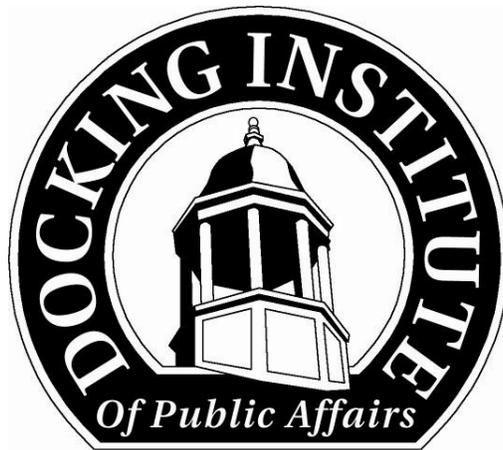
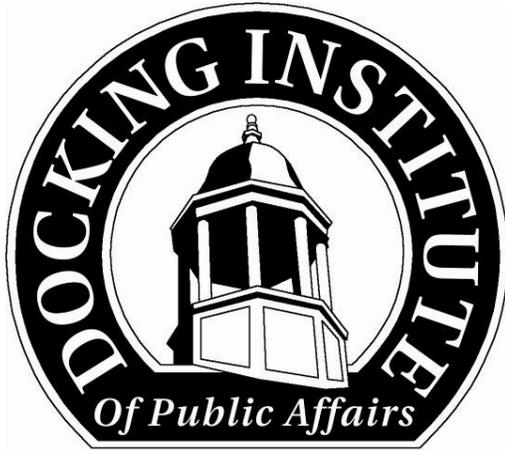


State Library of Kansas  
2008-2012 LSTA Evaluation Report



Prepared For  
**State Library of Kansas**  
Prepared By  
**The Docking Institute of Public Affairs**

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Mission:

To Facilitate Effective Public Policy Decision-Making.

The staff of the Docking Institute of Public Affairs and its University Center for Survey Research are dedicated to serving the people of Kansas and surrounding states.

# State Library of Kansas 2008 – 2012 LSTA Evaluation Report

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State Library of Kansas  
In pursuit of  
The Docking Institute's Public Affairs Mission

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## Executive Summary

- A comparative review of IMLS's stated purpose of the LSTA grant program and the State Library of Kansas' LSTA Five-Year Plan for 2008 – 2012 concludes that the goals, objectives, output indicators and outcome indicators set forth in the Five Year Plan are aligned well with IMLS's goals to promote improvements in all types of libraries, facilitate access to resources that cultivate an educated and informed citizenry and encourages resource sharing of all types of libraries to promote efficient and economic delivery of materials and programs.
- The majority of the Output (65%) and Outcome (71%) Goals were reached or exceeded by the final year of the evaluation period. Progress was made in achieving 3 additional Output Goals and 2 additional Outcome Goals. Failure to achieve the 11 remaining goals were largely due to loss of key personnel with the unique skills and training required and other unforeseen factors beyond the control of Library staff.
- Measured impact on the target population of library users and staff across the state of Kansas includes increased access to online services, quantity of information available, diversity of access mediums, promptness in receiving requested materials and availability of special programs and services for readers with special needs.
- According to State Library of Kansas Project Reports, a total of 15 sub-grants totaling \$802,854 were awarded to the seven regional library systems between 2006 and 2009, at least one for each system. Matching funds exceeded \$960,000 during this period. Between 2008 and 2012, a total of 7 sub-grants totaling \$374,895 were awarded to five of the regional library systems.
- In 2009, there were 212 public libraries in Kansas that offered an integrated library system with automated web-accessible catalogs, circulation and unmediated ILL functions. An additional 27 libraries serving populations less than 25,000 became automated during the 2008 - 2012 period, constituting a 16% increase. The vast majority of automated users agreed in a survey that more materials are now available with shorter wait periods as a result of automation. Respondents also reported higher awareness of, satisfaction with and value in using automated services.
- By the end of 2009, there were 204 public libraries whose catalogs could be accessed via Z39.50. The number of records purchased from Online Computer Library Center (OCLC) decreased by 70.1% between 2009 and 2012, representing substantial savings. In 2011, 390 members logged into Web-Junction Kansas, with at least two-thirds saying they were "satisfied" or "very satisfied" with the service. The number of Interlibrary Loan orders processed also increased by 23% during the evaluation period.

- Considerable progress was made in redesigning the State Library website. The Evaluator finds the site to be adequately organized and easy to navigate, but also that additional redesign could improve the aesthetics, utility and ease in finding specific resources and databases. Search results yield dozens of hits from a variety of sources, including books, magazines and encyclopedias. The citations are well organized by library source and contain all the information necessary for assessing and accessing materials.
- A wide variety of databases are available in the areas of health, business, genealogy, employment opportunities and translation. A survey of database users found that a high percentage report the resources to be useful, easily accessible, in a wide variety and available in a number of communication modes. A survey of users requesting technical support found that 95% reported that their needs were met by the Library staff.
- Although the number and percent of Talking Books users decreased, thought to be due to an aging user population, the number of Braille users, percent of Talking Books users using the KLAS Web-OPAC and ratio of Talking Books items circulated to Talking Books users increased between 2008 and 2012. At least 6 tutorials and 11 promotional materials were developed during this time, and the State Library of Kansas organized the Horizon Task Force to investigate ways to enhance the outreach of Talking Books.
- The Docking Institute developed a survey that was administered to Talking Books users. The vast majority of respondents reported high satisfaction, receiving prompt service, receiving materials in the requested format, finding the tutorials helpful and being aware of at least four of the eight basic services provided.
- Participation in the Summer Reading Program for Children rose each year during the evaluation period, increasing from 68,244 in 2008 to 88,493 in 2011 and representing a 30% increase. Surveys conducted each year showed that over 97% of participant survey respondents indicated that they found the program useful.
- During the evaluation period, the State Library of Kansas regularly partnered with the *Kansas Humanities Council*, *Kansas Arts Commission* and *Kansas Historical Society* to provide various reading opportunities for Kansans. Over 29,000 Kansans participated in the *Kansas Reads* and *Kansas Reads to Preschoolers* events.
- Although a 3-year hiatus in the Kansas Book Festival, together with a new venue in a less populated region, resulted in a large decline in attendance between 2006 and 2011, the near 1,000 attendance in 2011 was considered by sponsors to constitute a successful event.

## Methodology and Data Collection Techniques

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

## Data Analysis and Findings

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

### KEY OUTPUT TARGETS

***Output Target 1a During the period 2008-2009, provide at least one, but not more than two, LSTA sub-grants to each of the seven regional library systems for the purpose of cooperatively automating web-accessible catalogs, circulation and unmediated ILL functions at member public libraries.***

Method: Review State Library Records , 2008-2009 for number of grants

State Library Records include project reports for four sub-grants in 2009, three in 2008, four in 2007 and four in 2006. At least one sub-grant was provided for each of the seven regional library systems except for the South Central and Northeast Regional Systems during the period 2008 – 2009. However, the South Central System was awarded a large grant in 2006 and the Northeast System was awarded a sub-grant in 2006 and another in 2007. Although the Southwest Regional System was offered three sub-grants during the 2008 – 2009 period, two of them were relatively small.

<b>Library System</b>	<b>LSTA Funds</b>	<b>Matching/In Kind</b>	<b>Project Total</b>	<b>Year</b>
North Central Kansas	\$ 27,480	\$ 27,480	\$ 54,960	2009
Northwest Kansas	\$ 35,870	\$ 28,866	\$ 64,736	2009
Southeast Kansas	\$ 39,609	\$ 41,271	\$ 80,880	2009
Southwest Kansas	\$125,000	\$ 73,859	\$198,859	2009
Central Kansas	\$107,000	\$225,500	\$ 332,500	2008
Southwest Kansas	\$ 20,000	\$ 9,000	\$ 29,000	2008
Southwest Kansas	\$ 20,000	\$ 9,000	\$ 29,000	2008
Northeast Kansas	\$ 50,000	\$ 57,547	\$107,547	2007
Northeast Kansas	\$ 50,000	\$ 57,547	\$107,547	2007
Southeast Kansas	\$ 65,174	\$ 82,115	\$147,289	2007
Southwest Kansas	\$101,021	\$ 99,909	\$200,930	2007
North Central Kansas	\$ 24,225	\$ 24,225	\$ 48,450	2006
Northeast Kansas	\$ 27,935	\$ 27,890	\$ 55,825	2006
Northwest Kansas	\$ 7,728	\$ 5,728	\$ 13,456	2006
South Central Kansas	\$101,812	\$190,207	\$292,019	2006
<b>Total</b>	<b>\$802,854</b>	<b>\$960,144</b>	<b>\$1,762,998</b>	

Source: KSL Project Reports

The table above summarizes all sub-grants awarded by the State Library of Kansas between 2006 and 2009 to the seven regional systems for the purpose of enhancing library technology, connectivity and services. A total of \$374,959 was awarded during the 2008 – 2009 period. A total of \$427,895 was awarded in 2006 and 2007. Together, a total of \$802,854 in sub-grants were awarded between 2006 and 2009, at least one for each of the seven regional systems.

***Output Target 1b By 2012, as a result of a new program of regional library systems cooperative automation projects, there will be 125 public libraries in Kansas that offer an integrated library system consisting of automated web-accessible catalogs, circulation and unmediated ILL functions.***

Method: Review State Library Records, 2008-2012 for number of libraries.

<b>Number of Public Libraries with Automated Functions</b>	
<b>Library System</b>	<b>2010</b>
Central Kansas Library System	33
North Central Kansas Library System	23
Northeast Kansas Library System	40
Northwest Kansas Library System	14
South Central Kansas Library System	43
Southeast Kansas Library System	29
<u>Southwest Kansas Library System</u>	<u>30</u>
<b>Total</b>	<b>212</b>

Source: Kansas Public Library Statistics

By 2009, there were 212 public libraries in Kansas that offered an integrated library system with automated web-accessible catalogs, circulation and unmediated ILL functions. This far surpasses the proposed goal of 125 libraries.

***Output 1c The number and percent of public libraries serving populations of 25,000 or less that offer an integrated library system consisting of automated web-accessible catalogs, circulation and unmediated ILL functions as a result of using the regional library systems sub-grants will increase by 10% from 2008 to 2012.***

Method: Review State Library Records, 2008-2012 for number of libraries serving 25,000 or less.

<b>Kansas Libraries Serving Less Than 25,000 With Automated Web-Accessible Services</b>		
<b>Library System</b>	<b>2008</b>	<b>2010</b>
Central Kansas Library System	24	28
North Central Kansas Library System	16	18
Northeast Kansas Library System	32	34
Northwest Kansas Library System	11	13
South Central Kansas Library System	38	45
Southeast Kansas Library System	23	29
Southwest Kansas Library System	26	30
<b>Total</b>	<b>170</b>	<b>197</b>
$\% \text{ Change} = \frac{197 - 170}{170} \times 100 = \mathbf{15.9\% \text{ increase}}$		

Source: Kansas Public Library Statistics

The number of public libraries serving populations of 25,000 or less that offer an integrated library system with web-accessible catalogs, circulation and unmediated inter-library loan increased in each of the seven state library systems between 2008 and 2010. In all, an additional 27 libraries became automated during this period, constituting a 16% increase, far exceeding the planning goal of 10%.

***Output 1d By 2012, 200 Kansas public libraries' collections will be represented in the Kansas Library Catalog via Z39.50 communication standard.***

Method: Review State Library Records, 2008-2012 for number of libraries using Z39.50.

<b>Number of Public Libraries Represented Via Z39.50 Communication Standard</b>	
2007	2
2008	49
2009	155
2010	204

Source: State Library of Kansas, Resource Sharing Specialist (Rhonda Machlan)

There was a considerable increase in the number of public libraries represented in the Kansas Library Catalog via Z39.50 communication standard. The number increased by 47 in 2007 and by another 106 in 2008. By the end of 2009, there were 204 public libraries whose catalogs could be accessed via Z39.50. This meets and exceeds the goal of 200 libraries by 2012.

***Output 1e The number and percent of materials shared using interlibrary loan between all types of Kansas libraries (school, academic, public and special) will increase by 10% from 2008 to 2012.***

Method: Review interlibrary loan records, 2008-2012, indicating the number of materials requested from other libraries.

<b>Total Materials Shared Using Interlibrary Loan</b>	
2008	735,211
2009	821,514
2010	902,517
$\% \text{ Change} = \frac{902,517 - 735,211}{735,211} \times 100 = 22.8\%$	

Source: State Library of Kansas, Interlibrary Loan Statistics

The number of materials shared increased by 167,306 between 2008 and 2010, representing a 23% increase and exceeding the target goal of 10% set for 2012.

***Output 1f From 2008 to 2012, duplicate Machine-Readable Cataloging (MARC) records purchased from Online Computer Library Center (OCLC) for the Kansas Library Catalog (KLC) will decrease by 70%.***

Method: Review State Library records, 2008-2012, number of duplicate MARC records purchased.

	2009	2010	2011
Records Received on OCLC Subscriptions	424,669	222,706	124,221
$\% \text{ Change} = \frac{124,221 - 424,669}{424,669} \times 100 = -70.1\%$			

Source: State Library of Kansas, Resource Sharing Specialist (Rhonda Machlan)

The number of records purchased from Online Computer Library Center (OCLC) decreased by 300,448, from 424,669 in 2009 to 124,221 in 2011. This represents a 70.1% decrease, meeting the goal set for 2012.

***Output 1g*** *Annually, at least 200 librarians will use Web-Junction Kansas, the online community that offers resources, information and online courses to Kansas librarians, every year.*

Method: Review data collected during annual interviews with staff of random public libraries.

	2008	2009	2010	2011
Web-Junction Users	1,101	1,308	1,488	1,519
Web Junction Training Participants	574	357	611	710

Source: State Library of Kansas, Web-Junction Evaluation Data

The table above shows the number of Web-Junction users and training participants from 2008 to 2011. The data indicate consistent growth in Web-Junction usage, with the number of users increasing by 38% over this period. Records show that in 2011, 390 members logged into Web-Junction Kansas, far surpassing the goal of 200.

## KEY OUTCOME TARGETS

***Outcome 1a*** *By 2012, 50% of library users from public libraries that become automated through sub-grants to regional library systems will “agree” or “strongly agree” that library services provide access to more materials and provide faster retrieval turn-around as a result of automated web-accessible catalogs, circulation and unmediated ILL functions.*

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

**Do you think that the automated library services now offered online, such as web-accessible catalogs...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	50	51.0	53.8	53.8
	Agree	30	30.6	32.3	86.0
	Neither Agree nor Disagree	13	13.3	14.0	100.0
	Total	93	94.9	100.0	
Missing	System	5	5.1		
Total		98	100.0		

Source: Docking Institute Online Survey of Automated Library Users

The Docking Institute conducted an on-line survey of random users of libraries automated through sub-grants. A total of 98 random library users from public libraries automated through sub-grants were surveyed and asked, “Do you think that the automated library services now offered online, such as web-accessible catalogs, circulation and interlibrary loan, have allowed you more access to materials with faster retrieval time? Would you say you strongly agree, agree, disagree or strongly disagree?”

The Valid Percent column shows that, of those responding to the question, over half strongly agreed, while over 81% said they either agree or strongly agree. This greatly surpasses the goal of 50%.

***Outcome 1.b By 2012, 50% of library users from public libraries serving populations of 25,000 or less that become automated with regional library systems sub-grants will “agree” or “strongly agree” that library services provide access to more materials as a result of automated web-accessible catalogs, circulation and unmediated ILL functions.***

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

**Do you think that the automated library services now offered online, such as web-accessible catalogs...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	48	52.2	53.9	53.9
	Agree	29	31.5	32.6	86.5
	Neither Agree nor Disagree	12	13.0	13.5	100.0
	Total	89	96.7	100.0	
Missing	System	3	3.3		
Total		92	100.0		

Source: Docking Institute Online Survey of Automated Library Users

Of the 98 respondents to the Docking Institute user survey, 92 were patrons of libraries serving less than 25,000. Of these, over half (52.2%) strongly agreed that “the automated library services now offered online, such as web-accessible catalogs, circulation and interlibrary loan, have allowed you more access to materials with faster retrieval time.” Over four-fifths (83.7%) of respondents either agreed or strongly agreed, well surpassing the goal of 50%.

***Outcome 1c By 2012, the majority of public libraries serving populations of 100,000 or less that become automated as a result of regional system sub-grants will report cost benefits from the collaboration with the regional library system.***

Method: Review survey data collected from directors of automated libraries serving 100,000 or less.

Random Libraries Serving 100,000 Automated Through Sub-Grants Reporting Cost Benefits From Collaboration with Regional Library Systems			
	Cost Benefits	9	90%
	No Cost Benefits	1	10%

The Docking Institute randomly selected 10 public library directors serving populations of 100,000 or less that have become automated as a result of regional sub-grants. Nine out of ten (90%) reported cost benefits from their collaboration with the regional system. This far surpasses the goal of more than half.

***Outcome 1d By 2012, as a result of sub-grants to regional systems, the majority of Kansas library users in public library areas served by automated web-accessible catalogs, circulation and unmediated ILL functions will state they are aware of automated materials and provide at least one example of an automated service used.***

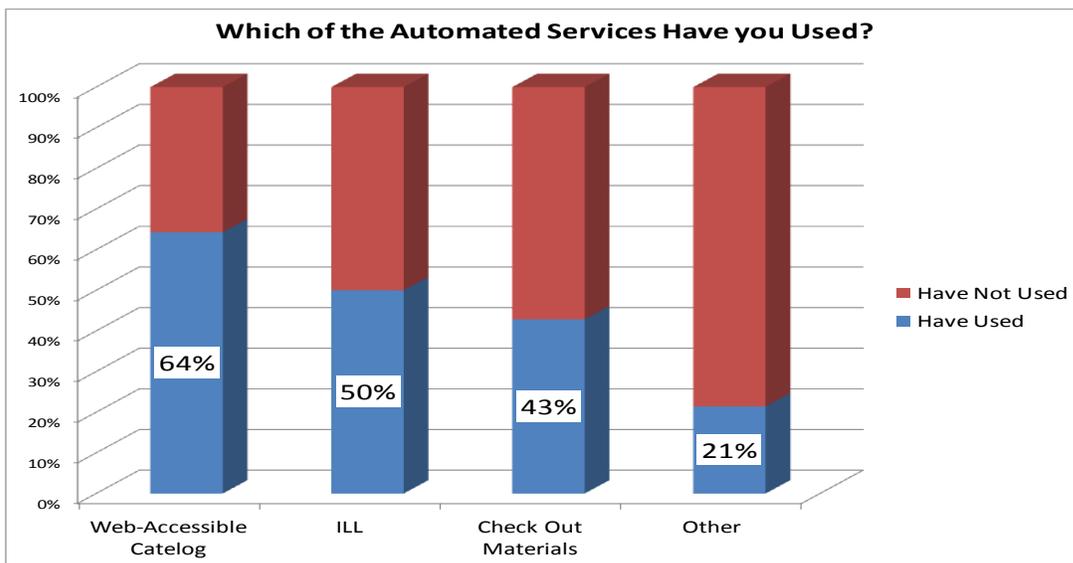
Method: Review survey data collected from random users of automated public libraries.

**Are you aware that your library has made available to you several automated library services that yo...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	86	87.8	89.6	89.6
	No	10	10.2	10.4	100.0
	Total	96	98.0	100.0	
Missing	System	2	2.0		
Total		98	100.0		

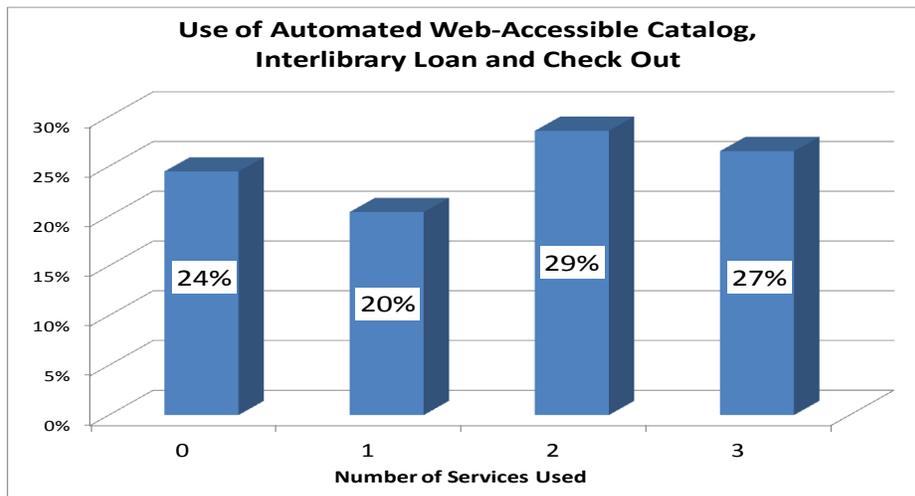
Source: Docking Institute Online Survey of Automated Library Users

The Docking Institute surveyed 98 users of libraries served by automated web-accessible catalogs, circulation and unmediated ILL functions. Each was asked, “Are you aware that your library has made available to you several automated library services that you may access through the library website, such as web accessible catalogs, circulation and interlibrary loan?” The table above shows that over 89% of those responding indicated that they were aware of access to these services. This far surpasses the goal of more than 50%.



Source: Docking Institute Online Survey of Automated Library Users

The figure above shows the percentage of respondents who said they had used each of the three primary automated services. The web-accessible catalog was the most widely used, with almost two-thirds of respondents using this service. Half said they had used Interlibrary Loan, while just under half (43%) said they have checked out library materials using the automated functions. Among the other services reported were renewing materials they had already checked out, checking due dates, checking out movies and finding suggestions for purchases.



Source: Docking Institute Online Survey of Automated Library Users

The figure above shows the percentage of respondents using none, one, two or three of the primary automated services offered. Over one-fourth had utilized all three automated services, over one-half (56%) had utilized at least two services and over three-fourths (76%) said they had used at least one of these three automated services. This far surpasses the goal of at least 50% using at least one service.

***Outcome 1e*** By 2012, as a result of sub-grants to regional systems, the majority of Kansas library users in public library areas served by libraries with automated web-accessible catalogs, circulation and unmediated ILL functions will rate their level of satisfaction as “high” or “very high” in obtaining materials from other libraries by using interlibrary loan.

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very high	36	36.7	75.0	75.0
High	12	12.2	25.0	100.0
Total	48	49.0	100.0	
Missing System	50	51.0		
Total	98	100.0		

Source: Docking Institute Online Survey of Automated Library Users

Respondents to the Docking Institute’s library user survey were each asked, “How would you rate your satisfaction with obtaining materials from other libraries using interlibrary loan? Would you say very high, high, neutral, low or very low?” The table above shows that, of those responding to the question, three-fourths rated their satisfaction as “very high,” while all 48 (100%) respondents indicated their satisfaction in obtaining materials through ILL was at least “high.” This far surpasses the goal of more than 50%.

***Outcome 1f By 2012, the majority of Kansas library users in public library service areas with automated web-accessible catalogs, circulation and unmediated ILL functions as a result of regional system sub-grants will rate this service as “valuable” or “very valuable.”***

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

**How would you rate the value of these new web-accessible services?**

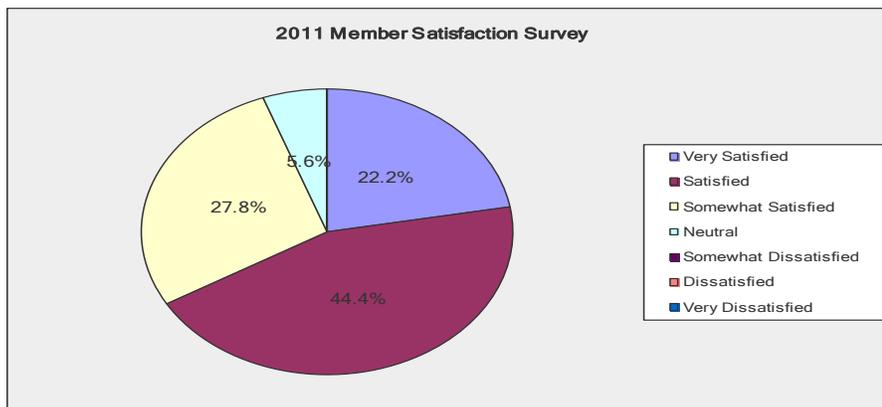
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very valuable	67	68.4	72.0	72.0
	Valuable	20	20.4	21.5	93.5
	Somewhat valuable	4	4.1	4.3	97.8
	Of little or no value	2	2.0	2.2	100.0
	Total	93	94.9	100.0	
Missing	System	5	5.1		
Total		98	100.0		

Source: Docking Institute Online Survey of Automated Library Users

Respondents to the Docking Institute’s library user survey were each asked, “How would you rate the value of these new web-accessible services? Would you say the services are very valuable, valuable, somewhat valuable or of little or no value? The table above shows that almost three-fourths (72%) of those responding to the question found the automated ILL services to be “very valuable, while over 93% found them to be at least valuable, far surpassing the goal of 50%.

***Outcome 1g By the end of the five-year period, 80% of the participants in training programs surveyed will indicate that the resources available through Web-Junction Kansas have been “useful” or “very useful” to their professional development.***

Method: Review survey data collected annually with random Web-Junction Kansas users.



Source: State Library of Kansas Web-Junction User Satisfaction Survey

No data were available for Web-Junction training program participants' opinions on the usefulness of the training. However, survey data of Web-Junction users show a high level of satisfaction, with one-third saying they are either satisfied or very satisfied with the service and over 94% reporting at least general satisfaction. Although value is not synonymous with satisfaction, the data suggest that at least 80% would rate Web-Junction useful or very useful.

## Goal 2: Provide user-centric library services that facilitate lifelong learning for all Kansas library users. (LSTA goals 1-6)

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

### KEY OUTPUT TARGETS

***Output 2.1a*** *Annually, a full-time professional staff member, dedicated to providing customer and technical support of statewide electronic resources will respond to at least 1,000 requests for assistance from end users, librarians, teachers and support staff.*

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

The log of the technical support staff shows that between August 1 and December 31, a total of 1,222 requests for assistance were processed, exceeding the goal of 1,000 during the last 4 months of the year alone. Assuming a similar rate during the remaining 8 months suggests that over 3,600 requests for assistance are processed annually by State Library of Kansas support staff.

***Output 2.1b*** *At least three online library information database services will be offered statewide to Kansas library users from FY 2008 through FY 2012.*

Method: Document the three online library information database services and confirm accessibility.

**Data Source:** [State Library Online Resources web page](#), [Blue Skyways](#) web page

There are twenty databases currently available to all Kansans from four vendors: ProQuest, Learning Express LLC, Gale Cengage, and OCLC/First Search. These databases contain information on a diverse array of subjects including health, genealogy, business, literature, current events, car repair and more. Scholarly and popular content is provided in multiple formats and languages, and varies in complexity, enabling Kansans of all ages to find the information that best meets their needs. Here are the databases and descriptions, arranged by subject:

## Health

Gale's *Health Reference Center Academic* and ProQuest's *Nursing and Allied Health Source* contain articles from scholarly journals, magazines, trade publications, and reference reports. Gale's *Health & Wellness Resource Center* provides a wealth of information for the consumer, including facts on drugs and herbal remedies, easy-to-read descriptions of illnesses and treatments, alternative medicine, a medical dictionary and links to additional sources of information.

## Business

Gale's *Business & Company Resource Center* and *Business & Company ASAP* allow users to search for business information by topic, analyze industries and research companies, including their financial reports, SWOT analysis, market share, corporate hierarchy, strategies and more. Additional business and financial news is available in Gale's *General OneFile* and *Academic OneFile* databases.

## Books & E-Books

Gale's *Literature Resource Center* contains author biographies, work overviews, character analyses, and scholarly literature criticism.

Using *WorldCat* from OCLC, a searchable online catalog of the holdings of libraries all over the world, patrons can discover and request items not available in their hometown library.

Gale's *Virtual Reference Library* offers specialized online encyclopedias for business, literature, poetry, drama, the environment, science, medicine, and history.

## Genealogy

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

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

## For Students, Workers and Job Seekers

Three databases from Gale are tailored to specific age groups: **Kids InfoBits** for elementary school students, **InfoTrac Junior Edition** for middle school students and **InfoTrac Student Edition** for high school students. The content of many of the other databases offered by SLK is also appropriate for high school students.

*Learning Express Library* is a unique and extremely useful database containing test preparation and skill improvement for children to adults, including practice tests for occupational and graduate school admission such as the GRE, GMAT,

LCAT, Praxis, Firefighter and many more. Gale's *Computer Database* offers the latest technology news, hardware and software reviews, as well as information on engineering and communication.

*Chilton's Auto Repair* database contains online service manuals, maintenance schedules, step-by-step repair instructions, wiring diagrams, service bulletins and recalls for vehicles of all types.

### **General/All-Purpose**

Gale's *Academic OneFile*, *General OneFile*, *Expanded Academic ASAP* and *InfoTrac Newsstand* cover a wide range of topics from current events to social science, the humanities, health, science and popular culture. The "Power Packs" are subsets of these databases, tailored to individual subjects such as Agriculture, Fine Arts, Home Improvement and more.

#### **For Non-English Speakers and English Language Learners:**

Most Gale database search interfaces can be displayed in any of 35 different languages, and articles can be translated into 12 languages. In addition, the Gale database *Informe* contains articles from Spanish-language and bilingual sources. *Learning Express Library* also contains resources in Spanish.

Analysis of the databases offered statewide to Kansas library users through the on-line resources web page has shown not only more than three databases are offered, exceeding the goal for the evaluation period, but a wide variety of topics and user populations are facilitated.

***Output 2.1c From 2008 to 2012, the number and percent of digitally preserved Kansas documents and artifacts will increase by 10%.***

Method: Review reports by regional and local entities on number of documents and artifacts preserved.

Due to the loss of key personnel with the unique qualifications to digitally preserve documents and artifacts, this output target was not realized.

### **KEY OUTCOME TARGETS**

***Outcome 2.1a By FY 2008, the State Library website will be redesigned and restructured to provide a single point of entry that displays the State Library's indexed resources (magazine articles, encyclopedias, downloadable resources, books) and major State Library services throughout the site.***

Method: Conduct interview with web designer to determine changes made between 2007 and 2008. Examine website to confirm existence and user-friendliness of features.

The web designer reports that progress has been made in redesigning and restructuring the State Library’s website, but that additional work still needs to be done. The Evaluator reviewed the website and tested its indexing and primary search functions. The Evaluator finds the site to be adequately organized and easy to navigate, but also that additional redesign could improve the aesthetics, utility and ease in finding specific resources and databases.

***Outcome 2.1b By FY 2008, the State Library website will be redesigned and restructured to feature a customized, single search box that gathers and displays non-duplicated results from a variety of sources.***

Method: Conduct interview with web designer to determine changes made between 2007 and 2008. Examine website to confirm the quality of the feature.

The Evaluator tested the single search box located at the top of the State Library home page with several topics and authors. The search results yielded dozens of hits from a variety of sources, including books, magazines and encyclopedias. The citations were well organized by library source and contained all the information necessary for assessing and accessing.

***Outcome 2.1c By the end of FY 2009, the State Library will implement a plan to promote electronic preservation of, and access to, at-risk documents and artifacts through training, sharing of best practices, and high-level coordination of local and regional digitization initiatives.***

Method: Review the plan and assess degree of implementation.

Due to the loss of key personnel with the unique qualifications to digitally preserve documents and artifacts, this output target was not realized.

***Outcome 2.1d Annually, 50% of Kansas library users accessing the State Library website will “agree” or “strongly agree” they are easily able to access State Library resources, services and programs from the site.***

Method: Conduct user satisfaction survey of State Library website users

**Are you easily able to access State Library resources, services and programs from the State Library...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	45	29.6	29.6	29.6
Agree	79	52.0	52.0	81.6
Neither Agree nor Disagree	11	7.2	7.2	88.8
Disagree	10	6.6	6.6	95.4
Strongly Disagree	7	4.6	4.6	100.0
Total	152	100.0	100.0	

Source: Docking Institute Online Survey of State Library Website Users

A survey was administered to a random sample of State Library website users. Each respondent was asked, “Are you easily able to access State Library resources, services and programs from the State Library website?” The results shown above indicate that, almost one-third (29.6%) “strongly agree,” while over four-fifths (81.6%) at least “agree” that they are easily able to access these resources. This far exceeds the goal of 50%.

***Outcome 2.1e Annually, 50% of Kansas library users accessing the State Library of Kansas websites will “agree” or “strongly agree” they are easily able to access community and genealogy resources from the sites.***

Method: Conduct user satisfaction surveys of State Library website users

**Are you easily able to access community and/or genealogy resources from the State Library website.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	8	5.3	16.7	16.7
	Agree	29	19.1	60.4	77.1
	Neither Agree nor Disagree	8	5.3	16.7	93.8
	Disagree	1	.7	2.1	95.8
	Strongly Disagree	2	1.3	4.2	100.0
	Total	48	31.6	100.0	
Missing	System	104	68.4		
Total		152	100.0		

Source: Docking Institute Online Survey of State Library Website Users

A survey was administered to a random sample of State Library website users. Each respondent who indicated that they had used the community and genealogy database was asked, “Are you easily able to access community and/or genealogy resources from the State Library website?” The results shown above indicate that, while only one-sixth (16.7%) “strongly agree,” over three-fourths (77.1%) at least agree that they are easily able to access these resources. This far exceeds the goal of 50%.

***Outcome 2.1f Annually, 50% of Kansan library users accessing the State Library websites will “agree” or “strongly agree” a variety of communication technologies were available for library materials.***

Method: Conduct user satisfaction surveys of State Library website users

**Please indicate the degree to which you agree or disagree with the following statement: A variety of...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	41	27.0	28.3	28.3
	Agree	63	41.4	43.4	71.7
	Neither Agree nor Disagree	33	21.7	22.8	94.5
	Disagree	5	3.3	3.4	97.9
	Strongly Disagree	3	2.0	2.1	100.0
	Total	145	95.4	100.0	
Missing	System	7	4.6		
Total		152	100.0		

Source: Docking Institute Online Survey of State Library Website Users

A survey was administered to a random sample of State Library website users. Each respondent was asked to, “Please indicate the degree to which you agree or disagree with the following statement: A variety of communication technologies are available for State Library resources, such as online, hardcopies, CDs, etc.” The results shown above indicate that, of those responding to the question, over one-fourth (28.3%) “strongly agree” and almost three-fourths (71.7%) at least “agree” that they are easily able to access these resources. This far exceeds the goal of 50%.

***Outcome 2.1g By 2012, 25% of respondents to a user satisfaction survey will say that the databases provided statewide are “useful” or “very useful.”***

Method: Conduct user satisfaction surveys of State Library website users

**How useful have you found the data bases provided by the State Library website?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Useful	62	40.8	55.9	55.9
	Useful	40	26.3	36.0	91.9
	Neutral	7	4.6	6.3	98.2
	Very Useless	2	1.3	1.8	100.0
	Total	111	73.0	100.0	
Missing	System	41	27.0		
Total		152	100.0		

Source: Docking Institute Online Survey of State Library Website Users

A survey was administered to a random sample of State Library website users. Each respondent who indicated that they had used the State Library website databases was asked, “How useful have you found the databases provided by the State Library website?” The results shown above indicate that, of those responding to the question, over half (55.9%) found the databases “very useful” and over nine-tenths (91.9%) found the databases at least “useful.” This far exceeds the goal of 25%.

***Outcome 2.1h Annually, 50% of Kansas library users who were provided assistance by the full-time professional staff member dedicated to providing customer and technical support of statewide electronic resources will “agree” or “strongly agree” the service received met their needs.***

Method: Conduct user satisfaction surveys of State Library website users

**Would you say the State Library professional met your needs?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	70	46.1	94.6	94.6
	No	4	2.6	5.4	100.0
	Total	74	48.7	100.0	
Missing	System	78	51.3		
Total		152	100.0		

Source: Docking Institute Online Survey of State Library Website Users

A survey was conducted of State Library website users. When respondents were asked if they had ever called the State Library of Kansas to request customer or technical support, 74 respondents indicated that they had. These 74 respondents were then asked, “Would you say the State Library professional met your needs?” The table above shows that all but 4 (94.6%) respondents indicated that the staff member was able to meet their needs. This far exceeds the goal of 50%.

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

KEY OUTPUT TARGETS

***Output 2.2a The number and percent of active readers from the Kansas Talking Books Service will increase by 5% during the five-year period.***

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

	2008	2011	
Active Readers	6,402	5,765	% Change = $\frac{5,765 - 6,402}{6,402} \times 100 = -9.95$

Source: State Library of Kansas Talking Books Service Director (Toni Harrell)

The number of active readers in Talking Books declined from 6,402 in 2008 to 5,765 in 2012, constituting a 10% decline. As is the nature of any service to an aging population, the State Library of Kansas is continuing to see a decline in overall numbers of Talking Books users. This is a nationwide trend noted by the National Library Service for all Talking Book network libraries. While Kansas has experienced an increase in the number of new patrons coming onto the service at a rate of more than 800 for three of the last five years, the number that have terminated service due to death or declining health has remained above 1000 each year. Future evaluation efforts will target new contacts, registrations and reactivation in addition to numbers of overall users.

***Output 2.2b The number and percent of Braille readers will increase by 5% during the five-year period.***

Method: Review the 2008 – 2012 annual reports of number of Braille readers

	2008	2011	
Total Braille Readers	93	105	% Change = $\frac{105 - 93}{93} \times 100 = 12.9\%$

Source: State Library of Kansas Talking Books Service Director (Toni Harrell)

The number of Braille readers using State Library of Kansas products increased by 12 between 2008 and 2011. This represents a 13% increase, exceeding the goal of 5%.

***Output 2.2c Annually, 20% of Talking Books active readers will use KLAS Web-Online Public Access Catalog (OPAC).***

Method: Review the 2008 – 2012 annual reports of Web-OPAC use patterns

Talking Books Readers Using KLAS	<u>249</u>	X 100 =	<b>4.31%</b>
Active Talking Books Readers	5,765		

Source: State Library of Kansas Talking Books Service Director (Toni Harrell)

Of the 5,765 active Talking Books readers in 2011, 249 have used the KLAS Web-Online Public Access Catalog. This represents 4.3% of Talking Book readers and falls short of the 20% goal.

***Output 2.2d The annual average of Talking Books items circulated when divided by the number of Talking Books registered readers will increase by 10% over the five-year period.***

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

	2008	2012
Number of Talking Books Items Circulated	250,080	257,769
Number of Talking Books Readers	6,420	5,765
<u>Talking Books Items</u> = Talking Books Reader	38.95	44.71
<p>% Change = (44.71 – 38.95) X 100 = <b>14.8%</b></p>		

Source: State Library of Kansas Talking Books Service Director (Toni Harrell)

Data from reports prepared by the Talking Books Director show that, between 2008 and 2012, the number of Talking Books circulated increased by 7,689, while the number of Talking Books readers decreased by 655. Thus, the ratio of Talking Books items to Talking Books readers increased by 5.76, representing a 14.8% increase and exceeding the goal of 10%.

***Output 2.2e At least two tutorials will be made available for each of the following Talking Books Program services: 1) use of the Web-OPAC to locate materials, check on availability, place items on reserve, and request materials; 2) operation of the provided playback equipment; and 3) download of audio materials from various websites.***

Method: Obtain list of all tutorials for Talking Books and availability dates.

Tutorials for use of Web-OPAC:

“Getting Started,” Text, posted at <

[http://www.kslib.info/talking/getting\\_started.html](http://www.kslib.info/talking/getting_started.html)>

“What’s Available,” Text, posted at < <http://www.kslib.info/talking/available.html>>

“Find Your Service Center,” Text, posted at

[http://www.kslib.info/talking/service\\_center.html](http://www.kslib.info/talking/service_center.html)

Tutorials for operation of playback equipment: None developed yet.

Tutorials for downloading audio materials from various websites:

“NLS Download Instructions,” Text, posted at

<<http://www.kslib.info/talking/bard.html>> Developed 12/2009, revised 5/2010.

“How to sign up for BARD service,” Video, posted at

<<http://www.youtube.com/watch?v=A-PF98HLN-M>

“How to search for, download and transfer books,” Video, posted at

<<http://www.youtube.com/watch?v=DZ9Rbj-5kXU>>

This list of tutorials above shows that three tutorials for using Web-OPAC to locate materials and three instructing users on how to download material from various websites were created and posted on either the State Library website or on YouTube. No tutorials have been developed yet for operation of playback equipment.

***Output 2.2f At least ten promotional materials will be distributed for each of the following Talking Books Program services: 1) use of the Web-OPAC to locate materials, check on availability, and request materials; 2) operation of the provided playback equipment; and 3) download of audio materials from various websites.***

Method: Obtain list of all promotional materials for Talking Books and availability dates.

“ENJOY! The Reading Experience” – posters, table tents and flyers – 10/2009

“Folders with ENJOY!” Design – includes contact information and web address – 10/2009, revised 8/2011

“Bags with TB logo” – 10/2009

Window clings – “Register for Talking Books Here” – for use in libraries and other community centers that promote/support the TB outreach efforts – 10/2009

Brochures – digital machine promotion – 10/2010, revised 10/2011

Pocket Magnifiers – revised 5/2009

Jar Openers with TB logo and phone number – 9/2011

Pens with TB information – 8/2011

Notepads with TB information – 10/2011

Facebook page – established 10/2010

Library compilation cartridge – developed to promote and demonstrate TB digital player in public libraries – 5/2010

The Evaluator has documented the creation and distribution of eleven promotional materials for the Talking Books program. Although many of the items specifically target use, availability and

instructions for requesting materials, some of the items promote Talking Books services in general. Although 10 promotional materials were not produced for each of the three items listed in the output goal, in the Evaluator’s opinion, 30 pieces of promotional material is both unrealistic and unnecessary and recommends a more modest goal in future planning.

***Output 2.2g KTBS will organize a statewide Library Summit to develop outreach efforts for the Talking Books Program in Kansas.***

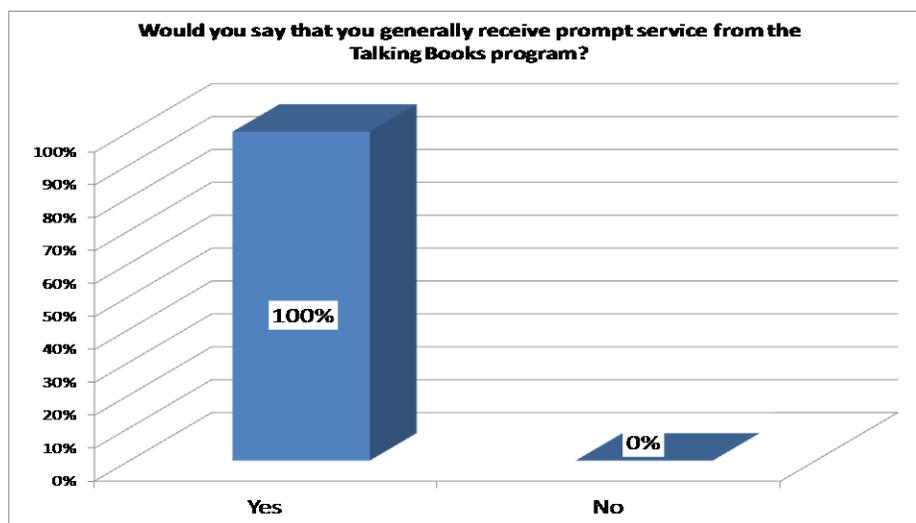
Method: Documentation from KTBS Statewide Library Summit.

The Horizon Task Force, organized by the State Library of Kansas in November of 2008 for the purpose of enhancing the outreach of the Talking Books Program, convened in September, October, November and December of 2009. The task force included approximately 20 members, including key KSL staff members, as well as key representatives from various public libraries and library systems around the state of Kansas. In March 2010, a summary of the recommendations of the Task Force were presented and accepted by State Librarian Jo Budler. The primary recommendation involved centralizing the Talking Books program to one location (Emporia State University Memorial Union) with the current sub-regionals and possibly other libraries providing outreach services. By Summer of 2011, the Talking Books Program was centrally located on the campus of Emporia State University.

**KEY OUTCOME TARGETS**

***Outcome 2.2a Users of the six Talking Books service centers in Kansas will receive prompt service 95% of the time as measured by an annual survey of users.***

Method: Conduct KTBS user-satisfaction surveys.

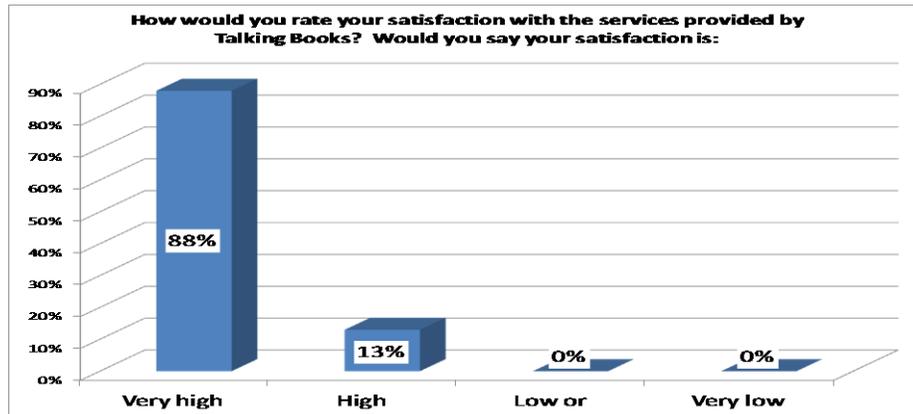


Source: Docking Institute Survey of Talking Books Users (n=8)

No survey data was collected during the evaluation period of Talking Books users. The Docking Institute constructed an online survey of users, but only had time to solicit 8 respondents, so these indicators are highly susceptible to sampling error. All respondents (100%) to the survey of Kansas Talking Books users said they generally receive prompt service from the Talking Books program. This surpasses the goal of 95%.

**Outcome 2.2b** *Annually, 95% of Talking Books Service users will rate their satisfaction with the service as “high” or “very high”.*

Method: Conduct KTBS user-satisfaction surveys.

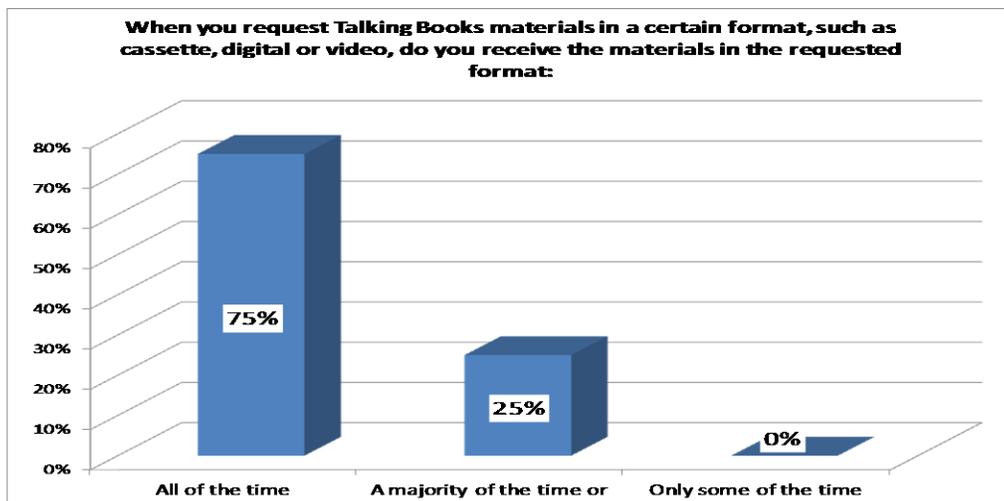


Source: Docking Institute Survey of Talking Books Users (n=8)

Respondents to the Talking Books user survey were asked to rate their satisfaction with services provided by Talking Books. The figure above shows that the vast majority (88%) rated their satisfaction as “very high,” while all respondents (100%) rated their satisfaction with services as at least “high.” This exceeds the goal of 95%.

**Outcome 2.2c** *By 2012, 95% of Talking Books Service users will report requested formats are received “All of the time” or “Majority of the time”.*

Method: Conduct KTBS user-satisfaction surveys.



Source: Docking Institute Survey of Talking Books Users (n=8)

Respondents to the Talking Books user survey were asked how often they receive orders for Talking Books in the requested format. The figure above shows that three-fourths of respondents (75%) said they receive the correct format “all of the time,” while all respondents (100%) said they receive materials in the requested format at least “a majority of the time.” This exceeds the goal of 95%.

***Outcome 2.2d By 2012, 95% of Talking Book Service users will indicate on a survey they are aware of at least five of the services available through the Talking Books Program.***

Method: Conduct KTBS user-satisfaction surveys.

**Total Talking Books Services Aware Of**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	1	12.5	12.5	12.5
5	1	12.5	12.5	25.0
6	5	62.5	62.5	87.5
8	1	12.5	12.5	100.0
Total	8	100.0	100.0	

Source: Docking Institute Survey of Talking Books Users (n=8)

Respondents to the Talking Books survey were asked if they were aware of each of the eight primary services provided. The table above shows that all respondents (100%) were aware of at least four services offered. However, only three-quarters (75%) were aware of at least five services offered. This falls short of the goal of 95% by 20%.

***Outcome 2.2e By 2012, 95% of Talking Book Service users that use tutorials will indicate the materials were “helpful” or “very helpful”.***

Method: Conduct KTBS user-satisfaction surveys.

Only one respondent to the Docking Institute Talking Books user survey indicated that they had used the Talking Books tutorials. This person indicated that they found the tutorials “helpful.” So although this goal was met, it was based on very limited data.

**Objective 3:** Develop a strategic review of State Library of Kansas services and program areas to maintain a user-centric focus for statewide library services.

**KEY OUTPUT TARGETS**

***Output 2.3a During 2009, the State Library of Kansas will review in-house programs affecting statewide services.***

Method: Review results of State Library Review of Services and Programs 2009

Goal 2 Objective 3 was conceived by the previous State Library Director, who resigned in 2009. The transition period included the assumption of duties by an interim Director, the search for the new Director and a general increase in staff workload until the new Director fully assumed her normal duties. Consequently, the strategic review of services and programs had to be postponed, and no progress was made on the Output Targets for this Objective during the 2008 – 2012 evaluation period.

***Output 2.3b During 2009, the State Library of Kansas will review staff positions to determine appropriate responsibilities, duties and tasks.***

Method: Review results of State Library Staff Utilization Study 2009

No progress was made in achieving this Output.

***Output 2.3c From 2010-2012, the State Library of Kansas will develop at least two systematic methodologies to evaluate existing statewide service patterns and contemporary programs.***

Method: Review two systematic methodologies and assess progress.

No progress was made in achieving this Output.

## KEY OUTCOME TARGETS

***Outcome 2.3a By 2010, a strategic review of all State Library of Kansas services and program areas will be completed.***

Method: Review results of State Library Review of Services and Programs 2009

Goal 2 Objective 3 was conceived by the previous State Library Director, who resigned in 2009. The transition period included the assumption of duties by an interim Director, the search for the new Director and a general increase in staff workload until the new Director fully assumed her normal duties. Consequently, the strategic review of services and programs had to be postponed, and no progress was made on the Outcome Targets for this Objective during the 2008 – 2012 evaluation period.

***Outcome 2.3b By 2011, a comprehensive design for improvement and enhancement of State Library services and programs will be developed and implemented.***

Method: Review comprehensive design for improvement and enhancement design and assess implementation.

No progress was made in achieving this Outcome.

***Outcome 2.3c Between 2010 and 2012, evaluation of statewide service patterns and current statewide programs will be completed.***

Method: Review evaluation of statewide service patterns and programs, 2012.

No progress was made in achieving this Outcome.

***Outcome 2.3d By 2012, 75% of librarians surveyed, polled or interviewed will report that they are aware of at least five services available through the State Library.***

Method: Review State Library of Kansas records indicating percent of librarians aware of State Library Services, 2012.

No progress was made in achieving this Outcome.

***Outcome 2.3e By 2012, 75% of librarians surveyed, polled or interviewed will respond to one of the methodologies evaluating statewide service patterns and current statewide programs.***

Method: Review State Library of Kansas records indicating percent of librarians responding to statewide evaluation, 2012.

No progress was made in achieving this Outcome.

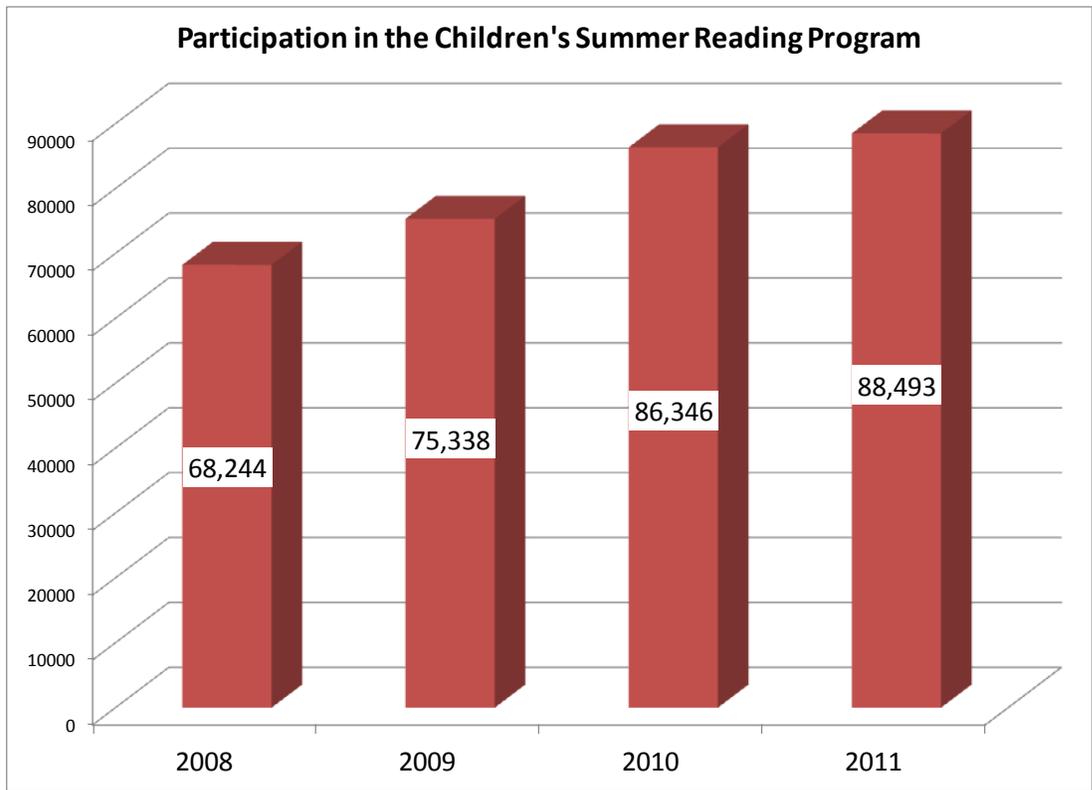
**Goal 3: Services for Kansas library users will be enhanced by improving the skills of librarians and trustees through continuing education and in-service training. (LSTA goals 1-6)**

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

#### KEY OUTPUT TARGETS

***Output 3.1a Between 2008 and 2012, annually at least 80,000 children will participate in the summer children's reading project.***

Method: Review State Library records, 2008-2012, indicating the number of children participating in the statewide Summer Reading Program



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

The figure above shows the total number of children who participated in the Children’s Summer Reading Program between 2008 and 2011. It shows a consistent rise in the number of children participating, increasing by 30% during this period. Although the goal of 80,000 was not met in 2008 or 2009, attendance significantly surpassed this goal for 2010 and 2011. The mean number of participants for all four years is 79,605.

***Output 3.1b Annually, the State Library will partner with state agencies comprising the Governor’s Council on Cultural Affairs to provide literary and reading opportunities for Kansans.***

Method: Document collaboration activities.

The State Library of Kansas was one of several organizations that made up the Governor’s Council on Cultural Affairs. The State Library contributed to cultural understanding by providing access to a variety of reading materials on the history and culture of Kansas. Other members included the Kansas Humanities Council, the Kansas Art Commission and the Kansas Historical Society. The State Library regularly collaborated with each of these organizations to provide literary and reading opportunities for Kansans. Although the Governor’s Council on Cultural Affairs became inactive when Governor Parkinson assumed office and no longer exists under the Brownback administration, the State Library continued to collaborate with these partners. The following are some of the major State Library of Kansas programs initiated.

Kansas Humanities Council:

2006/2007 -- collaborated with Kansas Book Festivals

2008 – Kansas Reads...*In Cold Blood* KHC grant

2009 – Kansas Reads. . . *The Virgin of Small Plains* KHC grant, KHC used the title for training new book discussion leaders

2010 – Kansas Reads...*Dreams From My Father* KHC grant

2011—Kansas Reads...*What Kansas Means to Me* promoted by KHC, use of KHC Speakers Bureau, requested by KHC to collaborate with Smithsonian traveling exhibit in 2013.

Kansas Arts Commission:

2006/2007 -- collaborated with Kansas Book Festivals

2008 – staff on State Poet Laureate committee

2009 – staff judge on Governor’s Art Awards committee; staff judged on Poetry Out Loud high school poetry competition

2011 – Kansas Arts Commission loses state and federal funding

Kansas Historical Society

2006/2007 – collaborated with Kansas Book Festivals

2010 – participated in planning for Kansas 150

2011 – participated in events of Kansas 150, participated in revived Kansas Book Festival

(Source: Reports of Kansas Center for the Book)

***Output 3.1c Annually, the State Library will participate in the Kansas Book Festival.***

Method: Analyze official attendance records.

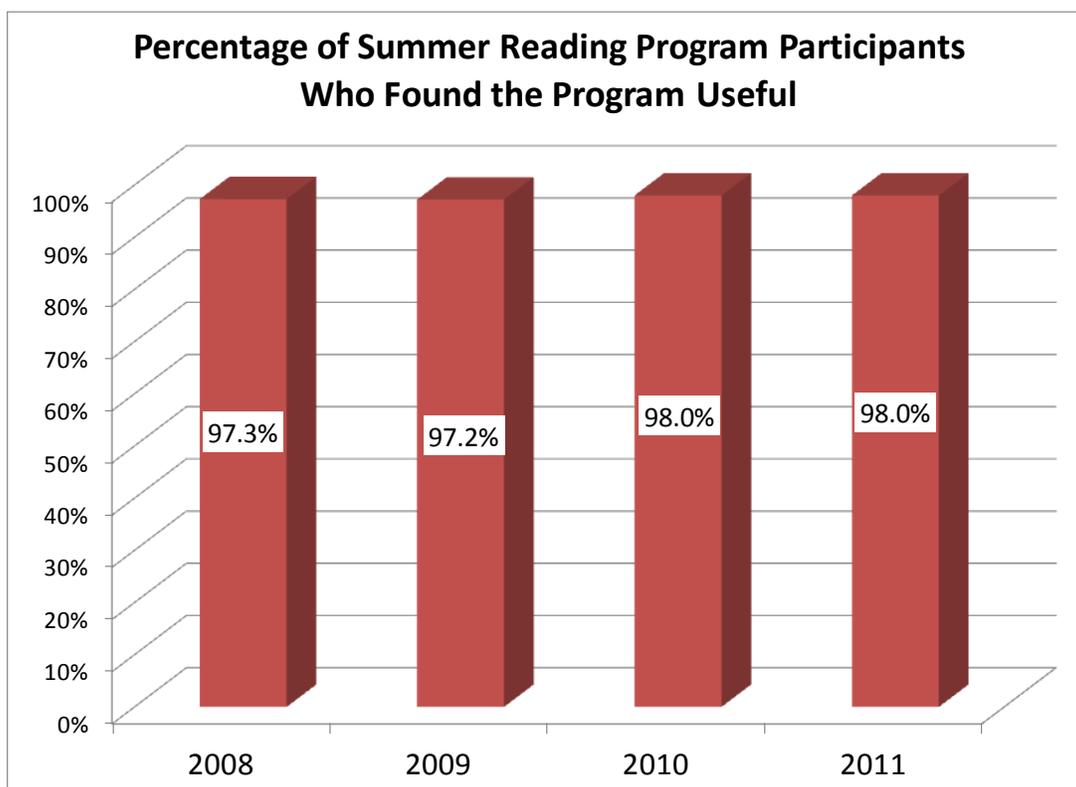
The Kansas Book Festival was suspended during the first three years of the evaluation period (2008 – 2010), precluding participation by the State Library of Kansas. However, in 2011, first lady Mary Brownback organized a team to revise the Kansas Book Festival, with the expressed purpose of enhancing children’s literacy skills. The event was held on September 24 at the Kansas Historical Society in Topeka, Kansas. The State Library participated by attending planning meetings, providing research, author information, and author contacts (January-July, 2011); attended the authors reception on Friday September 23, 2011 at Cedar Crest; exhibited in booths, hosted the 2011 Kansas Notable Books medal awards and introduced two sessions during the day of the Festival on Historical Society grounds, September 24, 2011.

(Source: Kansas Center for the Book at the State Library of Kansas reports)

KEY OUTCOME TARGETS

***Outcome 3.1a Eighty percent (80%) of the participants in the summer reading projects will indicate that the project is “useful” or “very useful.”***

Method: Survey participants in summer reading projects.



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

The figure above shows that over 97% of participants in the Kansas Book Festival indicated that they found the program “useful.” Although the option of “very useful” was not offered in the survey response set, it can be safely assumed that any respondent who found the program “very useful” would have selected the highest response option available, “useful.” So the percentage of respondents who said the program was “useful” should include those who would have said “very useful” had that option been available. Thus, the goal of 80% was well exceeded.

***Outcome 3.1b At least 7,500 Kansans will benefit from State Library partnerships with other state agencies and organizations to provide literary and reading opportunities.***

Method: Analyze records of State Library of Kansas

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

Participation by the State Library of Kansas in the 2011 Kansas Book Festival has already been documented in Output 3.1c. Although there are no official counts for attendance, informal estimates by multiple sources place attendance at over 900.

Kansas Reads is an annual event whereby a committee of librarians, publishers, book-sellers and authors review hundreds of books and select one found to be particularly relevant to Kansas culture to be the theme. The table below shows the selected book for each year and the approximate number of participants.

<b>Kansas Reads</b>		
2008	In Cold Blood – Truman Capote	7,800
2009	The Virgin of Small Plains – Nancy Pickard	8,000
2010	Dreams From My Father – Barack Obama	6,000
2011	What Kansas Means to Me – Thomas Fox Averill	7,200

Source: Participation Counts from *Kansas Reads* program

The State Library of Kansas also promotes a version of the program for Kansas children called *Kansas Reads to Preschoolers*. The table below shows the selected book for each year and the approximate number of participants.

<b>Kansas Reads to Preschoolers</b>		
2008	Bear Feels Sick – Wilson & Chapman	22,000
2009	Wiggle – Doreen Cronin	30,000
2010	Up, Down and Around – Katherine Ayres	35,000
2011	Chica Chica Boom Boom – Bill Martin Jr.	39,360

Source: Participation Counts from *Kansas Reads to Preschoolers* program

With a total of 29,000 Kansans participating in *Kansas Reads*, 126,360 participating in *Kansas Reads to Preschoolers* and the several hundred Kansans participating in the 2011 *Kansas Book Festival*, well over 7,500 Kansans have benefitted from the State Library’s partnerships with other state agencies.

***Outcome 3.1c Annually, at least 7,500 Kansans will attend the Kansas Book Festival.***

Method: Analyze official attendance data

As noted previously, the estimated attendance at the 2011 Kansas Book Festival was over 900. This falls significantly short of the goal of 7,500, which was based on attendance at the 2006 event. Much of the reduction in participation can be attributed to the three-year hiatus that occurred between 2008 and 2010. Another factor is the location. The 2006 event was held in Wichita, which has a much larger pool of potential reading enthusiasts than Topeka. Given the less populated venue and the fact that the Festival had not been held in three years, the near 1,000 attendance in 2011 was considered by organizers to constitute a successful program.

## Summary of Output & Outcome Goals

Output	No Progress	Progress Made	Goal Met		Outcome	No Progress	Progress Made	Goal Met
1a					1a			
1b					1b			
1c					1c			
1d					1d			
1e					1e			
1f					1f			
1g					1g			
2.1a					2.1a			
2.1b					2.1b			
2.1c					2.1c			
					2.1d			
					2.1e			
					2.1f			
					2.1g			
					2.1h			
2.2a					2.2a			
2.2b					2.2b			
2.2c					2.2c			
2.2d					2.2d			
2.2e					2.2e			
2.2f								
2.2g								
2.3a					2.3a			
2.3b					2.3b			
2.3c					2.3c			
					2.3d			
					2.3e			
3.1a					3.1a			
3.1b					3.1b			
3.1c					3.1c			

## Discussion

Analysis of the data has shown that the majority of the Output Targets (65%) were fully met and Outcome Targets (71%) fully realized. At least some progress was made on 78% of the Output Targets and 78% of the Outcome Targets. All of the Output and Outcome Targets in which no progress was made were due to loss of key personnel or declines in the target population, factors beyond the control of State Library staff.

Virtually all of the targets for Goal 1 to extend automated services to all Kansans were met. LSTA sub-grants were awarded to all regional library systems, increasing the number of libraries in Kansas with automated, web-accessible services to 212 and the number serving populations of less than 25,000 to 197. As a result, use of interlibrary loan increased, the number of duplicate machine-readable records purchased from OCLC declined significantly and the number of librarians using Web-Junction increased. Opinion survey data from librarians and users of automated services showed high awareness, satisfaction and tangible benefits from expanded use of web-based automated services.

Most of the targets for Goal 2 to provide user-centric features in the State Library website were also met. Substantial technical assistance is being provided to website users, who report high levels of satisfaction with these services. The Evaluator documented access to a wide variety of databases, and users reported high levels of utility and satisfaction with these resources. Although usage of Talking Books is declining, rather than increasing, a survey of users found high levels of awareness and satisfaction. The number of patrons utilizing Braille materials is rising. Several tutorials for accessing and utilizing these materials have been developed and made available. A select group of key informants met to discuss ways to enhance the Talking Books program, resulting in a decision to centrally locate the office in Wichita, where the largest concentrations of users reside. The resignation of the previous Director early in the evaluation period made it impractical, if not impossible, to achieve the targets for developing a strategic review of State Library of Kansas services and program areas to maintain a user-centric focus for statewide library services. It makes much more sense to have the new Director lead this review, which requires time to become familiar with the organizational culture, workloads of various staff members and preferences of the Library's patrons.

All but one of the targets for Goal 3 was met. The Summer Reading Program, Kansas Reads and Kansas Reads to Children programs were very successful with regard to participation levels and satisfaction among participants. Kansas Book Festival attendance was the only indicator for which the goal was not met, but this is largely explained by the new venue, which has a much smaller population of potential participants to draw on.

In summary, the Evaluator concludes that the State Library of Kansas has done a commendable job meeting its proposed goals for the LSTA grant funding. Most of the Output and Outcome goals were met. Several others were nearly met. The few goals for which no progress was made were due to factors beyond the control of Library staff.

All of the goals not met can be easily incorporated into the 2012 – 2016 strategic plan. The new Director should be in a position to conduct the strategic review of services and

programs, determining where changes in the workload or appropriation of resources are needed. Hopefully, either current staff members will receive training or a new staff member will be hired to complete electronic preservation of, and access to, at-risk documents and artifacts. The webmaster can continue working to improve the user-friendliness and utility of the State Library website. The need for any additional training videos or tutorials for navigating Talking Books and other resources can be assessed in the Director's strategic review.

The Evaluator closes this document with one recommendation for the Library Director and LSTA Coordinator. Although collection of the indicator data can be performed by Library staff, this is not typically their area of expertise, it places additional and unnecessary burdens on their time, and indicator data is generally considered to be more valid when collected by the independent Evaluator. I would suggest, if feasible, that an Evaluator be selected and contracted at the beginning of the evaluation period and work with the LSTA Coordinator in finalizing the data collection methodology for the Output and Outcome indicators. This should reduce the burden on Library staff, make the process run much more smoothly, reduce the likelihood of deficient data when preparing the final report and result in a stronger documentation of success in meeting goals. It will also facilitate periodic assessment through the evaluation period, which can be used to address any unforeseen problems or suggest proactive corrective steps to insure adequate data and success in meeting goals.