		$ 30,964.34		$ 135,392.00		$ 166,356.34	

Goal 1: *Expand Access to Information: Discovery, Delivery & innovation*

Goal 1 expenditures are 57.95% of FFY 2013 - FFY 2015 total allotment

Goal 2: *Build Foundations for Sustainable Growth and Strength in Kentucky Libraries*

Goal 2 expenditures are 7.33% of FFY 2013 - FFY 2015 total allotment

Goal 3: *Strengthen Support for Targeted Library Programs and Services*

Goal 3 expenditures are 29.07% of FFY 2013 - FFY 2015 total allotment

	State Goal	FFY 2013 LSTA Expenditures	Percentage of FFY 2013 LSTA Expenditures	FFY 2014 LSTA Expenditures	Percentage of FFY 2014 LSTA Expenditures	FFY 2015 LSTA Expenditures	Percentage of FFY 2015 LSTA Expenditures	FFY 2013 - FFY 2015 LSTA Expenditure Totals	Percentage of FFY 2013 - FFY 2015 LSTA Expenditures
Technology Support	1	$ 74,659.00	5.63%	$ 71,092.00	5.31%	$ 107,544.00	8.04%	$ 253,295.00	6.33%
Information Access	1	$ 860,837.00	64.89%	$ 891,717.00	66.58%	$ 680,523.00	50.90%	$ 2,433,077.00	60.78%
Database Collections	1	$ -	0.00%	$ 322,206.00	24.06%	$ 435,402.00	32.56%	$ 757,608.00	18.93%
Staff Development for Kentucky State Employees	1	$ 6,349.00	0.48%	$ 41,685.00	3.11%	$ 23,665.00	1.77%	$ 71,699.00	1.79%
Public Records Digitization	1	$ -	0.00%	$ -	0.00%	$ 89,892.00	6.72%	$ 89,892.00	2.25%
Website Development	1	$ -	0.00%	$ 12,679.00	0.95%	$ -	0.00%	$ 12,679.00	0.32%
Support for Library Consortia	1	$ 384,742.00	29.00%	$ -	0.00%	$ -	0.00%	$ 384,742.00	9.61%
Expenditures		$ 1,326,587.00	100.00%	$ 1,339,379.00	100.00%	$ 1,337,026.00	100.00%	$ 4,002,992.00	100.00%
								$ -	
LSTA Allotment		$ 2,259,990.00		$ 2,332,425.00		$ 2,314,771.00		$ 6,907,186.00	

Goal 1: *Expand Access to Information: Discovery, Delivery & innovation*

Goal 1 expenditures are 57.95% of FFY 2013 - FFY 2015 total allotment

Goal 2: *Build Foundations for Sustainable Growth and Strength in Kentucky Libraries*

Goal 2 expenditures are 7.33 % of FFY 2013 - FFY 2015 total allotment

Goal 3: *Strengthen Support for Targeted Library Programs and Services*

Goal 3 expenditures are 29.07% of FFY 2013 - FFY 2015 total allotment

	State Goal	FFY 2013 LSTA Expenditures	Percentage of FFY 2013 LSTA Expenditures	FFY 2014 LSTA Expenditures	Percentage of FFY 2014 LSTA Expenditures	FFY 2015 LSTA Expenditures	Percentage of FFY 2015 LSTA Expenditures	FFY 2013 - FFY 2015 LSTA Expenditure Totals	Percentage of FFY 2013 - FFY 2015 LSTA Expenditures
Public Library Staff Development	2	$ 114,198.00	100.00%	$ 87,014.00	86.23%	$ 148,638.00	51.06%	$ 349,850.00	69.11%
Regional Consultants Support	2	$ -	0.00%	$ -	0.00%	$ 122,478.00	42.07%	$ 122,478.00	24.19%
Graduate School Tuition Reimbursement	2	$ -	0.00%	$ 13,894.00	13.77%	$ 20,000.00	6.87%	$ 33,894.00	6.70%
Expenditures		$ 114,198.00	100.00%	$ 100,908.00	100.00%	$ 291,116.00	100.00%	$ 506,222.00	100.00%
								$ -	
LSTA Allotment		$ 2,259,990.00		$ 2,332,425.00		$ 2,314,771.00		$ 6,907,186.00	

Goal 1: *Expand Access to Information: Discovery, Delivery & innovation* Goal 1 expenditures are 57.95% of FFY 2013 - FFY 2015 total allotment

Goal 2: *Build Foundations for Sustainable Growth and Strength in Kentucky Libraries* **Goal 2 expenditures are 7.33 % of FFY 2013 - FFY 2015 total allotment**

Goal 3: Strengthen Support for Targeted Library Programs and Services Goal 3 expenditures are 29.07% of FFY 2013 - FFY 2015 total allotment

	State Goal	FFY 2013 LSTA Expenditures	Percentage of FFY 2013 LSTA Expenditures	FFY 2014 LSTA Expenditures	Percentage of FFY 2014 LSTA Expenditures	FFY 2015 LSTA Expenditures	Percentage of FFY 2015 LSTA Expenditures	FFY 2013 - FFY 2015 LSTA Expenditure Totals	Percentage of FFY 2013 - FFY 2015 LSTA Expenditures
Kentucky Talking Book Library	3	$ 431,810.00	59.07%	$ 528,657.00	67.06%	$ 407,407.00	83.36%	$ 1,367,874.00	68.12%
Youth Services	3	$ 69,659.00	9.53%	$ 1,087.00	0.14%	$ 46,535.00	9.52%	$ 117,281.00	5.84%
Prime Time Family Reading Time	3	$ 20,000.00	2.74%	$ 17,893.00	2.27%	$ 19,491.00	3.99%	$ 57,384.00	2.86%
Summer Reading	3	$ -	0.00%	$ 1,035.00	0.13%	$ 15,294.00	3.13%	$ 16,329.00	0.81%
Library Outreach - Bookmobile	3	$ 48,612.00	6.65%	$ 44,907.00	5.70%	$ -	0.00%	$ 93,519.00	4.66%
Preventing Summer Reading Loss - Fueling the Mind	3	$ 160,903.00	22.01%	$ 194,797.00	24.71%	$ -	0.00%	$ 355,700.00	17.71%
Expenditures		$ 730,984.00	100.00%	$ 788,376.00	100.00%	$ 488,727.00	100.00%	$ 2,008,087.00	100.00%
								$ -	
LSTA Allotment		$ 2,259,990.00		$ 2,332,425.00		$ 2,314,771.00		$ 6,907,186.00	

Goal 1: *Expand Access to Information: Discovery, Delivery & innovation*

Goal 1 expenditures are 57.95% of FFY 2013 - FFY 2015 total allotment

Goal 2: *Build Foundations for Sustainable Growth and Strength in Kentucky Libraries*

Goal 2 expenditures are 7.33 % of FFY 2013 - FFY 2015 total allotment

Goal 3: *Strengthen Support for Targeted Library Programs and Services*

Goal 3 expenditures are 29.07% of FFY 2013 - FFY 2015 total allotment

Appendix I – Web Survey Report

Appendix I - Kentucky LSTA Web-Survey Report

Who participated?
Two hundred eighty-seven individuals responded to the LSTA evaluation web survey intended primarily for public libraries. Ninety-eight (98.2) percent were public libraries, one respondent represented a school library and four "other" libraries described bookmobile, blind services, and multi-type consortium. The respondents represented one hundred-two different libraries, located in ninety-seven counties in Kentucky.

Twenty-five (25.6) percent of the respondents were library directors. Another fifteen (15.4) percent were Manager/department head. Thirty-nine (39.1) percent of the respondents said their library served a population of 10,000 to 24,999. Fifteen (15.1) percent were in libraries serving populations of 100,000 or more and two respondents served a population of 500 to 1,999. The largest group (representing 20.8 percent of the total respondents) had an annual operating budget of $500,000 to $999,999. Two libraries (0.8 percent) had operating budgets of $10,000 to $49,999. Thirty libraries (11.3 percent) had operating budgets of $5,000,000 or more. However, twenty-six (26.4) percent did not know the overall annual operating budget.

The largest group, thirty-six (36.6) percent, had five to nine full-time equivalent (FTE) staff. Another sixteen (16.8) percent were in libraries with ten to nineteen FTE. Two (representing 0.7 percent of the total respondents) reported an FTE of less than two; one reported an FTE of 1,000 or more.

This report will only represent public libraries. Additionally, because half of the respondents' libraries were represented by less than ten FTE, this report was also analyzed from the perspective of two staff size groupings. Cross-tabulations were run on several of the responses from representatives of libraries with less than ten FTE and more than ten FTEs. In the report that follows the responses from libraries with less than ten FTE are labeled 'small' libraries and from libraries with more than ten FTEs as 'large' libraries.

Teen/ Young Adult Program Support
Questions 8-15 explore the library's involvement in services to teens/young adults. Ninety-two (92.4) percent of respondents offered specific programs/services targeting teens/young adults in 2016. Of those, small and large libraries were nearly evenly represented.

Of the nineteen survey participants that did not offer teen/young adult programs, one was from a large library and cited "Lack of physical space to support teen/young adult programs and services" as the reason. Among small libraries that did not offer programs, thirty-five (35.0) percent selected "Insufficient staff to manage teen/young" as the main reason for not providing the programs/services. Five respondents provided "other" reasons and mostly mention low participation. "Well we have tried to offer programs for teens and never have any show up. We don't really have the space for the kinds of programs they would come to. Also for teens you really need to feed them every time it seems to get them to come and that gets quite expensive on the budget." *(Please see the survey compilation for the complete answers to this question.)*

Nine respondents from small libraries provided feedback regarding services that KDLA could provide that would help their library offer successful teen/young programs and services in the future or what kind of assistance would make a difference. Several responses cited the need for more funding and more staff. Two comments suggested providing more ideas to develop programs. "I would say a monthly webinar on the "hot" topic or item of the month. Literally, I think that would help some librarians who feel they are not in touch. What are the kids watching on TV, where do they watch viral videos, a great teen blog about books, etc."?

Of the two hundred thirty-one survey participants that did offer teen/young adult programs, respondents were asked to identify the types of programs and services they provided in 2016. (Respondents were encouraged to select all choices that apply.) The table below lists the types of programs and services in descending order of percent of greatest response.

types of programs and services	ALL Public Libraries
A separate teen/young adult collection	92.9%
A collection of graphic novels	81.4%
Summer reading program for teens/young adults	79.2%
Regular/frequent programs aimed at teen/young adult audience	77.0%
Separate teen/young adult seating area	70.8%
Outreach to middle/high school classrooms and teachers	70.4%
A teen advisory group	44.7%
Separate computers for teens/young adults	35.4%
A gaming area	29.2%
A laptop/tablet bar	16.8%
A makerspace	16.4%
Other	8.8%

Survey participants were also able to check "other" and specify programs or initiatives. *(Please see the survey compilation for the complete answers to this question.)* Among both small and large libraries, gaming programs were cited the most. Specific programs mentioned in small libraries: "Volunteens": A Co-op / "Page" opportunity for TCHS teens to earn Beta Club hours/ volunteer points." "Participate in the Reality Store at the middle school also promoting Freegal." Large libraries named "STEAM Programming," "Teen/young adult book club," and "Weekly Teen Night program."

Seventy-one (71.2) percent of small library respondents agreed or strongly agreed with the statement: My staff have the skills and training they need to plan and conduct effective programs for teens/young adults. Fourteen (14.9) percent disagreed or strongly disagreed with the statement. Among large libraries, eighty-two (82.4) percent agreed or strongly agreed with the statement and six (6.9) percent disagreed or strongly disagreed.

Question 17 asked respondents to use a scale of 1-4 (with 1 being poor and 4 being excellent) to rate three services/resources available through KDLA. Respondents were also given the choice of saying they were unaware with this resource or do not use it.

The highest percentage of respondents gave each service or resource a "good" rating and "Availability of grants to pilot teen programs and services" received a poor rating. The "other" comments that were provided mostly mentioned that the respondent was not necessarily the right person to answer the question. *(Please see the survey compilation for the complete answers to this question.*)

services/resources	Poor	Fair	Good	Excellent	Unaware/ don't use
Consulting assistance related to teen programs and services	0.0%	4.1%	28.8%	20.5%	46.6%
Continuing education opportunities related to teen programs and services	0.5%	8.3%	44.0%	22.0%	25.2%
Availability of grants to pilot teen programs and services	4.1%	9.7%	24.4%	5.5%	56.2%

Respondents were asked to identify which of the six training opportunities listed would make the most difference in terms of improving the library's services to teens/young adults. (Respondents were encouraged to select all choices that apply.) Twenty-four (24.7) percent of small libraries identified "Training on outreach" as making the most difference, while the least percent of respondents, seven (7.0) percent, selected "Assistance with program evaluation." Among large libraries, twenty-four (24.4) percent said "Training on public engagement" would make the most difference to improve serves to teens/young adults and the least impactful was "Time/resource management training."

"Other" responses from both small and large libraries included need for funding of teen programs. Two small library respondents commented about help with the specific age group: "Periodic information that highlights current trends in teen interests."" How to get this age group into the library." *(Please see the survey compilation for the complete answers to this question.)*

Fifteen people provided additional feedback for KDLA regarding its support for your library's programs and/or services to teens *(Please see the survey compilation for the complete answers to this question.)* Half of the responses concern attracting teens to programs and getting support on ideas. "Attracting teens to programs is our largest need. We offer programs but sometimes have no participation. We advertise on Facebook, local newspaper and delivered flyers to the school." "Handling social issues of today's teens."

Kentucky Talking Book Library
Questions 16-23 pertain to awareness of services and resources through the Kentucky Talking Book Library. Seventy (70.4) percent of the respondents rated their awareness of the National Library Service as a four or a five where five meant very aware of the program.

Respondents were most aware of the Talking Books Collection. Sixty-nine (69.9) percent were aware (rated a four or a five) and another eleven (11.8) percent were moderately aware.

Overall, awareness diminished when they were asked about Talking Book Librarians and recording of Kentucky Books. Only forty (40.2) percent rated their awareness as a four or a five and another seventeen (17.6) percent were moderately aware of Talking Book Librarians. Thirty-nine (39.6) percent rated their awareness of the Recording of Kentucky Books as a four or a five and another twelve (12.7) percent were moderately aware.

The program respondents were least aware of the BARD (Braille and Audio Reading Download). Twenty-nine (29.6) percent rated their awareness a four or a five. Thirty-two (32.8) percent were unaware of this service.

Thirty-four (34.3) percent agreed with the statement: my staff have the skills and training they need to inform patrons about the Kentucky Talking Books program and to help them register for the service. Yet only four (4.4) percent of respondents strongly agree with the statement. While just three (3.6) percent strongly disagree, thirty-one (31.5) percent neither agreed nor disagreed their staff have the necessary skills and training.

Question 22 asked "how does the availability of this program/service affect your ability to serve patrons?" Respondents were asked to choose the one response that is most important for their library.

The largest group, forty-three (43.8) percent, said the availability of the program in broadening the range of services and resources their patrons can access is most important for their library. Another twenty-seven (27.3) percent indicated that these programs improve the quality of service the library can provide to patrons. Six checked "other" and made comments that ranged from "It does not affect service" to various statements that indicated they are unaware or do not use the service, or "All of the above listed categories are significantly important. The fact that the resources are free allows the library to allocate funds for other resources thereby reducing the overall cost and improving the quality of services that we can provide, not only to those that make use of these materials, but to everyone else as well. Likewise, if it weren't for this service, our selection for those needing such accommodations would be very limited." (*Please see the survey compilation for the complete answers to this question*.)

Seventeen respondents provided additional feedback on KDLA regarding its support for the Kentucky Talking Book Library. *(Please see the survey compilation for the complete answers to this question.)* Several remarks were positive: "KDLA provides this excellent resource for our patrons with disabilities. We appreciate the fact that this service improves the quality of life for many people." Nine comments focused on the need for more awareness and training information and materials. "We could definitely use some updated PR materials for use in educating new staff." "It seems this would be a great marketing subject. Seems many are not aware of this service."

Staff Development and Consultant Services
Questions 24 through 26 pertain to continuing education opportunities provided through/by KDLA.

Participants were asked three questions about eight continuing education offerings supported by KDLA. The first question asked how aware they were of the eight offerings, the second whether they or their staff had participated, and the third their level of satisfaction with the offerings. In the table below, the offerings are listed in descending order of "very aware".

Continuing Education Offerings	Very Aware	I participated	Staff participated	Satisfaction*
Live Webinars	85.9%	57.0%	40.5%	86.5%
KDLA archived webinars	83.9%	56.0%	40.4%	83.7%
In-person workshops and training provided by KDLA staff	76.3%	55.3%	40.5%	78.4%
Scholarships/ Tuition reimbursement	51.7%	16.7%	46.1%	46.3%
KYVL database training	51.2%	38.9%	43.3%	53.2%
Trustee Orientation	50.6%	55.3%	40.5%	38.0%
Other educational resources available through KDLA website	47.9%	36.4%	48.2%	12.2%
New Directors' Orientation	40.4%	18.8%	28.0%	26.3%

*(4 or 5 rating, where 5=completely satisfied)

Respondents from large libraries were very aware, eighty-nine (89.4) percent, of Live Webinars and totally unaware of New Directors' Orientation. Survey participants from small libraries were equally very aware, each eighty-three (83.5) percent, of Live Webinars and KDLA archived webinars and totally unaware of Trustee Orientation. One "other" comment added, "KDLA staff continually keep me informed of continuing education offerings. I estimate that at least once a week I receive e-mails telling me of upcoming offerings and several times a year I am personally contacted when offerings that will be especially helpful to me are planned. For example, we are in a building project and for the 2 years prior to the start of the project KDLA staff talked to me about trainings or webinars that would really help me with the project, several space planning and managing groundbreakings and bid processes trainings have been very helpful to me."

When the results are combined for choices, "I have personally participated" and "Other staff members from my library have participated," *participation* in training parallels awareness. The greatest participation in both large and small libraries, ninety-seven (97.4) percent, is in Live Webinars training. Overall these respondents indicated that Scholarships/ Tuition reimbursement had the least participation—twenty-one (21.2) percent responded "Neither I nor any of the other staff at my library have participated." Among small libraries, Scholarships/ Tuition reimbursement also had the least participation, but large libraries reported that New Directors' Orientation training had the least.

Survey respondents were also satisfied or completely satisfied with Live Webinar training. Although dissatisfaction ratings were very low overall, they were most dissatisfied, two (2.2) percent, with Scholarships/ Tuition reimbursement and KYVL database training.

Question 27 asked respondents to rate eight consultant service opportunities offered by KDLA in terms of their satisfaction with those opportunities. The table below lists the opportunities in descending order of the percent of respondents giving a rating of four or five where five indicates completely satisfied. The table also lists the percent of respondents who said they were neither satisfied nor dissatisfied, the "neutral" rating. It was also possible to check not applicable for each offering. There were zero "very dissatisfied" ratings recorded.

If one looks at the tables in the survey compilation it is apparent that the satisfaction level is impacted by the combination of four and five ratings. While small and large library respondents had the highest satisfaction with "Summer Reading Program Assistance" they were each completely satisfied with "E-rate Assistance."

Consultant Service Opportunities	Dissatisfied	Neutral	Satisfied	Not Applicable
Summer Reading Program Assistance	1.7%	16.5%	65.3%	16.5%
Youth Services/ Programming Assistance	1.3%	17.3%	59.1%	22.4%
E-rate Assistance	0.0%	10.3%	53.4%	36.2%
Adult Services/ Programming Assistance	2.1%	17.6%	51.5%	28.8%
Teen/ Young Adult Services/ Programming Assistance	2.5%	21.5%	51.5%	24.5%
Facilities and Construction Assistance	1.3%	15.8%	44.9%	38.0%
Technology and Automation Assistance	0.9%	20.4%	43.9%	34.8%
Library Management Assistance	0.4%	19.0%	43.5%	37.1%

Seventeen respondents added feedback for the KDLA regarding its support for continuing education, staff development, and consulting. Several of the comments were positive. "The consulting services offered by KDLA are fantastic, it would be great if they had the capacity to do more in this area." I utilize and appreciate the continuing ed opportunities offered by KDLA. Please keep the Summer Reading and Sartoj Ghoting type workshops coming!" Two comments pertained to increasing adult services. Another two comments note the differences between small and large libraries. "Our library is large enough to plan its own training but since the KDLA training quality is high, we gladly avail ourselves to that as well. For smaller libraries, the training is a very real lifeline." "We are an extremely small library and often operate differently than other libraries, for example, Summer Reading - we do our own version. Trainings - we create our own trainings for volunteer workers, I am the only paid personnel, I am part time." *(Please see the survey compilation for the complete answers to this question.)*

Kentucky Virtual Library (KYVL Online Databases)
Questions 25 through 37 pertain to the databases available through the Kentucky Virtual Library.

Respondents were asked to describe their satisfaction with each of seven databases using a five-point scale where one indicated completely dissatisfied and five indicated completely satisfied. The percent satisfied in the table is the sum of the four and five ratings for each database in descending order of percent satisfied. Respondents were also given the choice of saying they were "not familiar with this resource or were unable to rate" it.

Databases	Dissatisfied	Neutral	Satisfied	Not Familiar/ Unable to Rate
NoveList	0.4%	7.0%	77.4%	15.2%
EBSCO databases	0.4%	9.2%	76.3%	14.2%
WorldCat (OCLC)	0.9%	8.5%	74.0%	16.6%
ProQuest databases	0.4%	11.8%	63.0%	24.8%
Learning Express Library	0.4%	10.4%	62.2%	27.0%
Britannica	1.7%	16.2%	57.7%	24.5%
Scholastic GO!	1.3%	11.8%	42.4%	44.5%

If one looks at the tables in the survey compilation it is apparent that the satisfaction level is impacted by the combination of four and five ratings. Respondents were more likely to rate the database at a four than they were at a five. (They're satisfied, just not completely satisfied!) This can be seen between the different library types. The highest percent, twenty-nine (29.9) percent, among small libraries was completely satisfied with Scholastic GO! Thirty-six (36.6) percent of large libraries were completely satisfied with EBSCO databases. There were zero "very dissatisfied" ratings recorded.

Question 30 asked which of the two databases in the previous question are of greatest importance to your patrons/users. Participants selected EBSCO databases (59.4%) and NoveList (41.9%).

The next question asked for the reason for the respondent's first choice in the previous question. *(Please see the survey compilation for the complete answers.)* Small library respondents commented about the benefits of the database or said that is was the resource most used. Among large libraries, comments focused on the benefits of the resource: "Gives us access to materials we would not otherwise have." "These are excellent learning and research resources." Specific remarks about EBSCO are similar among different sized libraries and include, "The EBSCO databases provide a broad range of resources that provide the most value to the greatest number of our users." "I introduce students to EBSCO all the time. Most students feel very comfortable on the computer and the resources in EBSCO are usually more current than what we can provide." Respondents additionally included comments regarding NoveList. "Novelist provides an easily searchable and understandable program for our patrons to utilize." "Novelist is a great resource for everyone."

One hundred seventy-seven (80.8 percent) of the overall respondents said there were no e-resources or databases that they wished the KYVL would add to the collection available. Of those forty-two respondents who did have additions to recommend, small library respondents listed Ancestry.com, an auto repair source (e.g., Chilton), and legal databases. Large library respondents said auto repair source (e.g., Chilton) and language database (e.g., Mango). *(Please see the survey compilation for the complete answers.)*

Respondents were asked to indicate the degree to which they agree or disagree with the following statement: My staff have the skills and training they need to use and teach patrons how to use the Kentucky Virtual Library (KYVL) databases. Forty-five (45.5) of large library

agreed with the statement, however, only six (6.9) percent "strongly agreed." While eleven (11.9) percent disagreed or strongly disagreed with the statement, twenty-seven (27.7) percent neither agreed nor disagreed. Among small libraries, thirty-five (35.9) percent agreed that their staff have the necessary skills and training. Similarly, only six (6.9) percent "strongly agreed." Although only six (6.9) percent disagreed or strongly disagreed with the statement, twenty-one (21.4) percent neither agreed nor disagreed.

Question 35 asked how the availability of these databases affect the ability of the respondents to serve their patrons. About half of both small libraries (48.8 percent) and large libraries (49.0 percent) said the availability "broadens the range of services/resources our patrons can access." Another thirty-eight (38.8) percent of small libraries and thirty-two (32.0) percent of large libraries said it "improves the quality of service we can provide to patrons."

Respondents were asked to describe their overall satisfaction with the Kentucky Virtual Library databases. Almost sixty (58.6) percent were mostly satisfied and another nineteen (19.7) percent were completely satisfied. Only six (6.3) percent said they were dissatisfied (mostly or completely).

Fourteen respondents provided feedback regarding the Kentucky Virtual Library databases. *(Please see the survey compilation for the complete answers.)* Four comments mentioned low patron use or interest. Two comments were very positive about the databases. "The KYVL databases enable our reference and desk staff to show our patrons how to find information that is completely accurate and valid. They have an authority control that Google does not have." The response offered constructive criticism. "The kids page for research with the outer space dog thing is difficult to navigate and not useful. A new interface would better serve the children's needs" "I'm not happy with the database selection, most are just not used. I'm also not happy about the courier service being effectively canceled without refund." "Also, I didn't see an obvious link to KYVL from the KDLA website."

Additional Feedback
Question 38 offered an opportunity for the twenty-two "Library Friends" and fourteen "other" respondents to share thoughts and opinions about the KDLA implementation of the Library Services and Technology Act (LSTA) Grants to States Program. Twelve respondents provided feedback. Several remarks emphasized the continued need for LSTA grants. "As a retired KCPL staff member and a Friend, I see LSTA Grants as a necessary way of adding to already stretched library budgets for necessary improvements." "LSTA grants have allowed many public libraries to build new libraries or expand buildings." Comments also concerned the need for maintain technology in libraries.

Question 39 offered an opportunity for the respondents not in public libraries to share thoughts and opinions about the KDLA implementation of the Library Services and Technology Act (LSTA) Grants to States Program. All five respondents commented and underscored the vital support the grant monies provide.

"The KY School for the Blind is managed by our state agency, and the resources provided through the Talking Book Library are vital to the student population at that school. Our agency's employees benefit from the interlibrary loan services provided through KDLA, and we often seek out articles for research through the "Ask-a-Librarian" feature on the website. Since 2011, our agency has collaborated with KDLA to promote Summer Reading programs in our state's public libraries. This partnership continues to grow and strengthen as our public schools and public libraries build strong ties to provide access to resources for all K-12 students."

"While I do not know the extent or how the LSTA grant moneys are used, I do know from time to time those who are likely involved in the programs supported by the LSTA grant chime in to the KYLMS listserv sharing their knowledge and insight with the school media specialists."