

Kentucky Department for Libraries and Archives

Library Services and Technology Act (LSTA)

Five-Year Plan Evaluation

FY 2003-2007

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Table of Contents

I.	Introduction and Summary	1
	Five Year Plan	1
	Mission Statement	1
	Vision Statement	1
II.	Overall Report of Results	3
	Summary of Goals and Objectives	3
	Detailed Outcomes	5
III.	In-Depth Evaluation: 4A3 Continuing Education for Public Libraries	31
IV.	Progress in Showing Results of Library Initiatives or Services	35
V.	Lessons Learned.....	36
VI.	Evaluation Process.....	37
	Who Was Involved?.....	37
	How Was the Evaluation Conducted?	37
	Cost of Evaluation	38

I. Introduction and Summary

Work began on the Kentucky Department for Libraries and Archives (KDLA) *Five-Year Plan 2003-2007* in the year 2000. Five forums were held around the state with 20-30 community leaders at each meeting. While the focus was on public libraries, information gathered was addressed to the statewide library community. The most salient question was “If the public library was meeting all of your community needs, what would it look like in five years – considering programs, services, and facilities?” These formal meetings were supplemented by internal discussions involving all of KDLA’s regional and statewide consultants.

Input and advice was also received from the State Advisory Council on Libraries, the LSTA Planning Committee, the KDLA Coordination and Support Team, the KDLA Management Team, the LSTA Coordinator, KDLA staff, the library community, and library and information users.

The Five-Year Plan

After a review of the information gathered, four categories of needs were identified that were consistent with the purposes of the Library Services and Technology Act:

1. Access/Technology
2. Awareness/Outreach
3. Children and Youth Services
4. Programming/Training

Goals and objectives were formulated based on KDLA’s Strategic Plan 2000 that includes the following mission statement and three broad vision statements.

Mission Statement

To support and promote equitable access to quality library services and information resources and to ensure that adequate documentation of government programs is created, maintained, and available for public use.

Vision Statement

As a dynamic, evolving organization, and as a leader in providing quality management and delivery of information resources, the Kentucky Department for Libraries and Archives envisions a future in which:

- Libraries are valued as essential partners in the educational and economic development of their communities.
- The rights of citizens are protected in a democracy by essential documentation of government agencies, programs, and policies.
- People use information resources and technology to improve the quality of their lives.

At times during the Five-Year Plan period, Kentucky state government imposed restrictions on hiring and travel. However, due to the thorough planning that had been done and the availability of LSTA funds, library services in the state were not only maintained, but actually significantly advanced.

The planning process ensured that the most pressing needs of the state's libraries and library customers could be addressed in a focused and economic manner. Without LSTA funds, however, the planning would have been in vain.

Particularly notable gains were made in library automation that helped struggling local libraries offer enriched services to all their populations and also greatly increased digital access to library services. Service gains were especially noticeable in the poorer areas of the state, to the blind and physically handicapped, to children and young adults, and in cultural enrichment.

The availability of LSTA funds motivated KDLA staff to make heroic efforts to take full advantage of the opportunities presented. Even though a few programs took somewhat longer to make manifest, KDLA staff members took on extra duties and shouldered extra responsibility to use the funds wisely and move library service in Kentucky forward.

II. Overall Report of Results

Summary of Goals and Objectives

Goal #1 - Access/Technology

Strengthen the ability of all citizens of Kentucky to have free and equal use of a full range of library and information services by providing and improving access to all types of resources to meet the needs of all types of users.

- **Objective 1A:** Improve the ability of libraries to provide access to resources and information by creating and maintaining bibliographic union databases and access tools.
- **Objective 1B:** Provide and support resource-sharing activities by establishing and supporting mechanisms for access to the provisions of information and materials.
- **Objective 1C:** Assist libraries to economically and effectively meet the library and information needs of their customers by centralizing programs and functions at the state level and by providing a comprehensive collection of materials and adequate access tools through statewide programs.
- **Objective 1D:** Provide access to print or non-print information and expand programs for and services to the disabled and/or people having difficulty using conventional library services.

Overall Assessment:

This goal was achieved. While progress in a few objectives was hampered by staffing shortages, many objectives were greatly exceeded, particularly in those areas involving library automation. The strengthening of digital services has a profound effect on improving access to a variety of resources to every kind of user.

Goal #2 - Awareness/Outreach

Increase awareness of library and information services and programs to the underserved urban and rural communities to allow them to fully utilize library and information resources and support outreach and partnerships with organizations and agencies that will help further the library mission.

- **Objective 2A:** Plan and execute a statewide communication and public awareness training program to assist and support librarians in raising awareness and marketing of their library and services and to increase the leadership role they have in the community.
- **Objective 2B:** Encourage alliances with community partners that will assist libraries in meeting the library and information needs of the community.
- **Objective 2C:** Provide statewide communication on the effectiveness of library programs to provide direction for the planning and development of future library services that will meet the needs of the citizens of the state.

Overall Assessment:

The goal was exceeded. In particular, the effect of using the state library website to keep people informed was successful beyond what anyone had expected, with over three million hits annually. Also notable was a pilot program in FY 2005-2006 involving schools and public libraries that made Tutor.com available to students.

Goal #3 - Children and Youth Services

Improve the ability of libraries to meet the informational and recreational reading needs of children and young adults by promoting the planning, maintenance and expansion of programs and by providing librarians who are well educated, effective, and confident in their work to assure that Kentucky's children receive high quality public library service.

- **Objective 3A:** Promote the planning, maintenance, and expansion of programs for children and young adults.
- **Objective 3B:** Provide librarians who are well educated, effective, and confident in their work to assure that Kentucky's children receive high quality public library service.

Overall Assessment:

This goal was achieved. Summer reading program registration increased in four years from 100,000 to 131,747 thanks to training for library staff and publicity directed to the parents and children. Prime Time Family Reading Time[®] successfully targeted at-risk children and their parents. The Early Childhood Development Subgrants demonstrated the viability of offering programming for children 0-3 years of age.

Goal #4 - Programming/Training

Strengthen the statewide library system by providing a competent, qualified workforce to serve the citizens of the state and by encouraging and supporting creative programming that will meet the specific needs of communities regardless of economic, educational, geographic or physical barriers.

- **Objective 4A:** Support and/or provide training opportunities for library staff, trustees, and volunteers to ensure a competent, qualified workforce to serve the citizens of the state.
- **Objective 4B:** Provide consultants, specialists, support staff, materials, and resources necessary for the effective planning, management, promotion, implementation, and evaluation of public library programs and services.
- **Objective 4C:** Provide library and information services and programming that meet the specific needs of all citizens of the state regardless of economic, educational, geographical, or physical barriers.

Overall Assessment:

This goal was achieved. Continuing education for public librarians, trustees, and KDLA staff was particularly strong. Some clever and creative public programming helped establish public libraries in a leadership position for cultural and informational awareness.

Detailed Outcomes

Goal #1 - Access/Technology

Strengthen the ability of all citizens of Kentucky to have free and equal use of a full range of library and information services by providing and improving access to all types of resources to meet the needs of all types of users.

- **Objective 1A:** Improve the ability of libraries to provide access to resources and information by creating and maintaining bibliographic union databases and access tools.

1A1, Kentucky Union List of Serials – *To provide accurate and complete information about serial/journal holdings in libraries of all types in the Commonwealth to library staff and end users.*

Statistics:

1A1, Kentucky Union List of Serials	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Serials Records Updated	9,879	10,325	10,425	8,821
Archive Records Added	191	533	791	n/a
Libraries Participating	71	75	83	75
Persons Served	400,000	226,899	240,512	228,486
LSTA Funds Expended	\$124,829	\$124,900	\$130,500	\$103,468

Assessment:

Despite the number of participating libraries dropping from 85 to 71 during the first year of the program, the annual target of updating 10,000 serials records was nearly attained in FY 2002-2003. It was then surpassed in the next two years. The Union List editor made every effort to impress upon participating libraries the importance of updating their records, but it seems the most effective spur to action was the higher visibility of these records in FirstSearch, WorldCat, and in the new OCLC Interlibrary Loan (ILL) Web version. In FY 2005-2006, both the number of libraries participating and the number of records updated fell somewhat. Part of this may be ascribed to the change in OCLC software which took staff time away from outreach to cooperating institutions. It was hoped to see an 8% increase in use, but there is no exact way to know how patrons actually use this information, so measurement of outcomes is difficult. This lack of output measures may be a reason why outcomes fall when KDLA staff is not able to give continual encouragement to participating libraries.

1A2, Kentucky Guide Program – *To make archival and manuscript materials in Kentucky historical records repositories more accessible to customers by providing bibliographic descriptions and making them available in the KDLA catalog on the Internet.*

Statistics:

1A2, Kentucky Guide Program	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Records Added/Edited	191	533	791	799
LSTA Funds Expended	\$7,130	\$20,232	\$5,004	\$44,876

Assessment:

It was hoped to add and/or edit 1,000 archival records per year, but this project was hampered by not being able to hire a cataloger in the first two years. Even hiring the graduate student assistant was delayed. It was the assistant and the KDLA administrative specialist who got all the work done in the first two years. A cataloger was not available until July of 2005. This allowed production to increase and also made it possible to contact 285 repositories throughout the state to update information. In FY 2005-2006 work went better and staff was able to contact over 300 libraries and repositories throughout the state to encourage participation. Unfortunately, there are no usage statistics available for the catalog, as it is housed on the Kentucky Virtual Library at the University of Kentucky and statistics are not available for searching. Planners were hoping to see at least a 60% user satisfaction rate by users, but no measurements were taken.

- **Objective 1B:** Provide and support resource-sharing activities by establishing and supporting mechanisms for access to the provisions of information and materials.

1B1, Collection Digitization Grants – *To provide a minimum of eight subgrants to libraries to digitize a part of their collections making them accessible via the Internet.* No funds were expended for these projects. No progress was made on this project due to staffing shortages.

1B2, Archival Conversion – *Convert archival records and finding aids to electronic format.*

- 1B2-A, Archival Finding Aids – To make item level finding aids for KDLA's archival materials on microfilm available electronically through the KDLA catalog.

Assessment:

For the first three years of this project, no funds were expended. The cataloger who was to have overseen this project could not be hired due to a state hiring freeze. In FY 2005-2006, \$12,000 in funds were awarded and to begin the process of converting finding aids for archival materials housed at KDLA to machine-readable format using Encoded Archival Description(EAD), the program librarian participated in several professional workshops to see how other institutions have benefited from similar conversions and made contact with several vendors. Progress was limited, however, as software installation was delayed, then a hard-drive failure occurred leading to an almost total loss of information including workshop materials, software service packs, and previously encoded finding aids. Some recovery efforts have been made and approximately 15% of the KDLA finding aids have been converted from paper to EAD format, but not yet linked to the catalog records, but this is well short of the target of finding aids for 56,000 rolls of microfilm.

- 1B2-B, Archival Photograph Digitization – No funds were expended for this project. This project moved slowly because the division was over 20% short of personnel. Nevertheless, during FY 2002-2003, basic groundwork for the project was laid. In FY 2003-2004, however, it was discovered that a number of these photos had already been, or were in the process of being, digitized by other institutions. The Kentucky Virtual Library (KYVL) Kentuckiana Work Group is the most logical place to coordinate this project to avoid duplication of effort, but has been inactive recently due to staff and funding shortages. KDLA will continue to monitor activity here, but envisions no further progress taking place with this project until it can be properly coordinated.

1B3, Library Automation Subgrants – *To provide enhanced electronic access to library materials and services in cooperation with local public libraries so as to better serve the informational and recreational needs of the client populations.*

Statistics:

1B3, Library Automation	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Automation Subgrants	5	8	11	9
Persons Served	143,177	134,202	195,612	368,892
LSTA Funds Expended	\$132,588	\$166,740	\$232,605	\$169,762

Selected Highlights:

- FY 2002-2003
 - Gallatin County Public Library – The local schools had been automated for 10 years, so students either did not understand how to use the public library’s catalog or did not want to use it. Conversion to an automated system not only made public library materials more available, but also cut down staff time at the front desk.
 - Owen County Public Library – Automation resulted in more timely overdue notices which resulted in a much improved material return rate. The system installed had a Kids Catalog which proved very popular with younger patrons.
- FY 2003-2004
 - Knott County Public Library – The online catalog provided some adults with their first opportunity to use a computer and their successful use of it was a very positive experience.
 - Letcher County Public Library – The popularity of the automated library catalog inspired the library to create its own Web page and this is particularly drawing in many younger users.
 - Lewis County Public Library – An unexpected side benefit of installing computer equipment was that the local press gave it a great deal of coverage, which increased public awareness of the services the library offered, and this publicity increased both circulation and new registrations.
 - William B. Harlan Public Library – Local excitement over the installation of automated equipment resulted in over \$15,000 of public donations which helped pay the library’s matching contribution to the project.

- FY 2004-2005
 - Bullitt County Public Library – The library was able to install more equipment than originally planned because of price drops between the time the equipment was selected and approved.
 - Union County Public Library – The library was able to convert from a manual system to an automated system with no interruption in service to the public. Local press coverage was excellent.
 - Whitley County Public Library – Additional in-house wireless work stations resulted in a 40% increase in the number of searches performed.
- FY 2005-2006
 - Fulton County Public Library – Circulation increased by at least 5%, overdue items decreased by at least 40%, and interlibrary loan activity increased by over 15%.
 - University of Kentucky Library – A groundbreaking project that successfully created a model high density storage facility to develop and test the capabilities of the Endeavor Voyager Library System to function as an automated retrieval inventory control system. Presentations of the project were shared both at the annual meeting of the Kentucky Library Association and at the national meeting of the Endeavor Voyager Users Group.
 - University of Louisville – This unique project digitized 5,000 rare and fragile archival holdings and provided unified online access to them.

Assessment:

It was expected that a minimum of only two subgrants would be awarded per year, but this program proved very popular. The grants were for up to 50% of the project costs. In every case, library service to users greatly increased and was well received by all concerned. Having the library catalog accessible online was particularly popular. Installation of computer equipment helped a number of older people become conversant with computers. This was a highly successful and well-appreciated project.

1B3-A, Planning for Automation Subgrants – *To enhance technology planning. These grants were awarded in FY 2005-2006 and continued into FY 2006-2007. The grants are only awarded to libraries committed to automating in the following year.*

Assessment:

In FY 2005-2006, the Menifee County Public Library received a subgrant for \$5,000. The library director attended conferences and visited sites to assess equipment. The library also assessed the retrospective conversion process. A printer and scanner were purchased to further the automation process. The planning process resulted in the selection of an appropriate automation system for the library.

In FY 2006-2007, the Green County Public Library received \$4,568. Again, the library director attended conferences and visited sites to assess equipment. The library also conducted in-house evaluations of systems and prepared its collection for retrospective conversion. An automation system will be installed in FY 2007-2008.

1B4, Support for Library Consortia – *To provide a statewide program to enhance collaborative efforts that serve the informational needs of library staff and citizens of the state by providing financial support of activities, coordination, administration and/or delivery of services by adding 200,000 records from non-OCLC institutions to the Kentucky OCLC database.*

Statistics:

1B4, Support for Library Consortia	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
OCLC Records Added	285,129	183,602	246,624	286,559
Interlibrary Loan Increase	3%	6%	6%	5.13%
Persons Served	47,376	1,873,130	1,876,816	2,055,991
LSTA Funds Expended	\$187,204	\$231,097	\$209,489	\$300,328

Assessment:

A shortfall in OCLC records loaded in FY 2003-2004 was caused by technical problems transferring data by CD-ROM and by FTP. This was more than made up for by far exceeding targets in FY 2002-2003 and FY 2004-2005. The usefulness of this project was shown by healthy increases in Interlibrary Loan activity despite large increases in the use of the full text databases of the Kentucky Virtual Library which supplies much information formerly available only through ILL. In FY 2005-2006, use of the Kentucky Virtual Library increased by 73% over the previous year with a total of 18,711,059 searches.

- o 1B4-A, Broadband Upgrades – *To provide matching funds in conjunction with the Gates Foundation to support collaborative efforts in providing broadband connectivity.*

For various reasons, there were no applicants for this program. Permission was granted to redirect the funds to training librarians.

In FY 2004-2005, training was offered in OCLC WorldCat Resource Sharing. Eleven sessions were held across the state with a total attendance of 100. \$12,805 of LSTA funds were expended.

In FY 2005-2006, training topics were broadened. Seventeen day-long face-to-face class sessions had a total of 179 people attending. In addition, 49 online training sessions were offered and 561 library staff enrolled. \$27,965 of LSTA funds were expended.

- 1B4-B, Virtual Reference Pilot Project – *To test the viability of the OCLC QuestionPoint virtual reference service by having Boone County Public Library to act as the administrative agent in the planning, deployment and support of a virtual reference service pilot project using OCLC QuestionPoint and determine its viability.*

This project took place in FY 2005-2006. Boone County Public Library acted as the administrative agent in the planning, deployment and support. By the end of the project year, eight libraries were fully participating in the project, 157 staff members were trained in 17 events, and 3,115 questions were answered by the participating libraries. Nevertheless deployment was slow, interest was low, and marketing by some was inadequate. Only 5% of patrons responded to user surveys, but of those about 75% were positive. The project was continued into FY 2006-2007 after KDLA determined that additional time was needed to test the viability of this service. \$103,300 in LSTA funds were expended.

- **Objective 1C:** Assist Libraries to economically and effectively meet the library and information needs of their customers by centralizing programs and functions at the state level and by providing a comprehensive collection of materials and adequate access tools through statewide programs.

1C1, Centralized Technical Support – *To provide a centralized technical support unit to build and maintain the OCLC database of state holdings and to provide direct and consultative support to the library staff in the state.*

Statistics:

1C1, Centralized Technical Support	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
AV Records Added	6,598	4,453	1,236	1,023
Large Print Volumes Processed	2,382	2,488	2,647	2,240
State Library ILL Requests	+38%	+28%	+52%	+35%
Online Catalog Searches	+140%	+41%	+26%	+19%
MARCIVE Records Added	21,488	15,671	8,202	8,105
Persons Served	43,465	46,500	53,897	63,729
LSTA Funds Expended	\$10,775	\$14,740	\$38,215	\$70,534

Assessment:

The work here was highly successful: staff responded well to technical challenges, and patron usage greatly increased in response to improved access to materials. Planners were looking for at least a 5% increase in interlibrary loan activity, but instead got six to 10 times that number.

1C2, Multimedia Program – *To maintain an educational/professional collection of public performance videos and DVDs, audio books, and CD-ROMs to be loaned to public libraries throughout the state and for state library patron’s training needs.*

Statistics:

1C2, Multimedia Program	FY 2002-2003	FY 2003-2004
Sound Recordings Added	473	620
Videos Added	1,753	674
Circulation	9,995	8,737
Persons Served	1,873,130	96,285
LSTA Funds Expended	\$43,358	\$57,865

Assessment:

This project was only of two years duration. After FY 2003-2004, it was merged into project 1C6. All AV materials were successfully migrated to the Endeavor/Voyager public access catalog, and all of the nonfiction materials were reshelved in Dewey Decimal System order to facilitate browsing. It was hoped that circulation would increase by 5%, but instead it actually fell by 15%. It is thought that this was due to materials being unavailable while reshelving and processing was taking place. Output targets were to add 450 videos and 600 sound recordings per year and these were exceeded in the aggregate.

1C3, Tech Support—Field Services – *To provide technological support and consultation to library personnel and trustees through a statewide project and by providing subgrants for regional or local projects.*

Statistics:

1C3, Tech Support – Field Services	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
On Site Visits	35	40	45	51
Projects Assisted	7	7	7	8
Workshops Presented	12	20	22	18
Phone Inquiries Answered	200+	200+	230+	300+
Information Publications	17	40	40	16
Persons Served	2,082	1,843	2,141	2,686
LSTA Funds Expended	\$77,233	\$109,876	\$98,035	\$70,063

Assessment:

A consultant was hired to provide professional technology support in areas of the state where technological implementation and support were inadequate. The consultant provided support on-site, online, and thorough training. It was of particular note that the assistance of the consultant helped libraries stay within their automation budgets. The Bibliostat Connect and Bibliostat Collect services were funded to simplify data collection from public libraries. These proved extremely popular and have helped target services better. It was hoped to increase participation in the E-Rate program, but local resistance to the CIPA/NCIPA decision filtering requirements (both philosophical and financial) prevented this. Most libraries do not purchase technological items frequently enough to be expert on these items, and expressed deep appreciation for the assistance they received that was made possible by this funding. The target output was to guide at least three libraries per year through the automation process, but that was more than doubled.

- 1C3-A, Tech Support—Regional Consultant – To allow a consortium to hire an on-site automation consultant to provide design and administration.

Assessment:

This was a two year project, with LSTA funds paying for FY 2002-2003 and local funds paying for FY 2003-2004. In FY 2002-2003, \$40,000 in LSTA funds were expended, and 61,379 were served. The project was assigned to the John F. Kennedy Memorial Library which was part of a consortium that included three other libraries and provided an on-site computer consultant to provide network design and administration. The grant resulted in the successful identification and installation of a library automation system to serve the four libraries.

- **1C3-B, Tech Support—Library Innovation Subgrants** – *To provide funding for innovative and creative solutions to patron service problems.*

Statistics:

1C3-B, Tech Support – Library Innovation Subgrants	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Grants	1	5	10	11
Persons Served	150	2,475	165,673	125,997
LSTA Funds Expended	\$1,272	\$78,200	\$118,603	\$118,715

Selected Highlights:

- FY 2002-2003
 - Paul Sawyer Public Library, \$1,502, creation of a portable computer lab in a 110 year old building using wireless technology. Successfully overcomes space problems by allowing students to be located around the library.
- FY 2003-2004
 - Fleming County Public Library, \$9,500, enhancement of genealogical research through conversion of records to electronic format.
 - Jessamine County Public Library, \$19,738, assistive technology to provide a stimulating learning experience for disabled preschool and elementary school children as well as lifelong learning opportunities for disabled adults. Zoom Text allows patrons with hearing and vision loss to have access to the Internet, e-mail, and specialized educational software. Six training sessions were held for the public. The local school system also established a link so students can have access.
 - Ohio County Public Library, \$19,962, mobile computer lab to relieve congestion at existing computers and to provide expanded classroom style instruction. The lab can be set up at whatever location is convenient. Eleven laptops, two LCD projectors, and carts were purchased. A total of 30 classes were held with this equipment in the first year and has been able to serve local businesses as well as traditional patrons.
- FY 2004-2005
 - Fleming County Public Library, \$18,781, bookmobile satellite access system to provide both library transaction information and Internet access. Part of the funds were used to purchase a stabilizer system to prevent the bookmobile from swaying when people are on board, as this was the prime reason for losing the satellite signal. In addition to providing access to traditional patrons, the system is being used to teach computer use at four remote firehouses.

- Grayson County Public Library, \$13,000, digitization of the local history collection. Over 4,000 items were scanned and 2,100 cataloged.
- Kenton County Public Library, \$4,681, wireless Internet connection for laptops and for roving reference and reader's advisory services with a tablet PC. Roving staff use was less than anticipated because the tablet PC was awkward to use, but public use far exceeded expectations.
- FY 2005-2006
 - Bath County Public Library, \$6,863, a media server desktop computer with TV tuner and video capture card installed in the community meeting room resulted in a 50% increase in room use.
 - Boyd County Public Library, \$13,500, purchased 50 iPod Nanos for checkout to interest teenagers in audio books. A teenage advisory council was formed to help select materials. The program has resulted in increased use of the library by young adults.
 - Greenup County Public Library, \$17,150, purchased computer equipment for use by the vision-impaired to provide equal access.
 - Paul Sawyer Public Library, \$9,060 purchased a fingerprint identification system to increase library security. The system has functioned well and will be used in conjunction with a self-checkout system.

Assessment:

It was planned to provide at least three subgrants per year. The program was slow in starting the first year, then became much more popular as local libraries became more sophisticated in its application and the possibilities it provided.

1C4, Information Technology – *To supply the information technology infrastructure including hardware and software for the state library and information technology services for patrons of the state library and public libraries statewide.*

Statistics:

1C4, Information Technology	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Persons Served	2,050,000	4,043,697	2,556,242	1,500,200
LSTA Funds Expended	\$341,418	\$337,577	\$361,329	\$291,623

- 39 new computers installed
- 32 new monitors installed
- 225 software licenses updated
- 15 remote sites were visited to install cabling and broadband access where possible
- Disk storage capacity was increased to 2 terabytes
- Infrastructure changes made to support the installation of a Voice Over IP (VOIP) telephone system
- Upgrade of server KVM switch gear

Assessment:

This project provides the foundation of technology that enables all the LSTA projects included in programs administered by the State Library. Through this project, electronic information resources and services are delivered to the direct customers of the State Library and local public library systems, ensuring equitable access to available resources. All of the staff involved in public contact indicated they were able to serve patrons better with the enhanced equipment. Older equipment that was replaced was transferred to other users who had even older equipment.

1C5, Large Print Collection – *To provide access to books for people with limited vision by supplying collections of books in large-type format to be rotated among public libraries.*

Statistics:

1C5, Large Print Collection	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Books Purchased	2,382	2,488	2,647	2,240
Participating Systems	113	113	70	68
Books Circulating	18,550	22,422	18,130	19,320
Persons Served	635,132	269,064	272,992	274,312
LSTA Funds Expended	\$36,069	\$43,976	\$39,189	\$55,680

Assessment:

A reorganization in FY 2004-2005 (due to staff shortages) shifted experienced leadership and support staff and gains of previous years fell off slightly, still, the total number of books circulating in collections exceeded the objective of 16,000 books circulating. In FY 2005-2006, a new circulation scheme was adopted to give better service. Previously, collections of 70 books were sent to one library within a particular region and then rotated among other interested libraries in the same region for a period of several years. Libraries at the end of each rotating cycle were experiencing some dissatisfaction with the condition of books received and the genres of books selected. Now, large print collections are sent directly from KDLA to participating libraries who can specify the genres they would like in each set of 70 books. This proved to be very popular. Also popular were the large print book discussion kits which had a 95% satisfaction rate.

1C6, State Library Reference/Research Services – *To provide access to information resources in all formats and equipment needed by staff to allow quality reference/research service through the state library for libraries statewide.*

Statistics:

1C6, State Library Reference/Research Services	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Books and AV Added	1,088	1,814	2,851	6,536
Databases Added/Upgraded	7	7	2	1
Information Requests	4,169	4,289	2,790	2,485
Interlibrary Loan	4,317	6,715	9,809	2,412
State Library Circulation	11,514	n/a	21,103	20,543
Persons Served	25,280	98,122	117,632	120,014
LSTA Funds Expended	\$215,535	\$167,183	\$275,489	\$227,036

Assessment:

There has been a nationwide trend away from print materials to digital information making some comparisons difficult. Most notable, however, was a 111.4% increase in the Web service Research Assistance from FY 2003-2004 to FY 2004-2005. In FY 2003-2004, database searches rose 68% over the previous year. In FY 2005-2006, online catalog visits grew to 50,601, up 8,181 from the previous year. The increased availability and use of the Web probably accounts for the falling number of information requests.

1C7, Telecommunication Services Support – *To provide the KDLA telecommunications services necessary for technical assistance and information delivery.*

Statistics:

1C7, Telecommunication Services Support	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Persons Served	142	142	142	129
LSTA Funds Expended	\$24,073	\$153,587	\$33,318	\$40,015

- o Provided enhanced hardware for users with disabilities, including TTY phones.
- o Conducted workshops and seminars for staff in voice and data communications.
- o Purchased a digital VOIP system to provide direct dial and reduced dropped and misrouted calls.
- o Added hardware and software to take full advantage of the digital phone system capabilities.

Assessment:

KDLA gets approximately 300 phone calls per day. The outcome target was for at least 50% of KDLA customers to have their phone calls answered in a timely manner, and 80% of the customers surveyed reported satisfaction with the system. This increased to 90% with the installation of the Voice Over IP (VOIP) system. The digital system allowed about 75% of these to go directly to the person desired rather than through the operator. There is a great deal of anecdotal evidence that people calling into KDLA are very satisfied with the new phone systems.

- **Objective 1D:** Provide access to print or non-print information and expand programs for and services to the disabled and/or people having difficulty using conventional library services.

1D1 – Kentucky Regional Talking Book Library – *To provide public library services to Kentuckians who cannot read print materials due to a visual or physical disability.*

Statistics:

[Includes data from 1D1-A, Louisville Subregional Talking Book Library and 1D1-B, Northern Kentucky Subregional Talking Book Library]

1D1, Talking Book Library	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Circulation	209,267	210,951	220,004	237,334
Books Recorded	26	-0-	52	38
Machines Repaired	755	663	1,059	220
Outreach Events	7	39	32	59
Persons Served	5,460	6,056	5,152	5,211
LSTA Funds Expended	\$95,114	\$113,761	\$140,288	\$176,590

Assessment:

It was hoped that the population served would be 5,500 per year, but this was only attained once. On the other hand, it was hoped that use would be 20% greater than the general population, and this was far exceeded. Talking book patrons used an average of 36.3 items per year, compared to an average of 2-3 items per year for users of standard library materials. As if the extremely high per patron usage statistics weren't enough, anecdotal evidence is positively glowing.

"I want you to know how much your service helps me. Before I became disabled with macular degeneration, I was an avid reader. My disease robbed me of that joy. Now, with your help, the joy is back! My heart leaps when I find a tape in the mailbox."

"This is the best service provided by a government agency and that staff is friendly and eager to help. God bless this service."

While this service is relatively small in relation to some other KDLA services, and much more labor-intensive, it is a lifeline to those who are not able to use standard reading materials.

Goal #2, Awareness/Outreach

Increase awareness of library and information services and programs to the underserved urban and rural communities to allow them to fully utilize library and information resources and support outreach and partnerships with organizations and agencies that will help further the library mission.

- **Objective 2A:** Plan and execute a statewide communication and public awareness training program to assist and support librarians in raising awareness and marketing of their library and services and to increase the leadership role they have in the community.

2A1, Communication and Statewide Public Awareness – *To support and encourage the advocacy of services provided by public libraries to all the citizens of Kentucky, especially the underserved.*

Statistics:

2A1, Communication & Statewide Public Awareness	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Persons Served	1,894,177	2,006,986	1,873,130	1,873,130
LSTA Funds Expended	\$71,762	\$87,911	\$76,108	\$81,420

Assessment:

KDLA annual reports in hard copy are distributed to approximately 1,500 selected persons each year. A Web-specific annual report is also uploaded each year to the KDLA Website in recognition of the fact that Website activity is increasing, illustrating the trend away from paper communications to the use of digital information. In FY 2005-2006, Website hits were up 14.7%, to over 3,000,000 annually. While it is hard to make a direct correlation between activities and results in this project, at the end of FY 2004-2005, statewide library activity had increased 5%.

- o 2A2, Web Development Project – *To support and promote equitable access to quality online information resources.*

Statistics:

2A2, Web Development Project	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Hits	n/a	n/a	2,881,448	3,306,002
Persons Served	2,052,000	1,743,188	1,743,188	1,743,188
LSTA Funds Expended	\$21,069	\$45,134	\$42,241	\$47,028

Results:

- FY 2002-2003 – A University of Kentucky School of Library Science student was hired part time to further develop the KDLA and Chief Officers of State Library Agencies (COSLA) Websites. Work was carefully researched, planned, and executed with the result of site hits increasing 65%. Conducted market research to increase use of the site by improving content and targeting, particularly for COSLA. This was the first major movement in an area that was becoming stale.
- FY 2003-2004 – The KDLA site was rejuvenated and streamlined, a “Library Web Help” section was added, a “Preservation Series” section was added, and the consultant worked with public libraries to help them create and refine their own Web sites.
- FY 2004-2005 – KDLA site size increased by 200 pages. Notable site additions were the Kentucky Library Directory, the Searchable State Publications Database, and the Online Confederate Pension Database. The Site Index was also recategorized by customer needs rather than by title.
- FY 2005-2006 – Continuing efforts were made to make the site as user-friendly as possible and the results were that the number of hits increased by 14.7% over the prior year. The Ask-a-Librarian reference request program grew 49% and the Kentucky Library Job Hotline usage grew 9.6%.

Assessment:

This has been an extraordinarily successful project. Continued attention to it has resulted in continuing increases in use. Anecdotal evidence from users has been positively glowing.

2A3, Public Awareness Leadership Institutes – *To provide public awareness training to a selected number of library staff and trustees from all over Kentucky through a series of intensive forums.*

Statistics:

2A3, Public Awareness Leadership Institutes	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Persons Served	50	50	25	n/a
LSTA Funds Expended	\$16,725	\$6,547	\$24,087	n/a

Assessment:

Two institutes were held with four sessions each. After an intensive course in public awareness and marketing, each student completed a local project. Two institutes were held with 17 librarians and trustees in the first session and 18 in the second. Student response was enthusiastic and resulted in a wide range of PR programs ranging from teen leadership projects to signage improvements. This unique program was highly successful and thought worthy of replication in other states. The program was not held in FY 2005-2006, although the graduates continue to contribute enthusiastically to awareness of library services in the state.

- **Objective 2B:** Encourage alliances with community partners that will assist libraries in meeting the library and information needs of the community.

2B1, School and Library Partnership Projects – *To increase youth participation in the library's programs and services.*

Statistics:

2B1, School and Library Partnerships	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Projects	4	3	3	25
Persons Served	8,626	720	2,225	22,159
LSTA Funds Expended	\$14,992	\$15,000	\$17,497	\$60,509

Selected Highlights:

- FY 2002-2003
 - Boone County, \$4,336, library staff visited Florence Elementary School students, held promotional activities and a contest to encourage use. Attendance at the summer reading program increased 5%.
 - Harlan County, \$5,000, literature-based student programming on local radio stations. The library worked with students developing 12 plays and choral readings for broadcast. The library was able to advertise its services during performances and better relations were established with teachers which increased class visits scheduled with teachers.

- FY 2003-2004
 - Breckinridge County, Ken-tah-ten Teen Enrichment Center, \$4,342. A young adult awareness project. The Princeton Review's "Roadmap to College" Seminar was held, a Teen Enrichment Center was made available, a series of teen advisory sessions were held to learn better what services young adults wanted, and teens assisted with summer reading programs. A total of 68 students participated. The "Roadmap to College" seminar was so popular, it is slated to become an annual event at the library.
 - Carroll County, \$7,158, Ready, Set, Read. A partnership with the Head Start Program to help 3- and 4-year-olds with low literary scores maintain reading readiness skills through the summer. Teachers brought kits containing books, tapes, a tape player, puppets, puzzles, "reading buck", and other literature based materials to the student's homes where they would read a story to the child and instruct parents in the use of the kits. Test scores in Language, Literacy and Social Skills not only did not decline, but typically improved 1 to 1.5.
 - Kenton County, \$3,500, Kids Working through Conflict. Using puppetry and reading to teach positive conflict resolution. Twelve at-risk children were registered, but performances of the Madcap Puppetry Theater Company were open to the public and 368 attended. Registrants met nine times for two hour sessions. Children reported reading 30 to 120 minutes per week. A documentary was made of the project and good publicity was gained for the library. The library looks forward to funding the puppet show from its own funds in the future.
- FY 2004-2005
 - Green County, \$2,899, Reaching Out to Elementary School Students. This focused on kindergarten and first grade students. A librarian visited five classes (100 students total) to promote the program. She read a story aloud and included an arts or musical activity as well. She also made presentations to the PTOs of the two schools involved. A presentation at the library attracted 25. A reading contest was held. One class read over 1,500 books in three months and every student passed all their accelerated reading tests. There was a very positive response from teachers.
 - Whitley County, \$5,398, Adventures in Reading. Aimed at the Whitley Central Primary School, four themed Reading Night events were held involving students, faculty, and parents. Two were held at the library, and two at the school. Total attendance was 1,176. Thirty-six classroom visits were made by the library. A regular bookmobile stop was established at the school. Bookmobile circulation increased by nearly 30%. Cooperation with Whitley Elementary was greatly increased, but perhaps most importantly, three additional schools were added to the library's outreach service.

Assessment, FY 2002-2003, FY 2003-2004 & FY 2004-2005:

In the first three years, these were modest projects that brought a difficult to serve population into the participating libraries and strengthened the bonds between libraries and schools that will continue to pay dividends to students and their communities. As expected, library activity increased as a result. The targets of at least three subgrants per year were met or exceeded.

- FY 2005-2006
 - In FY 2005-2006, the focus changed and funds were used to merge this project with project 3A1-B in order to mount a pilot project to evaluate the opportunity for public libraries to provide students with after-school homework help by means of using Tutor.com on the Internet. A survey of users in February of 2005 gave the following results:

Are you glad this program is offered? **94.85%**
 Is this program helping you to be more confident in school? **90.33%**
 Is this program helping you to complete assignments? **90.32%**
 Is this program helping you to improve your grades? **89.75%**
 Would you recommend this service to a friend? **92.72%**

Assessment, FY2005-2006:

In addition to the statistical evidence, the comments from teachers, students, and parents were extremely positive. This was a highly successful and useful project.

“Wonderful program! Don’t let it ever end!”

“This service was excellent, I was really confused with my Algebra 2 homework and someone helped me work through it all. I'd be really lost without it.”

“Great help – I used this service as a parent to check homework. Thanks for the opportunity.”

- **Objective 2C: Provide statewide communication on the effectiveness of library programs to provide direction for the planning and development of future library services that will meet the needs of the citizens of the state.**

2C1, LSTA Administration – To administer the LSTA funds and to provide support and assistance for the library staff to use the funding effectively.

Statistics:

2C1, LSTA Administration	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
LSTA Funds Expended	\$42,531	\$31,643	\$39,607	\$46,120

Assessment:

This funding provided the needed administrative support for KDLA to administer 16 statewide projects and 35 subgrants.

Goal #3, Children’s and Youth Services

Improve the ability of libraries to meet the informational and recreational reading needs of children and young adults by promoting the planning, maintenance and expansion of programs and by providing librarians who are well educated, effective, and confident in their work to assure that Kentucky’s children receive high quality public library service.

- **Objective 3A:** Promote the planning, maintenance, and expansion of programs for children and young adults.

3A1 Children and Young Adult – *To support and promote the planning, expansion, and maintenance of public library services for children and young adults.*

Statistics:

3A1, Children and Young Adult	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Summer Reading Registrations	100,000+	104,861	122,867	131,747
LSTA Funds Expended	\$118,670	\$105,423	\$113,723	\$202,719

- FY 2002-2003
 - 120 library staff attended the annual three-day Summer Reading Workshop
 - 190 attended the annual Spring Reading Program
 - 11 librarians and a consultant attended the McConnell Literature Conference, “Challenges and Choices: Books for Youth in a Changing World”
 - For the first time ever, summer reading program enrollment exceeded 100,000
- FY 2003-2004
 - One librarian from each of Kentucky’s 12 regions received a scholarship to the McConnell Literature Conference.
 - A three-day conference, *Widening Circles: Stories and Laughter*, was organized for 196 youth services librarians.
 - A partnership with the Kentucky Humanities Council provided Prime Time Family Reading Time[®] projects for eight public libraries.
- FY 2004-2005
 - Consultants provided 21 workshops and presentations, including three summer reading workshops for over 200 librarians.
 - One librarian from each of Kentucky’s 12 regions received a scholarship to the McConnell Literature Conference.
 - A monthly thematic bookmark bibliography program was initiated.
- FY 2005-2006
 - Provided 18 workshops and presentations, including three for regional library children’s services cooperatives
 - 211 librarians attended three summer reading workshops.
 - 182 public library staff attended the biennial statewide conference, *Widening Circles: Cornerstones*, which focused on basic skills for library staff just entering children’s and young adult services
 - 12 scholarships, one each to the twelve library regions of the state, were provided to support attendance at the 2006 McConnell Literature Conference
 - 110 of 116 library systems reported sponsoring summer reading programs, with 58% of these reporting higher registration than in the previous year
 - 26 Text Express kits to support book discussions by teens and older elementary children were introduced, resulting in 60 book discussions

Assessment:

Staff shortages prevented some things from being done, but the overall effectiveness of the project was proven in the steadily increasing statewide attendance of public library summer reading programs. In addition, anecdotal evaluations were extremely positive.

- 3A1-A, Prime Time Family Reading Time[®] – *To establish a model for promoting children’s reading and book discussion within the context of families. To promote public libraries as places for family literacy support and high quality educational and entertainment experiences. Developed and sponsored by the Louisiana Endowment for the Humanities, the Prime Time Family Reading Time[®] program features award-winning children’s picture books that stimulate discussion about themes and*

problems encountered in everyday life. Each discussion is led by a storyteller and a humanities scholar. Prime Time is designed for at-risk children aged 6 to 10 along with their parents.

Statistics:

3A1-A, Prime Time Family Reading Time®	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Subgrants	n/a	3	4	14
Average Weekly Attendance	n/a	80	129	45
LSTA Funds Expended	n/a	\$30,000	\$30,000	\$40,000

Project History:

- FY 2002-2003 Not held
- FY 2003-2004
 - Hancock County Public Library, \$10,000. Average attendance was nine for the preschool story telling and 15 for the book discussions.
 - Marshall County Public Library, \$10,000. Average attendance 29.
 - Perry County Public Library, \$10,000. Average attendance at the preschool story time was five, and 22 at the book discussion group.
- FY 2004-2005
 - Bowling Green Public Library, \$3,000. Average weekly attendance was 20.
 - Clay County Public Library, \$9,000. Average weekly attendance was 18.
 - Logan County Public Library, \$9,000. While a flood canceled one of the sessions, the average weekly attendance was 64.
 - Owen County Public Library, \$9,000. Average attendance was 27.
- FY 2005-2006 – Kentucky Humanities Council, \$40,000. Final attendance statistics not available at this time.

Assessment:

In partnership with the Kentucky Department for Libraries and Archives and the Kentucky Humanities Council, the participating public libraries contracted with the Louisiana Endowment for Humanities for implementation of a Prime Time Family Reading Time® project – a six week program of reading and book discussion for at-risk children aged 6 to 10 along with their parents. From the project partners, the public library subgrantees received assistance engaging and paying a storyteller and a scholar to introduce three children’s picture books each week and lead humanities-based discussions of those books among the parent and child participants.

Full participant evaluation data for the entire project will be compiled by the Kentucky Humanities Council and the Louisiana Endowment for the Humanities, but is not yet available. For the first eight events of FY 2005-2006, however, six of the eight sites registered more than the target goal of 15 families. An average of 45 individuals attended each session. Of the eight sites examined, seven exceeded the target goal of 80% retention in attendance from the first to the last session, four of which achieved 100%. Library cards were issued for 100% of the participants.

- o 3A1-B, Live Homework Help Subgrants – *To give public libraries opportunities to provide students after-school homework help by means of Internet access to tutoring, and to evaluate the usefulness of online homework help.*

These subgrants were for FY 2004-2005 only and ran from November of 2004 to September of 2005.

Statistics:

County	In-House	Website	Total	Comments
Grayson	8	91	99	Inadequate promotion by project director.
Logan	70	927	997	A greatly appreciated service.
McCracken	128	3,930	4,058	Large population center, but also excellent promotion by the director.
Nelson	20	197	217	Project director did not comment on outcomes.
Ohio	288	520	808	Good cooperation by the schools. The library was inspired to create its own Website as a result of this project.
Oldham	101	241	342	Schools did not cooperate well.
Pike	362	333	695	Also used by local college students. There was an increase in young registered borrowers.
Robertson	4	399	403	Well appreciated and also used by local college students. A small community.
Rowan	16	6	22	The library's Website was frequently down throughout the project.
Shelby	33	303	336	No reports from teachers.
Trigg	1	8	9	The library's Website was frequently down throughout the project.

Assessment:

Eleven public libraries of varying backgrounds were given one year of service to test its usefulness for the entire state. Tutor.com was the service contractor. The service was well-appreciated by users, but there is a direct correlation between use and the promotion of it by the libraries and schools. This program was given a second chance in FY 2005-2006 under Title 2B1, above, and results were much more positive.

- o 3A2, Summer Reading Promotion – *To produce summer reading program promotional materials to encourage children to attend the 2003 summer reading programs.*

Assessment:

This grant was for FY 2002-2003 only, and provided \$15,000 for Kentucky Educational Television Foundation to produce a 4 minute video entitled *Hot Fun in the Summertime!* to promote children’s summer reading for elementary and middle school children. Copies were made for distribution to schools and public libraries, and it was featured on Kentucky Educational Television (KET). It is estimated that 25,000 people saw the video. For the first time ever, summer reading program registration statewide exceeded 100,000. The video is suitable for use in subsequent years.

- **Objective 3B:** Provide librarians who are well educated, effective, and confident in their work to assure that Kentucky’s children receive high quality public library service.

3B1, Early Childhood Development Subgrants – *To provide training and continuing education for patients and caregivers, day care owners and workers, teachers, and librarians.*

Statistics:

3B1, Early Childhood Development Subgrants	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Subgrants	3	4	3	n/a
Persons Served	286	1,285	3,496	n/a
LSTA Funds Expended	\$15,051	\$20,000	\$17,660	n/a

Selected Highlights:

- FY 2002-2003
 - Hart County, \$7,973. Forty “Mom and Me @ the Library” programs were presented to children 0-3 and their parents. Half the programs were at the library, half at two local daycare centers. A rotating collection of lap-sit kits, with books, audio tapes and parenting information was created. While all parents reported reading to their children once or twice a week at the start, 80% said they increased it to every night. The library staff highly recommends toddler programming to any library that does not presently have it.
- FY 2003-2004
 - Allen County Public Library, \$3,153. Toddlers & Parents as Partners (TAPPs). A packet of materials was prepared for new parents with materials giving suggestions and activities to stimulate a baby’s senses and promote pre-reading and pre-math skills. This was given out by the county health department on their first visit to a new baby’s home. A librarian visited daycare centers and Family Story Nights were offered weekly for pre-schoolers and their parents. There was a total attendance of 300 at the 48 events. Many new families were brought into the library.

- Menifee County Public Library, \$6,850. To improve 0-3 child care in the county, books, toys, AV materials, computers, and software were purchased. Invitations were sent to 300 child care providers and new parents. Fifty-nine programs were presented with a total attendance of 1,320. These featured a story time for children 0-3 and time was provided for parents and caregivers to share ideas and to obtain resources for better childcare and education. While the program was not successful in getting more childcare providers trained and licensed, over 100 new library cards were issued, and over 200 people were attracted who had never been in the library before.
- Whitley County Public Library, \$6,901. Love and Learn. To help parents and childcare providers understand the importance of supporting oral language development from 0-3, the library partnered with various community organizations to provide lapsit programming for young children with their parents, and a series of adult programs on child development and parent support topics. 102 learning kits were made available for loan. The county health department provided sessions on nutrition, health and safety, baby massage, and social/emotional development. The bookmobile visited day care centers and preschools weekly. There were 93 events with an attendance of 213. Fifty new library cards were issued.
- FY 2004-2005
 - Kenton County Public Library, \$3,860. Books Build Brighter Babies. To develop new readers and library users among the parents and patients at Pediatric Care of Northern Kentucky, at the first well baby visit, parents were given an information kit explaining the importance of reading, techniques on how to read to children, a library card application, and a coupon for a free board book at the first visit to the library. A book browser and small puppet theater were installed in the waiting room, and librarians provided story time for families at the facility two afternoons per week.
 - Menifee County Public Library, \$6,875. Baby Talk Saturdays. To increase the time parents and caregivers spend reading with children, a part time staff member was hired. Weekly programs were provided for children 0-3 and their parents. Adults learned the importance of reading, techniques of improving language development, and how to select developmentally appropriate books. There were 44 Baby Talk Saturday programs held in the library, five seasonal themed programs for children of all ages, and several held in care centers. The librarian was also available Tuesday afternoon for parents and children who could not attend Saturdays.

Assessment:

The programs were popular and usually resulted in increased registration for library cards, bringing new people into the library, and increased interaction of parent and child with books. Librarians were pleased at the positive results of dealing with children aged 0-3, and excited to see that the concept was a viable one. This was a pilot project intended to determine if programs targeted for early childhood were viable for programming subgrants. Due to its success, the project was merged with project 4C1 – Public Library Programming Subgrants.

Goal #4, Programming/Training

Strengthen the statewide library system by providing a competent, qualified workforce to serve the citizens of the state and by encouraging and supporting creative programming that will meet the specific needs of communities regardless of economic, educational, geographic or physical barriers.

- **Objective 4A:** Support and/or provide training opportunities for library staff, trustees, and volunteers to ensure a competent, qualified workforce to serve the citizens of the state.

4A1, Training Equipment/Data Projector Subgrants – *To provide equipment sets that include any of these component parts: data projector, amplifier, speakers, wireless microphone, laptop computer, and/or software to be used to provide training, presentations, and video/DVD programs in the local library and community at large.*

Statistics:

4A1, Training Equipment/Data Projector Subgrants	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Subgrants	5	16	10	12
Persons Served	22,555	14,996	9,672	17,237
LSTA Funds Expended	\$18,843	\$79,898	\$54,869	\$54,987

Selected Highlights:

- FY 2002-2003
 - Perry County Public Library – Was able to loan its equipment out to other libraries in the region that have none.
- FY 2003-2004
 - Bullitt County Public Library – Was able to participate in the Library of Congress Veteran’s History Project using equipment purchased with the grant.
 - Hart County Public Library – Used its equipment in-house for 212 meetings held by 56 different community groups.
 - Madison County Public Library – Used the equipment for 99 events attracting 2,013. Particularly notable was the showing of foreign films which are not readily available anywhere else in the county.
- FY 2004-2005
 - Clay County Public Library – Was able to make an “incredibly successful outreach effort to the public schools” using the equipment purchased with grant funds. Programs at the public schools increased from 10 per year, to 16 per month.
 - Oldham County Public Library – Loaned its equipment to community groups 59 times in addition to using it seven times for in-house programming.
- FY 2005-2006
 - Breathitt County Public Library – Used the equipment purchased to scan, sort and organize its 17,000 piece obituary collection and to process more than 2,000 photographs of Breathitt County families and locations.
 - Crittenden County Public Library – Prior to the purchase of extra equipment, library staff had to drive 70 miles each way to borrow a data projector from their regional office whenever it was needed for programming.

Assessment:

Although grants were relatively small – \$2,139 to \$6,000 – the benefits reached a good number of people, many of whom were not traditional library users. Some of the most

common uses are for reading programs and local history and genealogy projects. Other governmental bodies, community and church groups also benefited.

4A2, Continuing Education and Training for KDLA Staff – *To better serve the public, additional training was promoted for the staff, educational materials purchased, and funds provided for staff to attend a variety of classes, seminars, workshops, and conferences.*

Statistics:

4A2, Continuing Education & Training for KDLA Staff	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Staff Participating	129	131 (92% of staff)	126 (100% of staff)	107 (72% of staff)
Training Contacts	571	736	485	348
LSTA Funds Expended	\$18,842	\$75,176	\$69,385	\$70,280

Assessment:

Staff attending spoke very highly about the value of the training events held and were enthusiastic about attending. The goal was to have 100% of the staff attend five or more training events by the end of 2007 and KDLA has been operating very close to that level. While no formal survey of effectiveness was taken, anecdotally, response has been very good. It is felt that the excellence is part of the reason KDLA has been able to meet its responsibilities successfully even while being short-staffed due to a hiring freeze.

4A3, Continuing Education for Public Libraries – *To provide training through workshops, grants, conferences, and institutes directed at library personnel, governing board members, administrators, and volunteers.*

Statistics:

4A3, Continuing Education for Public Libraries	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Persons Served	1,634	2,400	2,050	1,047
Tuition Assistance Grants	66	18	33	33
LSTA Funds Expended	\$118,400	\$119,500	\$164,000	\$214,000

Assessment:

Funds provided for needs ranging from familiarity with the Americans with Disabilities Act to library school tuition. The goal of providing continuing education for 750 library staff annually was far exceeded. Training opportunities were well received by attendees, with a satisfaction rating of 4.5 on a 5-point scale.

This program is covered in greater detail in Section III, In-Depth Evaluation, below.

4A3-A, Kentucky Library Trustees Association Conference – *To support the attendance of public library trustees at the Kentucky Public Library Association (KPLA) and Kentucky Library Trustees Association (KTLA) conferences.*

Statistics:

4A3-A, Trustee Conference Subgrants	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Subgrants	15	23	13	12
LSTA Funds Expended	\$5,000	\$5,000	\$5,000	\$5,000

Assessment:

The goal of having at least five applications per district was never met, but the goal of having at least 50% of the applicants be first time attendees was met each year.

4A4, MLS Training Subgrant – *To increase the pool of professionally trained librarians to work in Kentucky public libraries.*

Assessment:

After investigation during FY 2002-2003, it was decided that this project was not feasible at this time and no funds were expended.

- **Objective 4B:** Provide consultants, specialists, support staff, materials, and resources necessary for the effective planning, management, promotion, implementation, and evaluation of public library programs and services.

4B1, Regional Consultants and Assistance – *To provide training, experience, and knowledge for public library personnel and their governing boards to strengthen public library development and all phases of public library operations and administration.*

Statistics:

4B1, Regional Consultants & Assistance	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Site Visits	1,131	934	1,120	1,127
Contacts	51,703	104,573	136,087	136,087
Mileage	135,716	126,034	136,087	145,233
Trustee/Director Orientations	50	65	56	76
Workshops	77	73	86	72
Workshop Attendance	879	1,270	1,479	n/a
Other Regional Meetings	138	259	315	n/a
LSTA Funds Expended	\$99,500	\$86,900	\$72,464	\$46,492

Assessment:

This program was very popular with librarians and trustees throughout its implementation. The goal was to make over 1,000 site visits annually and this was met all but one year. Another goal was to provide 75 workshops annually and this was met twice and very close twice. It is notable that workshop attendance and consultant contacts increased. Obviously, the effects of this assistance are indirect, but from available 2005 statistics, the number of people entering Kentucky public libraries increased 4.6% over the prior year. It was also encouraging that circulation of library materials increased by 5.1%, and attendance at children’s programs increased by 7.5%. There were also many positive comments from those served.

- 4B1-A, Library Consultant Resource Support – *To equip regional and statewide consultants with resources for professional development aimed at guiding public libraries in the right direction.*

Statistics:

4B1-A, Library Consultant Resource Support	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
LSTA Funds Expended	\$4,145	\$1,454	\$4,004	\$1,808

Assessment:

Provided regional and statewide consultants with the tools necessary to assist public librarians. This was primarily to buy books and periodical subscriptions, but also covered some conference attendance. In FY 2004-2005, funds were used for 34 professional journal subscriptions and a variety of professional development books, videos, and DVDs.

- **Objective 4C:** Provide library and information services and programming that meet the specific needs of all citizens of the state regardless of economic, educational, geographical, or physical barriers.

4C1, Library Programming Subgrants – *To provide grants to public libraries for the support and promotion of library programming specific to the needs of the community. Programming promoted the services, collections, and other resources of the public library from the earliest childhood days, to school age and to older adulthood, while creating a positive image of the library within the community.*

Statistics:

4C1, Library Programming	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Subgrants	9	9	10	11
Attendance	2,994	3,834	9,866	5,404
LSTA Funds Expended	\$47,546	\$69,719	\$59,710	\$70,184

Selected Highlights:

- FY 2002-2003
 - Bowling Green Public Library – Southern Expressions was the most popular programming and attracted 670 people to a series of 14 cultural programs dealing with southern writing, music, and hobbies.
 - Carroll County Public Library – The Wednesdays @ One project was a series of cultural programs aimed at older adults to promote the library as a cultural center. Over 600 people attended 12 programs on topics such as Kentucky fiddle music, the Underground Railroad, and National Poetry Month.
- FY 2003-2004
 - Meade County Public Library – Music is Life attracted 850 people to a series of programs involving African American Gospel Music, Choral Music, R&B, Hard Rock, Jazz, and Bluegrass & Appalachian music.

- Whitley County Public Library – Again, the most popular project was a southern cultural program. Celebrate Appalachia focused on high school age students and under and ran over a period of seven months. They were hoping for an attendance of 600, but instead pulled in 1,300 to learn about Appalachian music, folk dancing, storytelling, sewing, art, and story-telling. In the first quarter alone, 100 new juvenile patrons got library cards.
- FY 2004-2005
 - Hart County Public Library – The Get Healthy @ Your Library project that drew 8,118 people to a series of 203 events at the library, local schools, and even the local Wal-Mart. People attending ranged from infants to senior citizens. The programs provided health screenings, nutrition and diet programs, infant safety, drug prevention, healthy cooking, health for disabled adults, women’s health, smoking cessation, and even healthy lunches for summer reading participants. This was an exemplary program, and afterwards, 60% of community residents were aware of the public library’s involvement with the schools and community.
 - Letcher County Public Library – W.R.I.T.E. was a series of six writing workshops that attracted 310 teens and adults to have local authors help them improve their writing skills. Because of the positive response, the library now plans to continue with two programs per year.
- FY 2005-2006
 - Kenton County Public Library – The *El Dia* celebration was attended by 2,074 people and featured bilingual English/Spanish poetry workshops and story times.
 - Marion County Public Library – Pop! Goes the Library sought to provide a safe welcoming place to teenagers after school. Twenty-eight events planned in conjunction with young adults attracted 1,198 people. One event featured a college professor explaining what it took to be a forensic scientist, but participants were also attracted by an area designed and set aside specifically for ages 11-18. The program has been so successful that adults and younger children are requesting similar treatment.

Assessment:

A wide variety of programming was offered for cultural enrichment, skills training, and local history. There are many far-reaching benefits to the local communities, not the least of which is bringing into the library people who were previously unserved. Overall the programming made possible was creative and non-traditional, exposing many more people to library services and providing valuable cultural and educational activities at the same time. It was expected that there would be a minimum of two subgrants made each year, but the results were four to five times greater.

III. In-Depth Evaluation

4A3, Continuing Education for Public Libraries – *To provide training through workshops, grants, conferences, and institutes directed at library personnel, governing board members, administrators, and volunteers.*

Statistics:

4A3, Continuing Education	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005-2006
Persons Served	1,634	2,400	2,050	1,047
Tuition Assistance Grants	66	18	33	33
LSTA Funds Expended	\$118,400	\$119,500	\$164,000	\$214,000

- FY 2002-2003
 - 141 trustees, directors, and guests attended one of the three regional Trustee Institutes.
 - 37 attended the Public Library Institute.
 - 99 attended the Kentucky Bookmobile and Outreach Services Conference
 - 49 attended two grant writing workshops held together with two sessions on the Americans with Disabilities Act.
 - 123 attended the Crash Course in MARC Format.
 - 52 attended the Support Staff Symposium.
 - 730 people attended 35 continuing education events conducted by regional staff.
 - 19 workshop reimbursement events were made.
 - 66 received full or partial tuition reimbursement for college courses.
- FY 2003-2004
 - 128 trustees and directors attended the Trustee Institutes.
 - 203 librarians attended the state Children’s and Youth Services Conference.
 - 43 attended the Library Materials Repair Workshop.
 - 34 attended the Weeding with the CREW Method Workshop.
 - 57 participated in the Library Manager’s Workshop.
 - 34 library managers and trustees attended the Fundraising and Partnership Development workshop.
 - 70 attended the Support Staff Symposium.
 - 22 continuing education events were held with 514 participants.
 - 33 requests were granted for registration reimbursements.
 - 18 requests for college classes through the Kentucky Virtual University were granted.
- FY 2004-2005
 - 180 library trustees, directors, and guests attended the Trustee Institutes.
 - 32 attended the Staff Symposium.
 - 99 attended the Kentucky Bookmobile and Outreach Conference.
 - 52 attended Get’em Started Finding Great-Great Grandpa: Genealogy Basics for Librarians.
 - 43 attended A Safe and Healthy Building.
 - 37 attended the week long Network Administrator Boot Camp.
 - 33 grants were issued for graduate library school tuition.
 - 38 attended the Public Library Institute.
 - 30 attended the Weeding Workshop.
 - 25 attended Secrets of the Super Grant Writers.
- FY 2005-2006
 - 54 attended the Library Managers Institute.
 - 60 attended Planning the Library Building to Meet Future Needs.

- 28 attended Sexual Harassment and Workplace Violence Prevention.
- Over 200 attended How to Evaluate the Library Director.
- Nearly 200 attended Widening Circles VIII: Cornerstones, a biennial conference for public librarians serving children and youth.
- 13 participated in an online workshop, Beyond an Apple a Day! Providing Consumer Health Information in a Public Library.
- Nearly 40 attended Do you dare to compare? Using Informata Connect sessions presented by KDLA which trained librarians to compare their libraries with others around the state, and around the country, and to identify strengths, weaknesses, and trends to assist in library reporting.
- Over 40 attended an “unworkshop” held at three different libraries in which conversations were held on customer service, professional ethics, and patron privacy.
- 300 public library staff participated in online continuing education courses offered by the University of North Texas.
- 33 full time public library staff received tuition assistance for attendance at ALA accredited library schools.

Assessment:

Two of the core values in the KDLA Strategic Plan are lifelong learning and quality service. These values are shown not only in KDLA’s commitment to its own staff, but also in the belief that librarians, library staff and trustees must be adequately and continually trained in order to provide quality library services that meet the needs of their patrons.

Kentucky ranks 45th in the country for ALA/MLS librarians employed. The Continuing Education for Public Libraries Project was designed to ensure that Kentucky’s libraries are staffed by competent, knowledgeable individuals. Many libraries in the state, particularly those in rural areas, simply cannot afford the cost of continuing education. By providing a statewide continuing education consultant, working with KDLA regional consultants located throughout the state, effective continuing education programs can be easily coordinated to reach a large number of public library employees and trustees. During the 2003-2007 Five-Year Plan period, a variety of programs were provided through multiple methods including conferences, workshops, institutes, teleconferences, and tuition assistance.

The activities conducted through this project have a ripple effect that touches every area of library service in the state. Local library staff serves on the “front-line” with those directly impacted by the library services provided, particularly groups of citizens in disadvantaged situations. When a citizen goes into a library, the treatment they receive impacts their overall view of libraries. If patrons receive expert, friendly service, they will return to take advantage of other services offered by the library.

A well-trained, motivated workforce in public libraries is the most effective way to meet LSTA goals. Through these individuals, programs are implemented that expand access to educational resources, develop library services, improve electronic access to information, encourage partnerships, and serve disadvantaged citizens.

Funds provided for needs ranging from familiarity with the Americans with Disabilities Act to library school tuition. The goal of providing continuing education for 750 library staff and trustees annually was far exceeded.

The service population could elect to attend non-KDLA sponsored short-term events or to take classes that relate to their responsibilities. KDLA provided financial assistance in the form of reimbursements for conference and symposium registrations.

Martha Birchfield at the Bluegrass Technical and Community College (formerly Lexington Community College) added to and extended the curriculum of library science classes available via Kentucky Virtual Library (KYVL). Having training close-by has continued to be a deciding factor, so the online classes via KYVL have been a boon for staff needing to be certified.

There has been some difficulty for the continuing education project monitor to coordinate with the KDLA regional staff since the supervisor does not know in advance what is being planned regionally, yet the regional staff wants to have central plans in place first. An excellent program would only be improved by better communication.

In the best of times, it is hard to quantify how much benefit accrues to participants in continuing education programs. Even the collection of simple surveys by KDLA was hindered by a lack of adequate clerical help. Anecdotally it is felt that training opportunities were well received by attendees. It should be noted also, that when it was possible to solicit a satisfaction rating from those attending, the over all score was 4.5 on a 5 point scale.

No one would question the benefits of education in advancing practice. The Public Library Institute in particular helped library workers with certification. Tuition grants helped pay for public library staff to take 156 professional library science classes. In addition, there is a valuable but unquantifiable benefit in merely getting a chance to talk to one's peers about library operations. Every experienced staff member and trustee knows this, of course, and two of them specifically speak to it below.

A short survey concerning the Continuing Education project was sent to eight Public Library Directors and a Public Library Trustee. They were asked the following:

- Do you think that your library has significantly benefited from Continuing Education opportunities offered by KDLA in the last 5 years (2003-2007)?
- Are there any specific situations that come to mind for you that highlight the success of these opportunities?
- What would you have changed?

Some Selected Responses:

From a Public Library Director:

I think most of the workshops and trainings provided by KDLA have been very beneficial. What comes to mind are the summer reading workshops which are essential to our successful summer reading programs; The leadership Institute gave me so many useful ideas, it was a wonderful place to talk to other librarians and find out what works for them, and then tweak their ideas for our library. The ethics workshop which was held here recently was well attended and I have heard so many positive comments about how helpful the information was. The Planning to Build workshop was also especially helpful with lots of good information. The workshops on Informata Collect and Connect, which keeps us up to date on changes in the annual report, are essential. Ron Critchfield [KDLA project monitor] is showing a lot of effort and enthusiasm in getting more workshops out across the state, I think his efforts are being noted and appreciated by librarians everywhere. Before I was a public librarian, I was a school librarian, and our workshops for public libraries are so much better than the schools ever were. The topics are much more useful and the topics more practical for application.

From a Public Library Director:

I have been very impressed with the number and variety of continuing education offerings available thru KDLA. The quality of the educational opportunities varied somewhat in the past, but Ron seems to have focused on bringing that up. For me, the first Library Management Institute was very good as was the Public Awareness Institute II and the Marketing workshop. As a result of the Marketing workshop, GCPL has a marketing plan. So, there was an immediate, tangible result. Several of my support staff attended cataloging workshops and found them to be very useful.

I like the current idea of offering the same workshop in lots of locations so the travel time is short. I would happily send my public service staff to workshops on customer service topics, especially if they were repeated frequently enough and were located close enough so that I could send half one day and half another day. Just the opportunity for support staff to be around their peers in other libraries and to see other library operations is a good thing.

I think staff benefit from programs that help them see what libraries can be as much as they benefit from programs that focus on developing a particular skill. There's nothing like context – a big vision – even bigger than your library's vision – to give you a sense of purpose.

From a Public Library Trustee:

This program makes a tremendous impact on the public library system. I encourage all of the trustees to attend KDLA sponsored training events. It really helps us to get a handle on what is happening in the library. I am very appreciative of Ron and the workshops. I have attended 6-8 workshops in the last few years and they are very well attended. It also allows for continuing communication and discussion with other libraries, which enables me to find out what they are doing, what works and doesn't work, etc. Any time you get libraries together, it is a huge asset to the community.

IV. Progress in Showing Results of Initiatives or Services

KDLA continues to work toward educating staff and constituents on outcome-based evaluation (OBE), focusing on identifying output and outcome measures, and using outcome-based planning and reporting techniques. IMLS began the education process when it brought its own staff to Kentucky's State Library for an outcome-based evaluation workshop. The workshop was attended by every staff member working with LSTA programs at that time. No other formal training has been undertaken at this point, but staff has engaged in extensive reading on measuring outcomes and has made some progress in relaying that information to sub-recipients. This limited progress can be seen in several of the projects discussed in this report, particularly the library programming subgrants, as outcomes are more readily apparent in this type of project.

In the middle of efforts to improve outcome-based planning and reporting, the long-time LSTA Coordinator at KDLA was placed on medical leave and did not return. This caused a lack of internal training on OBE for a period of time. Recently, a new LSTA Coordinator was hired and OBE training sessions are being planned for existing and new staff during 2007. Several goals have been identified for the coming year, including increasing the number of projects using OBE, where appropriate, and developing OBE training sessions for sub-recipients to improve their reporting to KDLA.

V. Lessons Learned

Be flexible – Part of the reason that KDLA was able to use LSTA funds successfully and efficiently was the willingness of staff and IMLS to make adjustments. A few projects that were planned were investigated then dropped – 1B4-A, Broadband Upgrades is one example – when they proved impractical or no longer needed, and these funds were directed to other uses. KDLA staff also showed great flexibility in assuming other duties so that LSTA-funded projects could be brought to a successful conclusion.

Maintain communication and managerial control – There were a few subgrantees who did not do as thorough a job in implementation or reporting as could have been hoped for. Some of this may be inevitable because of staff turnover at local libraries, but some may have resulted from the simple inability of KDLA to stretch its staff far enough to always monitor projects as closely as they would have liked.

Maintain consistent measurements – There were some measurements that were not consistently reported in the KDLA annual reports. This meant that it was sometimes difficult to read the annual reports as the flow of progress from year to year. It should be noted, that in cases where particular statistics were requested for this report, KDLA staff was able to retrieve them, so the problem seems to be more one of editing than data collection. This will make it difficult in future years, however, to monitor trends and to make full use of the annual reports as learning tools. It might be helpful to think of the first report of a five year plan as a template for the preparation of the succeeding reports. It is one thing to decide later that a particular piece of information would be useful and to include it, but another thing to include it at first then drop it later. Again, when these oversights occurred, it was probably due to a simple lack of adequate staff time at KDLA.

Cooperate with others – This almost doesn't need saying, since that is exactly what is taking place between KDLA and subgrantees. Still, on the broader level, it was the subgrantees reaching out to schools, local government, and community groups that often resulted in the most successful programs and encouraged the underserved to take full advantage of the services that libraries can bring to the populace. Further, other agencies and groups often provide value-added services that leverage what KDLA and/or subgrantees offer. The success of the Prime Time Family Reading Time Program[®] (3A1-A) in which KDLA, the Kentucky Humanities Council, and the local public libraries cooperated is an excellent example of the good things that happen when different agencies work together.

New technologies don't necessarily supplant the old – Great strides have been made with new technologies that bring in new services and make older services more efficient, but that does not mean that traditional services are driven out. Improved computer services often got an enthusiastic response from the public, but so did homework help, cultural programming, services to the blind and physically handicapped, and other traditional library services. This is not a plea for the preservation of buggy whips, but recognition of the fact the KDLA neither dropped tried and true services in favor of new fads, nor was afraid to pull the plug when results showed that old services no longer needed the same attention they had historically received.

VI. Evaluation Process

Who was involved?

The evaluation process began when the C. Berger Group team – president Joel Patrick Berger and consultant Steven Olderr – met with the KDLA LSTA Committee at their headquarters in Frankfort, Kentucky.

The following KDLA staff members were selected for the LSTA Committee:

Richard Belding, Director of Public Records
Sharon Breeding, Technical Services Branch Manager
Betsy Chinn, Fiscal Officer
Charlene Davis, Director of State Library Services
Judith Gibbons, Director of Field Services
Laura Negron, LSTA Coordinator
Christie Robinson, Director of Administrative Services
Jane Sampson, Financial Services Manager
Barbara Teague, Archival Services Branch Manager

Additional narrative information was obtained from several sources including a former KDLA Continuing Education Consultant, selected public library directors and one public library trustee.

How was the evaluation conducted?

After an orientation and discussion of the project, the consultant was provided with the following materials:

KDLA Five Year Plan

2003 Annual Program

2004 Annual Program

2005 Annual Program

2006 Annual Program

2007 Annual Program

Annual Report FY 2003

Annual Report FY 2004

Annual Report FY 2005

A draft copy of the *Annual Report FY 2006* was sent to the consultant via email at a later date.

KDLA's Continuing Education for Public Libraries project was selected for an in-depth evaluation.

Using the printed material supplied by KDLA, the consultant prepared a draft report and submitted it to KDLA's LSTA Coordinator for review and comments. At the same time, the consultant submitted a series of questions.

The information from KDLA was then incorporated in a second draft which was again submitted for review and comments. Again, the consultant submitted a list of questions. The second draft was reviewed by the LSTA Committee members and four members of the State Advisory Council on Libraries.

After incorporating suggested changes and adding additional information requested, a third draft was submitted to KDLA.

What was the cost of the evaluation? Include contract amount, value of staff time, communications, supplies, or other resources dedication.

KDLA contracted with C. Berger Group, Inc. a library consulting firm to prepare the evaluation for an amount not to exceed \$30,000. Because KDLA prepares an annual program and an annual report, staff and Advisory Council members are very familiar with the activities undertaken during the five year period and their results. Therefore, time spent reviewing the evaluation draft was minimal. Communication between the consultant and KDLA staff was done via email and the consultant had a debriefing meeting with the LSTA Coordinator. The final evaluation report will be posted on the KDLA website, and copies will be printed and distributed to the Advisory Council members.