

Kansas State Library

**LSTA Five Year State Plan
2003 – 2007**

**For submission to the
Institute of Museum & Library Services**

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**Application Requirements
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Overview of Needs Assessment, Goals, Evaluation Plan and Programs

The Kansas State Library conducted a statewide series of town hall style meetings to study the needs of its customers, the residents of Kansas and the libraries of all types that serve them, and of library services that address these needs. Four needs that are consistent with the purposes of the Library Services and Technology Act (LSTA) were selected for inclusion in the LSTA State Program Five Year Plan:

1. Information for Kansas residents can be improved if libraries in the state are able to access online resources.
2. Service for Kansas library users can be improved or enhanced by improving the skills of information specialists through continuing education and technology training.
3. All Kansans can enjoy library information if services to underserved special populations are enhanced.
4. The future of library service to all Kansans can be supported through research and development.

Each of these needs, along with their associated goals, LSTA purposes, output and outcome targets, and programs with approximate time lines, is described in the body of this document. Working documents that support each of the needs summarized here are included in the appendix to this document.

Mission

The Kansas State Library provides information services for state and local governments, for local libraries and their users, and for people who communicate with the library in the Capitol Building or at its other service locations.

The Kansas State Library ensures excellent library service for all Kansans through:

- research services to state government,
- government-related information service to librarians and other Kansans,
- leadership in library development throughout the state,
- information services to people who are blind or disabled,
- improving the reading skills of adults through literacy programs,
- leadership in library information technology,
- continuing librarian education, and
- administration of state and federal library programs.

Needs

Need #1: Information access for Kansas residents can be improved if libraries in the state are able to provide online resources.

Summary of Needs Assessment:

- *Blue Skyways*, the World Wide Web home page for Kansas libraries of all types, has proven itself an important information portal and should be not only maintained but enhanced. This online resource has seen a steady increase in number of hits and in use because of its valuable online information for and about libraries and communities.
- Most Kansas libraries have difficulty funding implementation, maintenance and enhancement of technology necessary to access online resources. In general, this difficulty is profound in rural, geographically remote areas of the state and in inner city, low income areas as well, limiting access to information resources. There is also a need to train library staff and others in the use of these databases.
- Reliable, effective database services are in great demand. Those already provided statewide are valuable, but there is a need to expand them to include databases and/or services for the general adult populations, such as reader's advisory, genealogy, agriculturally related and consumer health databases.
- The Kansas Library Catalog (KLC) has long been a vital database in the provision of resource sharing and interlibrary loan in the state. The integration of interlibrary loan into bibliographic access in 1999 enhanced the effectiveness of this database. There is major support for expansion and continuing improvement of its quality.

Goal: All libraries in Kansas shall be able to access enhanced online information, resource sharing and interlibrary loan.

LSTA Purposes: Establishing or enhancing electronic linkages among libraries and with educational, social and other information services; helping libraries access information through electronic networks; helping libraries to acquire information and telecommunication technologies; and encouraging and supporting the sharing of information resources.

Key Output Targets:

- The number of Internet-using public libraries will increase from 293 in FY 2002 to 310 by FY 2007.
- The number of database services offered online will increase from four in FY 2002 to five in FY 2007.
- By 2007, the number of libraries using KICNET, the interlibrary loan component of the KLC, will increase from 320 to 350.

Key Outcome Targets:

- *Blue Skyways* will include new features recommended by the Reference Networking Committee and other advisory groups, and the website will regularly be updated.
- Competitive technology grants will implement, maintain and enhance online access and technology in 10% of libraries in Kansas. Libraries receiving competitive grants will provide outcome based evaluations to communicate the value of their projects.
- By 2007, 75% of respondents to the user satisfaction survey will say that the databases provided statewide are “useful” or “very useful.”
- Biannually, in 2003 and 2005 the KIC Council will seat a focus group to measure the quality of the KLC and interlibrary loan services. This group will not only communicate its determinations statewide but also use the results for recommendations for additional services, updates and database maintenance and administration.

Programs:

1. Improve and enhance *Blue Skyways*, the World Wide Web home page for Kansas libraries of all types. *Time frame: 2002-2007.*
2. Provide competitive technology grants to libraries of all types. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
3. Encourage an increase of online database services and provide statewide access. *Time frame: 2002-2007.*

4. Improve and enhance bibliographic access through the KLC and KICNET, the integrated interlibrary loan system. *Time frame: Biannually, 2003, 2005 and 2007.*

Need #2: Service for Kansas library users can be enhanced by improving the skills of information specialists through continuing education and technology training.

Summary of Needs Assessment:

- Staff in Kansas public libraries do not have adequate training in the implementation, upgrade and use of technology: 91% of the 321 Kansas public libraries have Internet access, but 84% are in small rural libraries for which technology training is geographically difficult to access.
- Directors and staff of Kansas libraries of all types require basic and advanced continuing education opportunities. Kansas public libraries see an average of 8% turnover in library directors and 14% turnover of staff annually; of these only 2% of new directors and staff hired have either an ALA-MLS or library experience. Additionally, existing directors and staff in all types of libraries require continuing education and technology training to remain current with technological, political and professional trends in the library field.

Goal: Library personnel will be offered up-to-date continuing education and be trained in implementation and use of technology.

LSTA Purposes: Helping libraries access information through electronic networks; helping libraries acquire information and telecommunication technologies; and encouraging and supporting the sharing of information resources.

Key Output Targets:

- 150 library staff will graduate from the KPLACE Institute by the end of 2007.
- Between 2002 and 2007, 40 technology grants will be awarded for technology training projects.

Consulting and training will be supported by at least two online web pages on *Blue Skyways* and three print publications by the Local Library Development Division of the State Library.

Key Outcome Targets:

- At least 75% of continuing education participants will demonstrate at least 75% of key skills and knowledge of course content by the conclusion of each offering.
- By December 2004 and December 2006, 30% of Kansas library users surveyed will indicate they consider assistance they have received at the library is “useful” or “very useful,” and 75% of Kansas library users surveyed will report they trust library information as accurate.

Programs:

1. Provide competitive technology grants to libraries of all types. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
2. Improve and enhance summer seminars to provide continuing education for non-MLS library staff. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
3. Coordinate with the School of Library and Information Management, Emporia State University, to expand the Institute for Continuing Education (ICE) training program, including distance education. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
4. Support continuing education activities of the Kansas Library Association (KLA), the Kansas Association of School Libraries (KASL), the Kansas Association for Educational Communications and Technologies (KAECT), the Friends of Kansas Libraries (FoKL) and the Kansas Center for the Book. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
5. Provide continuing education/training through continuing education/staff development activities. *Time frame: Continually, as needed.*

Need #3: All Kansans can enjoy library information if services to special populations are enhanced.

Summary of Needs Assessment:

- After a decline in readership between 1998 and 2001, the number of active readers of the Kansas Talking Books Service increased by 10% in 2002. A new PSA inaugurated in 2001 on broadcast radio and television has generated interest in the service, but more marketing is needed. The number of Braille readers increased by 9%. The Talking Books Service and the six subregional Talking Books libraries have worked collaboratively with four other agencies, and continued or increased collaboration is anticipated.
- The number of literacy programs with which the State Library's literacy coordinator works has risen from 80 in 1998 to 116 in 2001, a 7% increase; the number of literacy students at each center varies from one to 20. In addition, the 2000 Census reports marked increase in Hispanic population, with some counties reporting 60% Hispanic populations; other non-English language using persons, particularly Vietnamese, are also creating demand for non-English language materials, English as a second language (ESL) training and other multicultural and bilingual literacy services.
- Between 1998 and 2001, a total of 159 special population grants were awarded extending customized services to the disabled, low income, non-English language users, ethnic and minority groups, children, older readers, institutionalized and others having difficulty using a library. Numbers of grants awarded were 25% higher than anticipated. The town hall style public meetings conducted during 2001 indicate a high demand for continuation of these grants.
- Services for children at public libraries need to be expanded. Statistics show a 9% one-year increase in attendance at children's programs between 2000 and 2001; a 10% increase in circulation of children's materials was demonstrated in the same period. At nine of the 11 meetings, children's services was expressed as a preference.

Goal: Library services to underserved special populations will be enhanced.

LSTA Purpose: Assisting library services to people in underserved special populations.

Key Output Targets:

- The number of active readers of the Kansas Talking Books service will increase by 10% and the number of Braille readers will increase by 10%.

- The number of literacy programs with which the literacy coordinator works will be maintained or increased.
- In each year from 2003 through 2007, 20 special population grant projects will be conducted.
- Attendance at children’s programs will increase by at least 10% by 2007, and the summer reading program will be offered annually through a multi-state cooperative.

Key Outcome Targets:

- Users at the six subregional Talking Books libraries will receive prompt service 80% of the time.
- Literacy students finishing programs at literacy centers will answer “yes” to 80% of the questions on the literacy learner survey in 2002 and in 2005.
- Competitive grants for underserved special populations will implement, administer and evaluate library services to those having difficulty using a library. Libraries receiving competitive grants will provide outcome based evaluations to communicate the value of their projects.
- 25% of attendees completing random in-library surveys in 2004 and 35% completing a parallel survey in 2006 will rate their satisfaction with children’s programs as “high” or “very high.”
- Outcome based evaluation training will be provided to subgrantees.

Programs:

1. Support the Kansas Talking Books Service. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
2. Improve adult literacy in Kansas. *Time frame: 2002 and 2005.*
3. Provide underserved special population grants to libraries of all types. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
4. Support statewide children’s programming. *Time frame: 2004 and 2006.*

Need #4: The future of library service to all Kansans can be supported through research and development.

Summary of Needs Assessment:

- The statewide public meetings also addressed research and development issues. Results of these meetings indicate that many staff of all types of libraries place high value on the Kansas Library Network Board (KLNB) and its efforts to improve information access by conducting resource sharing among all types of libraries.
- The levels and means of service beyond traditional library service have been results of new initiatives, demonstration projects, and creative collaborations. If the quality of library service to Kansans is to be similarly enhanced in the future, research and development must receive continued support.

Goal: Research and development will be supported to aid the planning of library service to all Kansans.

LSTA Purpose: Establishing or enhancing electronic linkages among or between libraries and encouraging libraries in different areas, and encouraging different types of libraries, to establish consortia and share resources.

Key Output Targets:

- The Kansas Library Network Board (KLNB) will develop and implement at least two new resource sharing initiatives by 2006.
- The random library survey will illustrate that 35% of users will rate customer satisfaction with the Kansas Library Card as “high” or “very high.”

Programs:

1. The KLNB will develop a strategic three-year plan. *Time frame: 2003.*
2. The KLNB will promote the Kansas Library Card. *Time frame: 2003, 2004 and 2005.*

3. The KLNB will develop digitization projects, including collaborating with the Western Trails digitization project. *Time frame: 2003 and 2004.*
4. The KLNB will develop and implement at least two new initiatives. *Time frame: 2007.*

Summary of Planning and Implementation Procedures

The following summarizes the stakeholder involvement, communication and monitoring procedures which the Kansas State Library put into place for the development, finalization and implementation of this Five Year State Plan.

Stakeholder Involvement Procedures

At a joint meeting of the State Library Advisory Commission and the LSTA Advisory Council in April, 2001, it was determined that these two bodies would act as a committee of the whole to develop the draft of the Five Year State Plan for the Kansas State Library. The Commission is a governor appointed body consisting of professional librarians and members of the public vested in library interests; the Council consists of professional librarians representing libraries of all types, sizes and geographical regions of the state. Both groups are intended to provide stakeholder input into the library community decision-making process.

The Commission and Council instructed the State Librarian and the Federal Projects Coordinator who are responsible for the administration of LSTA at the Kansas State Library, to conduct town hall style public meetings statewide during the summer and autumn of 2001. This provided additional stakeholder involvement by going directly into the state and soliciting preferences from staff, trustees, Friends and users of libraries of all types.

The Kansas State Library has also provided for stakeholder involvement in the implementation of the Five Year State Plan. The State Library Advisory Commission will ensure that the execution of the Plan is coordinated with the overall mission, goals and objectives of the State Library. The Commission and the LSTA Advisory Council will provide regular opportunities for comment on the LSTA Program and its directions not only before it is submitted to the IMLS but also at four public meetings each year during the implementation period of the Plan. The Commission and Council, acting as a committee of the whole, may participate in specific LSTA projects or initiatives. Proposal reviews and State Library staff will also be called upon as appropriate to review proposals or make recommendations for LSTA funding.

Communication Procedures

Drafts of the Five Year State Plan will be presented to the members of the Commission and Council for review and possible revision. Once the Five Year State Plan has been approved by IMLS, it will be published in print form and on *Blue Skyways*, the Kansas library community's web site. It will be placed in the State Documents depository libraries statewide. It will be made available to all public, academic, special and school libraries and users on demand

throughout the period of the Five Year State Plan. Readers will be invited to comment to the Federal Projects Coordinator.

Any substantive revisions to the Plan, especially to the needs and goals, will be submitted to IMLS according to the provisions of the LSTA, and to appropriate stakeholders. An electronic communication will be sent, followed by hard copy.

The Kansas State Library will publicize achievements of important milestones and results of the Five Year State Plan as required for reporting and evaluation purposes. The channel for communicating these achievements will depend largely on the particular stakeholder group's needs and will include an appropriate combination of presentations, meetings, print and electronic media and required reports, e.g. the LSTA Annual Report.

Monitoring Procedures

The Kansas State Library has consulted with and will assign appropriate staff to implement, administer, monitor and evaluate programs as required. One component of this process will be monitoring of subgrantee projects, which are funded under the LSTA Program. In addition to quarterly financial status reports and final reports on the progress of each project, an outcome based evaluation will be required from each project in relation to the Plan. The State Library staff or professional consultants at the regional systems of cooperating libraries will conduct on-site monitoring visits. Any necessary corrective action will be determined in collaboration with the subgrantees.

Outside evaluation of the 2003-2007 LSTA plan will commence in January, 2006, to allow adequate time for end-user and administrative data gathering.

Appendix

- Technology Development
- Local Library Development
- Special Populations
- Kansas Library Network Board

Technology Development

Needs Assessment

The Kansas State Library has long been aware of the need for the Kansas library community to be current in the rapidly changing technology environment. Statistics for Kansas public libraries demonstrate substantial increases in number of computers, number of computers used for Internet access and number of reference questions answered using online resources. A home page on the web is important as an information portal. Grants have made it possible to acquire new technologies, access to databases and software to remain up-to-date. Those databases have been popular and well-used, but they need to be increased and varied. The Kansas Library Catalog (KLC) was strengthened when it was automated, and more so when KICNET, the interlibrary loan component, was integrated into it; now it needs to be maintained.

Blue Skyways, the web home page for Kansas libraries of all types, has proven itself an important information portal and not only should be continued but also should be updated and enhanced. This online resource has seen a steady increase in number of hits and in use because of its valuable online information for and about libraries and communities. In 2001 over 10 million hits on *Blue Skyways* were recorded. The Five Year Evaluation found that *Blue Skyways* use increased exponentially between 1998 and 2001. The town hall style meetings conducted between July and November, 2001, in preparation for this Five Year State Plan, demonstrated that *Blue Skyways* needed to be continued and expanded. Web presence is good marketing and provides information resources for libraries. Respondents at the meetings acknowledged the benefit of the website and the importance of maintaining its currency and accuracy. It also needs to be expanded to meet growing demands.

Kansas libraries, regardless of type, size or location, experience difficulty funding implementation, maintenance and enhancement of technology necessary to access online information. Technology development grants have made it possible to acquire hardware and software for initial Internet access, for replacement of outdated equipment or software and for additional technology to meet user demand, according to the Five Year Evaluation. Stakeholder feedback indicates a preference for continuing and expanding technology development grants. At eight of the 11 town hall meetings conducted by the State Library, there were preferences expressed for maintenance or expansion of competitive technology development and technology training grants.

Reliable, effective databases are in great demand. Ten of the 11 public meetings expressed database acquisition as one of the primary emphases of the LSTA program; all 11 of the meetings rated database provision as excellent. The consensus was that those already provided – FirstSearch, Infotrac and SIRS Deluxe – are valuable. However, several of the public meetings expressed interest in databases for general adult populations such as readers' advisory, genealogy, agriculture-related and consumer health databases. At four of the meetings a concern that current

databases were geared primarily toward academia and reference networking was expressed, and it was recommended that additional databases be acquired which are more appropriate for public library use.

The Kansas Library Catalog (KLC) has grown from a print version to a sophisticated electronic system with an integrated interlibrary loan component. It is vital in Kansas to the provision of resource sharing among libraries of all types and effective interlibrary loan in the state. Interlibrary loan traffic among Kansas libraries has increased from eight to 12% annually between 1998 and 2001. The integration of bibliographic access with interlibrary loan in 1999, one of the important goals of the first Five Year Plan, enhanced the effectiveness of the KLC, as noted in the Five Year Evaluation. Support for the KLC and its ILL component was expressed by stakeholders at six of the 11 town hall meetings. A recent comparison to other states of similar population revealed the outsourced KLC to be a more efficient union catalog and bibliographic access system than in-house systems. Yet its continued effectiveness requires continuing maintenance, improvement, and expansion.

Goal: All libraries in Kansas shall be able to access enhanced online information, resource sharing and interlibrary loan.

Evaluation Plan

The Kansas State Library will assure that the Technology Development program is meeting its goal through evaluation that includes both performance (outputs) and results (outcomes). Assuming the program continues to meet expectations, the performance measurements will be reviewed annually and will be summarized by year for the next LSTA state program evaluation.

Program record keeping for outputs will include but may not be limited to the following:

- annual statistics of the number of Internet-using public libraries
- number of databases offered online
- number of libraries using KICNET.

The State Library will also evaluate the results of the Technology Development program. Key activity targets will be:

- new features on *Blue Skyways*
- 10% of Kansas libraries of all types will receive competitive grants to significantly change technology in their facilities
- 75% of users responding to the survey will be satisfied with databases
- the focus groups seated every other year will recommend additional services, updates and database maintenance.

Major Program Activities

1. Improve and enhance *Blue Skyways*, the home page on the web for Kansas libraries of all types. *Time frame: 2002-2007.*
2. Provide competitive technology grants to libraries of all types. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
3. Foster database development and provide statewide access. *Time frame: 2002-2007.*
4. Improve and enhance bibliographic access through the KLC and KICNET, the integrated interlibrary loan system. *Time frame: Biannually, 2003, 2005 and 2007.*

Local Library Development

Needs Assessment

The Kansas State Library conducted a series of 11 public town hall meetings across the state during 2001 in preparation for this Five Year Plan. At each of these a set of preferences was listed from among stakeholder comments. At six of the public meetings the stakeholders expressed preferences for continuing education activities and training. Public library statistics show that 91% of the 321 Kansas public libraries have Internet access, but 84% are in small rural libraries for which technology training and continuing education is both geographically difficult as well as hard to arrange because of limited hours open and staff employed.

Directors and staff of Kansas libraries of all types require basic and advanced continuing education opportunities. Statistics indicate that the state's public libraries see an average of 8% turnover in library directors and a 14% turnover of staff annually. Based on the annual survey of salaries and staff education, only 2% of new directors and staff hired have either a graduate professional library education or any previous library work experience. During the meeting many additional existing directors and staff of all types of libraries vocalized the need for continuing education and technology training to remain current with technological, political and professional trends in the library field.

For whom: Information professionals in Kansas libraries

What: Staff development

How: Provide continuing education and training

Why: To develop professional skills necessary to provide traditional and technological library service to Kansas residents.

Goal: Library personnel will be offered current continuing education and be trained in implementation and use of technology.

Evaluation Plan

The State Library will assure that the Local Library Development program is meeting its goal through evaluation that includes not only outputs but also outcomes. The Five Year Evaluation stated that “more data was collected from the program officials and their records than actual and potential program clients.” The quantitative outputs will still be gathered by the program officials, but more effective qualitative outcomes will be collected by the participants in this program.

Program record keeping for outputs will include:

- number of library staff graduating from KPLACE from 2002-2007
- number of technology grants awarded for technology training from 2002-2007
- number of online web pages on *Blue Skyways* and print publications produced by the Local Library Development Division.

Results of the Local Library Development program will include the following targets:

- 75% of continuing education participants will demonstrate at least 75% of key skills at the conclusion of each offering
- 75% of Kansas library users will indicate the assistance they receive is “useful” or “very useful” and that they trust library information as accurate.

Major Program Activities

1. Provide competitive technology grants to libraries of all types. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
2. Improve and enhance summer seminars to provide continuing education for non-MLS library staff. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
3. Coordinate with the School of Library and Information Management, Emporia State University, to expand the Institute for Continuing Education (ICE) training program, including distance education. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
4. Support continuing education activities of the Kansas Library Association (KLA), the Kansas Association of School Libraries (KASL), the Kansas Association for Educational Communications and Technologies (KAECT), the Friends of Kansas Libraries (FoKL)

and the Kansas Center for the Book. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*

5. Provide continuing education/training through continuing education/staff development activities. *Time frame: Continually, as needed.*

Special Populations

Needs Assessment

The Kansas State Library has a long-standing commitment to services to the blind and physically disabled through the Kansas Talking Books Service. The State Library's literacy program has made a difference in the quality of life for many Kansans. Services for children have been a priority in the state's library community for generations, but those services need improvement. And since the implementation of LSTA in 1998, competitive grants have been awarded to libraries of all types to provide services to underserved special populations specific to the community of each library.

The Five Year Evaluation identified a slight decline in the number of active readers using the Kansas Talking Books Service. However, a 10% increase in active readers was seen in 2002, thanks in part to a new PSA inaugurated in 2001 on broadcast radio and television. Nevertheless, additional marketing is needed. The Talking Books Service uses the READS automated system of tracking active readers. While some of the decline can be attributed to attrition, more aggressive marketing will raise awareness among those who cannot use traditional print and their caregivers. Outreach and collaboration are important factors in this marketing. The Talking Books Service and the six Talking Books subregional libraries have worked collaboratively with four other agencies since 1998, and continued or increased collaboration is expected. The number of Braille readers increased by 9%. Although much of the Braille service is accomplished through an outsource contract with Utah State Library, some of it is done at the State Library and the Talking Books Regional office, a State Library allied operation, at Emporia State University.

The number of literacy programs with which the State Library's literacy coordinator works has risen by 7% from 1998 to 2001, as indicated in the Five Year Evaluation. The need seems twofold: literacy tutors are needed to combat the high degree of functional literacy and bilingual materials are needed to address non-English language using persons. The Five Year Evaluation found no qualitative data to address this program, but during 2002 the literacy coordinator has developed and administered a library literacy survey to collect both qualitative and quantitative data. The 2000 Census reports a marked increase in Hispanic population in Kansas, with some counties reporting 60% Hispanic populations. At the town hall meetings discussion also occurred regarding the sizeable proportion of other non-English language using persons in the state, and the demand for non-English language materials – some of which must be translated

from English – English as a second language (ESL) training and other multicultural and bilingual literacy services.

The Five Year Evaluation observed that programs targeting ethnic minorities constituted less than 2% of the underserved special population projects, under the assumption that underserved special populations constituted ethnic minorities as a primary target. However, the State Library has defined underserved special populations more broadly to be consistent with the Act and IMLS guidelines. But as Kansas becomes more ethnically diverse, it is imperative that more efforts be directed toward enhancing equity of library services for ethnic minorities. During ten of the 11 town hall meetings, services identified as special populations were identified, and at six meetings competitive grants for special populations were identified as preferences. Between 1998 and 2001 a total of 159 special population competitive grants were awarded and the number of grants awarded was 25% higher than anticipated, making this one of the most visible and active projects of the Kansas LSTA program. The meetings indicate a high demand for continuation of these grants.

The public meetings also revealed major support for children’s projects and the statewide summer reading program; either or both were identified as preferences at nine of the 11 meetings, and a tenth was a meeting of school library media specialists whose primary customers are children. Specifics mentioned were expanding service to teen and young adult readers, developing family reading initiatives, coordinated children’s programming, and the summer reading program as a strength whose importance cannot be underscored enough and for which the level of support should be maintained or increased. Public library statistics show a 9% one-year increase in attendance at children’s programs between 2000 and 2001. A 10% increase in circulation of children’s materials was shown during the same period.

Goal: Library services to underserved special populations will be enhanced.

Evaluation Plan

Key output measurements are already in place for underserved special populations undertakings. The number of active readers of the Kansas Talking Books Service will be measured using the READS system, and marketing will increase the number of active readers using Talking Books and the number of Braille readers will both increase by 10%.

The number of literacy programs with which the literacy coordinator works will be maintained at current level or increased.

During each year from 2003 through 2007, at least 20 competitive underserved special population grant projects will be conducted.

Public library statistics will indicate that attendance at children's programming will increase by at least 10% by 2007, and the summer reading program will be offered annually through a multi-state cooperative.

Outcomes will be measured through structured observation, surveys, and outcome based evaluations by subgrantees. Users of the six subregional Talking Books libraries will receive prompt service 80% of the time, measured annually.

Literacy students finishing programs at literacy centers will be subject to a literacy learner survey in 2002 and again in 2005, and they will answer "yes" to 80% of the questions on the survey. Competitive underserved special population grants will be trained in techniques of administering outcome based evaluations and each subgrantee will provide an outcome based evaluation for its project. Attendees at children's programs will receive random in-library surveys in 2004 and again in 2006; 25% in the first year and 35% in the latter year will rate their satisfaction as "high" or "very high." Outcome based evaluation training will be provided to subgrantees.

Major Program Activity

1. Support the Kansas Talking Books Service and the six subregional libraries and improve marketing and collaboration efforts. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
2. Improve adult literacy in Kansas, not only functional literacy but also bilingual and ESL literacy. *Time frame: 2002 and 2006.*
3. Provide competitive special population grants for the underserved to libraries of all types. *Time frame: Annually, 2003, 2004, 2005, 2006 and 2007.*
4. Support statewide children's programming through the summer reading program, coordinated planning and developing new initiatives. *Time frame: 2004 and 2006.*

Kansas Library Network Board

Needs Assessment

Kansas addressed the need for resource sharing and interlibrary cooperation in the early 1980s with the creation of the Kansas Library Network Board (KLNB). Since that time the KLNB has sought innovative ways to share library services among libraries of all types and take advantage of the rapidly changing technology environment. The research and development of new technologies and methods have greatly benefited the entire library community in the state.

The Five Year Evaluation recognized two initiatives of the KLNB as outstanding. The Network Board funded two digitization projects by academic libraries, the Wichita State University Collection of Kansas Digitized Maps (2000) and the Kansas State University Kansas Climate Collection (2001). The KLNB is also the lead division of the State Library in the Kansas collaboration in the IMLS funded Western Trails digitization project. The Kansas Library Card gives all Kansas residents remote access to online databases licensed for statewide access by the State Library. Statistics from the KLNB show a phenomenal number of applications for this new initiative implemented at the beginning of FY 2002.

The town hall public meetings addressed research and development issues. Participants at five of the meetings discussed support for the Network Board or for one of its initiatives such as the Kansas Library Card or support of a statewide courier service for document delivery. Results of these meetings indicate that staff of all types of libraries place high value on the KLNB and its efforts to improve information access by conducting resource sharing in a multi-type library environment. A majority of the meetings reached the consensus that the levels and means of service beyond traditional library service have been results of the Network Board's initiatives, demonstration projects and creative collaborations and agreed that the quality of library service to Kansans should continue to be enhanced through support for its research and development.

Goal: Research and development will be supported to aid the planning of library service to all Kansans.

Evaluation Plan

The Kansas Library Network Board has begun a strategic planning process which includes an interior and an exterior scan. This process will cover a three year period from 2002 until 2005 with an annual report each year and a comprehensive evaluation at the conclusion of the long-range process. The KLNB expects to develop and implement at least two new resource sharing initiatives by 2006, an output measure. The results will be gauged by a random library survey that will illustrate that 35% of users will rate customer satisfaction with the Kansas Library Card as "high" or "very high."

Major Program Activities

1. The KLNB will develop a strategic three-year plan. *Time frame: 2003.*
2. The KLNB will promote the Kansas Library Card. *Time frame: 2003, 2004 and 2005.*
3. The KLNB will develop digitization projects, including collaboration with the Western Trails digitization project spearheaded by the Colorado State Library. *Time frame: 2003 and 2004.*
4. The KLNB will develop and implement at least two new initiatives. *Time frame: 2007.*