



**Library Services and Technology Act (LSTA)  
Five-Year State Plan  
2008 – 2012  
For submission to the  
Institute of Museum & Library Services**



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*State Library of Kansas  
LSTA Five-Year Plan 2008-2012  
Table of Contents*

Introduction.....	1
Mission Statement.....	2
Needs Assessment .....	2
Evaluation Plan and Monitoring Procedures .....	5
<b><i>Goals for 2008-2012</i></b>	
Goal 1: Plan and implement a high speed and reliable physical infrastructure for the delivery of library services to all Kansas library users. ....	6
Goal 2: Provide user-centric library services that facilitate lifelong learning for all Kansas library users. ....	9
<i>Objective 1:</i> Customize access to and delivery of library services to meet the needs of Kansas library users.....	9
<i>Objective 2:</i> Administer Kansas Talking Books Service to meet the information, cultural and recreational needs of eligible library users. ....	12
<i>Objective 3:</i> Develop a strategic review of State Library of Kansas services and program areas to maintain a user-centric focus for statewide library services. ....	15
Goal 3: Services for Kansas library users will be enhanced by improving the skills of librarians and trustees through continuing education and in-service training. ....	17
<i>Objective 1:</i> Library personnel will be offered up-to-date continuing education on a wide variety of topics and in a wide variety of formats. ....	17
<i>Objective 2:</i> Library trustees will be offered training on the five core skills developed in the <i>Certification Program for Kansas Trustees</i> in 2007..	20
Stakeholder Involvement .....	22
Communication, Public Availability .....	23
Federal Assurances .....	Appendix

## *Library Services and Technology Act Five-Year Plan - 2008-2012*

### **Introduction**

The Library Services and Technology Act (LSTA) program promotes access to information resources provided by all types of libraries and is administered by the Institute of Museum and Library Services (IMLS). The LSTA program requires each state to submit a five-year plan that identifies that state's library needs and the activities that will be employed to address these issues. This document presents the State Plan for Kansas that will be implemented over the 2008-2012 period (October 1, 2007 to September 30, 2012).

The Kansas library community consists of a variety of different types of libraries, many of whom work together and share resources to better serve their constituents, the citizens of Kansas. Nearly 1600\* organizations create the library community in Kansas, including:

- 1221 K-12 libraries
- 327 Public libraries
- 51 Academic libraries (21 private, 8 public 4-year, and 22 public community colleges)
- 14 Special libraries
- 9 Corrections libraries
- 7 Regional Library Systems
- 6 Healthcare libraries
- 3 Law libraries

(\*as listed on the Kansas Blue Skyways directory, <http://skyways2.lib.ks.us/kld/>)

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

The LSTA program was reauthorized at the federal level in 2003 and will remain in effect through 2009. The goals of the program are to:

1. expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
2. develop library services that provide all users access to information through local, state, regional, national, and international electronic networks;
3. provide electronic and other linkages between and among all types of libraries;
4. develop public and private partnerships with other agencies and community-based organizations;
5. target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills; and

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

**Mission**

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

**Needs Assessment**

The process used to develop the 2008-2012 LSTA Five-Year State Plan gathered data from a variety of sources and synthesized the data into common needs that emerged across the data sources. The primary data sources used to determine Kansas library user needs include:

- Findings and recommendations from task force committees that emerged from the Continuing Education Summit in April 2005.
- Feedback obtained September 2006 from directors of the seven regional library systems regarding ways the State Library and regional systems could collaborate to enhance library service in the state.
- An extensive review of the 2003 - 2007 LSTA Five-Year Evaluation Report.
- Input from a focus group conducted May 2007 comprised of representatives from a variety of library stakeholders who reported formative data collected over the period from meetings with library staff and library users across the state.

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

- A Continuing Education Summit was held in April 2005 to discuss issues related to improving library service in Kansas through continuing education for library workers, boards and friends. Task force committees were established to identify major issues including content, coordination, delivery methods, and other areas of emphasis for providing high-quality continuing education. A summary of the task force recommendations for continuing education are provided in the following table.

Task Force	Recommendations for Continuing Education
Coordination, Administration and Marketing	<ul style="list-style-type: none"> <li>• Establish an infrastructure</li> <li>• Include all types of libraries</li> <li>• Accessible to all</li> <li>• Take advantage of new delivery technology, special opportunities, etc.</li> <li>• Include rewards or recognition</li> </ul>

Task Force	Recommendations for Continuing Education
Curriculum Scope and Sequence	<ul style="list-style-type: none"> <li>• Library Director Training Program</li> <li>• Continuing Skills Training Topics</li> <li>• Technical Support Personnel Training</li> <li>• Library Assistant and Paraprofessional Training</li> <li>• Library Trustee Training</li> <li>• Leadership Development and Post-Masters in Library Science Education</li> </ul>
Delivery Methods	<ul style="list-style-type: none"> <li>• Choice of delivery methods should be based on the content and needs of audience</li> <li>• Use online and technology-aided continuing education - include standards and written procedures and assistance for technical set up</li> <li>• Use different delivery methods</li> <li>• Develop a 'one stop' point of access Kansas Library Portal</li> <li>• Explore 'communities' such as LibraryU and Web Junction</li> <li>• State Library staff member dedicated to coordination of statewide conference activities</li> </ul>
Future Trends in Library Use and Library Training	<ul style="list-style-type: none"> <li>• Marketing/Advocacy</li> <li>• Library as Place</li> <li>• Data and Research for Continuing Education</li> <li>• Technology</li> <li>• Future Roles of Library Organizations</li> <li>• Recruitment</li> </ul>
Public Library Certification	<ul style="list-style-type: none"> <li>• Criteria for certification of library boards, directors and personnel</li> </ul>

- In September 2006 regional system library directors and the State Librarian met to identify potential areas for collaboration. Areas of collaboration that would yield the most impact if implemented statewide were prioritized and written as goal statements for regional system directors to share with their boards. The four priority areas discussed are summarized below.
  - Automation and Courier Service: Kansans have direct and rapid access to all Kansas library collections.
  - On-line Resources: Libraries meet the informational and educational needs of every Kansan through access to a broad array of on-line library resources.
  - Continuing Education: Librarians and trustees will have the knowledge and skills to provide excellent library service.
  - Advocacy: Libraries will be relevant and visible to Kansans.
- State Library personnel and members of the LSTA Advisory Council, comprised of librarians from public, academic and regional libraries, reviewed the progress made on each of the target outputs and outcomes set in the previous five-year plan (2003-2007). Evidence such as reports and committee minutes; state, regional and local library

statistics (circulation, usage, etc.); review of websites; results from survey and focus group discussions documented the status of each target output and outcome. Participants determined those targets that were met and did not need to be continued and those targets that should be extended into the next five-year plan. The identified targets included library user electronic access to materials, meeting needs of all library users and providing continuing education for library personnel and trustees.

- In May 2007 a focus group was convened with representatives from public, K-12, university and community college libraries, regional library systems, rural and urban libraries and library trustees from across the state of Kansas. Participants also represented the LSTA Advisory Council, State Library Advisory Commission and Kansas Library Network Board. Based on participant experiences, and formative data collected at their respective libraries, participants provided their perspectives for the following questions:
  - What is the current state of libraries in Kansas?
    - What are your patrons' information needs?
    - What services are most needed?
  - What is the role of LSTA funding in serving these needs and providing these services?
  - What are the implications for the future of these activities at the State Library of Kansas and libraries around the state?

Participants provided individual responses to the first question. These responses were grouped by participants into 10 categories that represented the library information and service needs of Kansans. The categories are summarized below.

- Awareness/promotion of library
- Automated library services
- Internet connectivity
- Community decision-maker needs
- Digitization of materials
- Education for life-long learning (includes preschool; youth; cultural literacy, underserved populations such as disabled, elderly, rural, higher education; workforce skills and recreation)
- Information literacy
- Knowledgeable library staff
- Leadership development
- User-centric library services

In addition to these formally organized activities, various State Library programs generated data as part of their regular day-to-day operations. In managing these programs, State Library staff often received feedback or input from libraries on the status and implementation of these projects.

State Library personnel then reviewed data from all sources and identified the common needs that would align with the LSTA funding guidelines. The needs identified were incorporated in this plan to include the following LSTA goals.

1. Plan and implement a high speed and reliable physical infrastructure for the delivery of library services to all Kansas library users. (LSTA goals 1-4)
2. Provide user-centric library services that facilitate lifelong learning for all Kansas library users. (LSTA goals 1-6)
3. Services for Kansas library users will be enhanced by improving the skills of librarians and trustees through continuing education and in-service training. (LSTA goals 1-6)

### **Evaluation Plan and Monitoring Procedures**

The State Library will use a variety of methods to measure progress towards meeting each of the goals for 2008-2012 by: 1) utilizing multiple evaluation approaches, 2) drawing on both qualitative and quantitative methodologies, 3) employing multiple evaluative research methods including document review, observations, surveys, interviews and focus groups, and 4) triangulating data, where possible, for more robust findings. Details about specific indicators and methodologies to be used for this Five-Year Plan are provided for each of the goals listed in the following section.

In reviewing the evaluation of Kansas' second LSTA Five-Year Plan (2003-2007) it was evident that many of the targets were reported at the state- or library level. While this type of information did provide useful data for program management, actual feedback from library users would have added valuable perspective. As a result, the focus for the new Five-Year Plan will include user-level data to ascertain perceptions, effectiveness, benefits, and quality of service from library programs and services as appropriate. As part of this process, LSTA grant recipients will be encouraged to include outcome measures, as well as outputs, in reporting impact and results of these projects.

Identified State Library of Kansas staff will be responsible for continuously tracking and evaluating implementation and maintenance of the Five-Year Plan and produce reports as necessary. This will include collecting quarterly financial reports from sub-grants, final reports from all LSTA projects, and onsite monitoring visits for projects. The LSTA Coordinator will be responsible for assuring that all projects are completed in accordance with the Act and IMLS requirements, that the State Program Report is completed in a timely fashion, and that the Five-Year evaluation is completed according to the provisions of LSTA.

### **State Plan Goals for 2008-2012**

The Kansas Five-Year State Plan for 2008-2012 focuses on three goals with corresponding objectives, needs, key output targets, key outcome targets, program activities and timelines, and a brief description of planned evaluation activities. These goals address the State needs, as

described above, and also relate to at least one of the LSTA purposes. For each goal, the relevant LSTA purposes are identified.

### ***Goal 1***

#### **Plan and implement a high speed and reliable physical infrastructure for the delivery of library services to all Kansas library users.**

##### **Needs**

Librarians and regional systems directors stated that automation of Kansas public libraries, using common software to facilitate communication among libraries to provide fast, reliable access and delivery of materials and services for library users, is one of the primary needs to be addressed in Kansas. Library users today expect electronic access to library inventories, not only in their local library, but to materials and services available statewide. Once library users identify materials there is a need for an infrastructure to quickly provide these items to the individuals.

Kansas is rural and remote with an average of 32.9 persons per square mile as compared to 79.6 persons per square mile in the United States (2000 Census). Kansas library user service areas range from less than 500 to more than 100,000 people. Only 4 of the 327 public libraries serve populations of more than 100,000 people and are defined as urban areas by the Census Bureau. For many Kansans, their public library is their main source for current information and resources.

Currently, there are very few Kansas public libraries that provide library user electronic access to resources. In a survey conducted by the State Library during 2007, a total of 150 of 327 legally established public libraries in Kansas responded; of those responding, 42 had web accessible automated catalog/circulation systems. Only one was initiating an active unmediated interlibrary loan (ILL) system, and that was a demonstration project to illustrate the feasibility. Both individual and regional system libraries have suggested collaboration between the State Library of Kansas and the seven regional systems, with a focus on automating public libraries across the state, would be the best approach to establishing a statewide infrastructure for the electronic delivery of library services to Kansas library users.

Regional library systems are entirely separate entities from the State Library. They are essentially autonomous, multi-county municipalities. They are effective conduits for channeling library services but are not connected to the State Library. The regional systems have resources and staff dedicated to serving their member public libraries. Cooperative grants of LSTA funds to regional systems for the purpose of automating public libraries will provide local support and coordination among member libraries in a region. Simultaneously, as public libraries within a region automate web-accessible catalogs, circulation and unmediated ILL functions; regional systems will collaborate to share similar resources across regions. LSTA sub-grants to regional library systems will make interlibrary loan and resource sharing more user-centric by allowing library users to discover what is available statewide by using the web, initiate interlibrary loans,



and provide new or enhanced catalog and circulation services in public libraries. In order to provide such services to Kansans the technical infrastructure must be planned and implemented.

### **LSTA Goals Addressed**

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
2. Develop library services that provide all users access to information through local, state, regional, national, and international electronic networks;
3. Provide electronic and other linkages between and among all types of libraries;
4. Develop public and private partnerships with other agencies and community-based organizations.

### **Key Output Targets**

- ◆ During the period 2008-2009, provide at least one, but not more than two, LSTA sub-grants to each of the seven regional library systems for the purpose of cooperatively automating web-accessible catalogs, circulation and unmediated ILL functions at member public libraries.
- ◆ By 2012, as a result of a new program of regional library systems cooperative automation projects, there will be 125 public libraries in Kansas that offer an integrated library system consisting of automated web-accessible catalogs, circulation and unmediated ILL functions.
- ◆ The number and percent of public libraries serving populations of 25,000 or less that offer an integrated library system consisting of automated web-accessible catalogs, circulation and unmediated ILL functions as a result of using the regional library systems sub-grants will increase by 10% from 2008 to 2012.
- ◆ By 2012, 200 Kansas public libraries' collections will be represented in the Kansas Library Catalog via Z39.50 communication standard.
- ◆ The number and percent of materials shared using interlibrary loan between all types of Kansas libraries (school, academic, public and special) will increase by 10% from 2008 to 2012.
- ◆ From 2008 to 2012, duplicate Machine-Readable Cataloging (MARC) records purchased from Online Computer Library Center (OCLC) for the Kansas Library Catalog (KLC) will decrease by 70%.
- ◆ Annually, at least 200 librarians will use WebJunction Kansas, the online community that offers resources, information and online courses to Kansas librarians, every year.

## Key Outcome Targets

- ◆ By 2012, 50% of library users from public libraries that become automated through sub-grants to regional library systems will “agree” or “strongly agree” that library services provide access to more materials and provide faster retrieval turn-around as a result of automated web-accessible catalogs, circulation and unmediated ILL functions.
- ◆ By 2012, 50% of library users from public libraries serving populations of 25,000 or less that become automated with regional library systems sub-grants will “agree” or “strongly agree” that library services provide access to more materials as a result of automated web-accessible catalogs, circulation and unmediated ILL functions.
- ◆ By 2012, the majority of public libraries serving populations of 100,000 or less that become automated as a result of regional system sub-grants will report cost benefits from the collaboration with the regional library system.
- ◆ By 2012, as a result of sub-grants to regional systems, the majority of Kansas library users in public library areas served by automated web-accessible catalogs, circulation and unmediated ILL functions will state they are aware of automated materials and provide at least one example of an automated service used.
- ◆ By 2012, as a result of sub-grants to regional systems, the majority of Kansas library users in public library areas served by libraries with automated web-accessible catalogs, circulation and unmediated ILL functions will rate their level of satisfaction as “high” or “very high” in obtaining materials from other libraries by using interlibrary loan.
- ◆ By 2012, the majority of Kansas library users in public library service areas with automated web-accessible catalogs, circulation and unmediated ILL functions as a result of regional system sub-grants will rate this service as “valuable” or “very valuable”.
- ◆ By the end of the five-year period, 80% of the participants in training programs surveyed will indicate that the resources available through WebJunction Kansas have been “useful” or “very useful” to their professional development.

## Program Activities and Timeframe

Program Activities	Timeframe
1. Provide one and no more than two automation grants to regional systems.	2008-2009
2. Add library catalogs/ILS as Z39.50 targets for KLC.	2008-2009
3. Improve federated search for library catalogs and databases.	Annually, 2008-2012
4. Implement library user-initiated ILL service and improve access.	2009-2012
5. Provide education and training to library staff related to ILL and KLC.	Annually, 2008-2009
6. Market improved services and websites to end users and library staff.	Annually, 2008-2012

7. Administer WebJunction Kansas and add customized content to WebJunction Kansas to support the reliable physical infrastructure for the delivery of Library services to end users.	Annually, 2008-2012
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### **Planned Evaluation Activities**

- ◇ Review State Library records, 2008-2009, indicating the number of sub-grants awarded to regional library systems.
- ◇ Review State Library records, 2008-2012, indicating the number of public libraries each year with automated web-accessible catalogs, circulation and unmediated ILL functions as a result of regional system sub-grants. Library user service area population for each library should be noted.
- ◇ Review State Library records, 2008-2012, indicating number of public libraries using the Z39.50 communication standard to access the Kansas Library Catalog.
- ◇ Review interlibrary loan records, 2008-2012, indicating the number of materials requested from libraries other than the origination library.
- ◇ Review State Library records, 2008-2012, number of duplicate MARC records purchased from OCLC for the Kansas Library Catalog.
- ◇ Conduct interviews with random samples from staff of public libraries that are automated as a result of regional system sub-grants requesting perceptions of cost benefits of the collaboration with regional systems. Interviews will be conducted annually after automation has been completed.
- ◇ Distribute survey, prepared by State Library, to random sample of library users in the service area of public libraries that become automated as a result of regional system sub-grants. Surveys will be conducted annually after automation has been completed.
- ◇ Review WebJunction Kansas records, 2008-2012, indicating usage data.
- ◇ Conduct satisfaction survey, focus groups, logbooks or anecdotal collection of persons using WebJunction.

### **Goal 2**

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

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

## **Needs**

Providing user-centric library services entails customizing library services to meet the needs of library users by providing 24 hour, 7 day a week access to library materials and services that library users may obtain from any location. This type of service requires a ‘single point entry’ website where all Kansans go to access library information. Currently, Kansans may access library information via the State Library of Kansas websites. There is a need to clearly define which information will be provided on each website and transform the current State Library of Kansas website to serve as the first point of access for Kansans to access all statewide resources provided by the State Library. The redesigned site must provide a key-word searchable format that provides quick, accurate access to state and local library resources, especially those relating to information databases. Survey evidence collected in late 2006 from library directors indicate access to information databases, in particular genealogy resources, is cited by library users as a need. Reliable, effective library information databases are needed by Kansans statewide in order to foster information and education to compete in the global economy.

Library users and library directors have indicated a need to preserve documents and artifacts that may be lost if not digitized. The State Library of Kansas has been requested by librarians to coordinate a statewide effort to digitize valuable library holdings.

## **LSTA Goals Addressed**

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
2. Develop library services that provide all users access to information through local, state, regional, national and international electronic networks.

## **Key Output Targets:**

- ◆ Annually, a full-time professional staff member, dedicated to providing customer and technical support of statewide electronic resources will respond to at least 1,000 requests for assistance from end users, librarians, teachers and support staff.
- ◆ At least three online library information database services will be offered statewide to Kansas library users from FY 2008 through FY 2012.
- ◆ From 2008 to 2012, the number and percent of digitally preserved Kansas documents and artifacts will increase by 10%.

**Key Outcome Targets:**

- ◆ By FY 2008, the State Library website will be redesigned and restructured to provide a single point of entry that displays the State Library’s indexed resources (magazine articles, encyclopedias, downloadable resources, books) and major state library services throughout the site.
- ◆ By FY 2008, the State Library website will be redesigned and restructured to feature a customized, single search box that gathers and displays non-duplicated results from a variety of sources.
- ◆ By the end of FY 2009, the State Library will implement a plan to promote electronic preservation of, and access to, at-risk documents and artifacts through training, sharing of best practices, and high-level coordination of local and regional digitization initiatives.
- ◆ Annually, 50% of Kansas library users accessing the State Library website will “agree” or “strongly agree” they are easily able to access state library resources, services and programs from the site.
- ◆ Annually, 50% of Kansas library users accessing the State Library of Kansas websites will “agree” or “strongly agree” they are easily able to access community and genealogy resources from the sites.
- ◆ Annually, 50% of Kansan library users accessing the State Library websites will “agree” or “strongly agree” a variety of communication technologies were available for library materials.
- ◆ By 2012, 25% of respondents to a user satisfaction survey will say that the databases provided statewide are “useful” or “very useful.”
- ◆ Annually, 50% of Kansas library users who were provided assistance by the full-time professional staff member dedicated to providing customer and technical support of statewide electronic resources will “agree” or “strongly agree” the service received met their needs.

**Program Activities and Timeframe**

Program Activities	Timeframe
1. Provide technical support to library users.	Annually, 2008-2012
2. Implement planning process for digitization of state documents.	Annually, 2008-2010
3. Continually redesign and improve website.	Annually, 2008-2012
4. Foster database development and provide statewide access.	Annually,

### Planned Evaluation Activities

- ◇ Maintain log of persons contacting the full-time professional staff member dedicated to providing customer and technical support of statewide electronic resources. Include name of person, contact information and purpose for contact for use in follow-up customer satisfaction surveys or interviews. Another approach would be to ask the satisfaction questions at end of contact.
- ◇ Conduct document review of the State of Kansas Library plan to coordinate digitization endeavors.
- ◇ Regional and local entities report to the State Library the number of documents and artifacts digitized during the fiscal year.
- ◇ Document the features of the 2007 State Library of Kansas websites. At the end of FY 2008, document the features of the websites. Conduct an interview with web designer to determine changes from 2007 to 2008.
- ◇ Conduct annual satisfaction survey of library users who accessed information on the State Library of Kansas website.
- ◇ Conduct database user satisfaction survey in 2012.

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

### Needs

Between 2002 and 2007, the number of active readers, defined as eligible registered readers who have received service from the Kansas Talking Books Service (KTBS), remained relatively static. The number of Braille readers increased by approximately 5%. The 2007 implementation of the Keystone Library Automation System (KLAS) ushered in a new era in Talking Books Service activities in Kansas. Resources at all sites are now listed in a unified database and are available to registered library users outside of local service center areas. KLAS also provides a web-based catalog of the collection for convenient self selection of materials.

Over the next five years, books and magazines recorded in an analog format will transition to Digital Talking Books (DTBs). According to the National Library Service (NLS), DTBs have two major advantages over analog materials. First, they offer a better quality of sound reproduction. Second, they allow easier navigation such as: 1) book marking; 2) search features; 3) note taking; and 4) word searches. Needs from 2008 through 2012 include support in the form

of outreach, tutorials and training opportunities related to the transitions of the program resources to digital format. In order to prevent a gap in service during the transition, dual formats (analog and digital) will be available. During this process, the Talking Books Service will provide materials in the user's preferred format where possible. Training and tutorial resources for these library services will also be available in accessible formats.

### **LSTA Goals Addressed**

5. Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individual with disabilities, and to individuals with limited functional literacy or information skills;
6. Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

### **Key Output Targets**

- ◆ The number and percent of active readers from the Kansas Talking Books Service will increase by 5% during the five-year period.
- ◆ The number and percent of Braille readers will increase by 5% during the five-year period.
- ◆ Annually, 20% of Talking Books active readers will use KLAS Web-Online Public Access Catalog (OPAC).
- ◆ The annual average of Talking Books items circulated when divided by the number of Talking Books registered readers will increase by 10% over the five-year period.
- ◆ At least two tutorials will be made available for each of the following Talking Books Program services: 1) use of the Web-OPAC to locate materials, check on availability, place items on reserve, and request materials; 2) operation of the provided playback equipment; and 3) download of audio materials from various websites.
- ◆ At least ten promotional materials will be distributed for each of the following Talking Books Program services: 1) use of the Web-OPAC to locate materials, check on availability, and request materials; 2) operation of the provided playback equipment; and 3) download of audio materials from various websites.
- ◆ KTBS will organize a statewide Library Summit to develop outreach efforts for the Talking Book Program in Kansas.

### **Key Outcome Targets**

- ◆ Users of the six Talking Books service centers in Kansas will receive prompt service 95% of the time as measured by an annual survey of users.
- ◆ Annually, 95% of Talking Books Service users will rate their satisfaction with the service as “high” or “very high”.
- ◆ By 2012, 95% of Talking Books Service users will report requested formats are received “All of the time” or “Majority of the time”.
- ◆ By 2012, 95% of Talking Book Service users will indicate on a survey they are aware of at least five of the services available through the Talking Books Program.
- ◆ By 2012, 95% of Talking Book Service users that use tutorials will indicate the materials were “helpful” or “very helpful”.

### **Program Activities and Timeframe**

<b>Program Activities</b>	<b>Timeframe</b>
1. Support the Kansas Talking Books Service.	Annually, 2008-2012
2. Promote availability of digital player through Talking Books newsletter articles and presentations at conferences and local presentations.	Annually 2008-2010
3. Promote use of Web-OPAC through Talking Books newsletter articles and promotional flyer available at conferences and presentations.	Annually 2008-2012
4. Create and make available training and audio/video tutorials for services such as use of various features of Web-OPAC for accessing, evaluating, and placing of requests for materials, download of audio books and magazines, and operations of provided digital playback equipment.	2008, 2009 – updated annually

### **Planned Evaluation Activities**

- ◇ Report annually, 2008-2012, the number of active readers in the Kansas Talking Book program.
- ◇ Report annually, 2008-2012, the number of Braille readers.
- ◇ Report annually, 2008-2012, Web-OPAC use patterns.
- ◇ Report annually, 2008-2012, circulation records and use patterns.
- ◇ List, 2008-2012, the name of all tutorials and promotional materials made available for library users and the dates they were offered.
- ◇ Documentation from KTBS Statewide Library Summit.



- ◇ Report annually, 2008-2012, library user feedback regarding experiences with tutorial materials.
- ◇ Conduct KTBS user satisfaction survey annually.

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

## **Needs**

Providing user-centric library services entails both long-range and annual planning. A strategic vision and mission for the future of library service among libraries of all types in the state can address common statewide needs, shared direction and joint action steps. The State Library of Kansas, as well as the state's library community, needs to examine existing service patterns and current programs and project these into the future using organized, systematic methodologies. It is valuable for the State Library to examine all services and program areas to determine what is being done now and the potential for improvement, enhancement or elimination to continue providing the best possible library service to the people of Kansas.

This strategic review will integrate the individual program evaluations, as described in the other objectives and goals of this Five-Year plan, with data from other State Library of Kansas services into a meta-evaluation. This level of review will capture the synergy of these programs and services, allowing the State Library to identify those areas that are best suited to being offered on a statewide basis while maintaining a user-centric focus. By incorporating information from all types of libraries in this process, the results will allow the State Library to maximize the impact of its programs and services for the citizens of Kansas.

## **LSTA Goals Addressed**

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
2. Develop library services that provide all users access to information through local, state, regional, national, and international electronic networks;
4. Develop public and private partnerships with other agencies and community-based organizations;
5. Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or informational skills;
6. Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

### **Key Output Targets**

- ◆ During 2009, the State Library of Kansas will review in-house programs affecting statewide services.
- ◆ During 2009, the State Library of Kansas will review staff positions to determine appropriate responsibilities, duties and tasks.
- ◆ From 2010-2012, the State Library of Kansas will develop at least two systematic methodologies to evaluate existing statewide service patterns and contemporary programs.

### **Key Outcome Targets**

- ◆ By 2010, a strategic review of all State Library of Kansas services and program areas will be completed.
- ◆ By 2011, a comprehensive design for improvement and enhancement of State Library services and programs will be developed and implemented.
- ◆ Between 2010 and 2012, evaluation of statewide service patterns and current statewide programs will be completed.
- ◆ By 2012, 75% of librarians surveyed, polled or interviewed will report that they are aware of at least five services available through the State Library.
- ◆ By 2012, 75% of librarians surveyed, polled or interviewed will respond to one of the methodologies evaluating statewide service patterns and current statewide programs.

### **Program Activities and Timeframe**

<b>Program Activities</b>	<b>Timeframe</b>
1. Review programs and services of the State Library of Kansas.	2009
2. Review staff positions and configure them in the most efficient manner determined by the State Librarian and management team to deliver services and improve programs.	2009
3. Promote the services and programs of the State Library of Kansas to the statewide library community.	Annually, 2010-2012
4. Create and implement methodologies to evaluate statewide service patterns and existing statewide programs.	Annually, 2010-2012

### **Planned Evaluation Activities**

- ◇ Report results of State Library of Kansas review of services and programs, 2009.

- ◇ Report results of State Library of Kansas staff utilization, 2009.
- ◇ Review evaluation of statewide service patterns and programs, 2012.
- ◇ Review State Library of Kansas records indicating percent of librarians aware of State Library Services, 2012.
- ◇ Review State Library of Kansas records indicating percent of librarians responding to statewide evaluation, 2012.

### ***Goal 3***

**Services for Kansas library users will be enhanced by developing reading and information literacy skills.**

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

### **Needs**

Research has indicated that children who participate in summer reading programs retain their reading skills over the summer and continue to build their vocabulary. These children have an advantage when starting the new school year. To promote vocabulary development and other benefits associated with children's reading, the State Library of Kansas will continue to encourage training for and programs in youth services for children's librarians, young adult librarians and rural library directors.

Fostering support for and awareness of reading, literacy, and literary events for Kansans at all ages is an interest of numerous agencies and organizations. The State Library will partner with many of these agencies and organizations to deliver user centric library services for individuals of all ages. Literacy, books and reading are essential to the well-being and quality of life of Kansans. There is a need for opportunities to discover, read and discuss literature, to reflect on how books impact the global nature of today's world and to recognize and celebrate the rich literary heritage of Kansas.

### **LSTA Goals Addressed**

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages:
5. Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional

- literacy or information skills; and
6. Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

**Key Output Targets**

- ◆ Between 2008 and 2012, annually at least 80,000 children will participate in the summer children’s reading project.
- ◆ Annually, the State Library will partner with state agencies comprising the Governor’s Council on Cultural Affairs to provide literary and reading opportunities for Kansans.
- ◆ Annually, the State Library will participate in the Kansas Book Festival.

**Key Outcome Targets**

- ◆ Eighty percent (80%) of the participants in the summer reading projects will indicate that the project is “useful” or “very useful.”
- ◆ At least 7,500 Kansans will benefit from State Library partnerships with other state agencies and organizations to provide literary and reading opportunities.
- ◆ Annually, at least 7,500 Kansans will attend the Kansas Book Festival.

**Program Activities and Timeframe**

1. The State Library will encourage programs in children’s and youth services among children’s librarians, young adult librarians and rural library directors.	Annually, 2008-2012
2. The State Library will fund training for librarians in the provision of summer library programs	Annually, 2008-2012
3. The State Library will partner with other state agencies in the Governor’s Council on Cultural Affairs.	Annually, 2008-2012
4. The State Library will participate in the Kansas Book Festival.	Annually, 2008-2012

**Planned Evaluation Activities**

- ◇ Review State Library records, 2008-2012, indicating the number of children participating in Statewide Summer Reading Program designed by the nationwide Collaborative Library Summer Reading Program.

- ◇ Participate in the evaluation by all partners in reading and literary activities, measuring time spent, effectiveness and benefits derived.

### **Stakeholder involvement**

The LSTA Advisory Council and the State Librarian contracted with the Office of Educational Innovation and Evaluation (OEIE), Kansas State University, to produce the LSTA Five-Year Evaluation in 2006-2007. This document served as the basis for the LSTA Five-Year Plan 2008-2012, the present document.

The State Library again contracted with OEIE in developing the draft of the Five-Year Plan for the State Library of Kansas. OEIE brought together the LSTA Advisory Council, members of the State Library Advisory Commission and the Kansas Library Network Board, regional system administrators, urban library directors, and representatives of school, academic, and special libraries to work with staff on the development of long range vision and specific pieces for the Plan, including vision, mission statement, needs assessment, goals with output and outcome targets and planned evaluation activities.

The State Library of Kansas has also provided for stakeholder involvement in the implementation of the Five-Year Plan. The LSTA Council and staff will ensure that the execution of the Five-Year Plan is coordinated with the strategic plan and priorities of the State Library. It will provide additional opportunities for library users to comment on the LSTA Program and its directions as strategic planning for the State Library and the library community of Kansas develops during the next five years. Various committees and task forces may plan and evaluate specific LSTA projects or initiatives. Proposal review teams will also call upon professionals in the field, outside experts, and representatives of the public as appropriate to review all or parts of the LSTA Program.

### **Communication, Public Availability**

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

Any substantive revisions or amendments to the Plan will be submitted to IMLS according to the provisions of LSTA. These will also be disseminated to appropriate stakeholders. Contacts may be made electronically via email and list serves, in hard copy, presentations/meetings, reports and specific documents, and through other appropriate means.

The State Library of Kansas will make available any achievements and results of the Five-Year Plan as required for reporting purposes, specifically the State Program Report but also other communications, as well as to pertinent stakeholders. This will be done through the most suitable means for particular stakeholders' purpose or needs.