Kentucky Department for Libraries and Archives

Library Services and Technology Act (LSTA)

Five-Year Plan Evaluation

FY 2008-FY 2012

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LSTA PRIORITY: ACCESS TO INFORMATION AND RESOURCES

Goal: Provide a central source of information and resource sharing activities that support libraries in their efforts to meet their customers' needs.

Activities:
Maintain centralized programs and functions at the state level to assist libraries in providing efficient and cost-effective information services. Provide a comprehensive collection of materials; support resource-sharing activities through physical and electronic means; maintain bibliographic union databases and access tools; and, develop and maintain partnerships with all types of libraries and information providers.

Evaluation:
Planned activities in this area were adversely impacted by the economic downturn. The state library experienced major cuts in staff that required reassignment of remaining staff. Growing demand for e-resources prompted state library staff to adapt to changing needs. Greater accessibility of electronic full-text materials meant a decreased need for resource sharing of physical items.

The state library collection and related services are important to Kentucky libraries. Survey respondents indicated high levels of satisfaction with the types of materials available through the state library collection, both in how they met work needs for staff and how they met needs of patrons. In both cases, 74% were very satisfied, and 26% somewhat satisfied. Only 1% (2 respondents) felt that a central collection was not important for KDLA to maintain.

> *Each month we use book discussion kits, large print books and even audio books on a regular basis to fill in for what we do not have. Without KDLA, small libraries like ours could not survive. I feel very fortunate and thankful to have such a fine establishment to lean on.* ~survey comment

LSTA PRIORITY: TECHNOLOGY AND ELECTRONIC LINKAGES

Goal: Enhance the ability of libraries in Kentucky to meet the challenges presented by new technologies, and increase the electronic linkages between libraries statewide and KDLA.

Activities:
Support and assist in the development and maintenance of electronic linkages between libraries across Kentucky. Provide the services of a statewide technology consultant, support technology development in individual libraries through technology subgrants, and maintain the technological and telecommunications infrastructure of KDLA.

Evaluation:

Kentucky librarians indicated they were better able to meet the requests of their customers because of the technology resources provided by KDLA. These resources were shown to enable Kentucky libraries to accomplish their work in a more timely and accurate manner. A vacancy in the statewide technology consultant position and budget reductions affecting travel prevented the state library from providing on-site assistance as planned. However, during this evaluation period, five (5) libraries automated their catalogs and circulation for the first time, and five (5) upgraded their systems.

We received an equipment grant three years ago that has doubled our program attendance. ~survey respondent

Technology services received a mixed response on the survey, although Kentucky librarians believe that technology subgrants are important (66% extremely important, 28% important, and 4% somewhat important). Technology training received a similar response, with only one person considering it not important. There is a high level of satisfaction with technology services provided by KDLA, with 99% very or somewhat satisfied. Eighty-three per cent (83%) said the technology consultant services provided through KDLA positively impacted their ability to provide technology-related services.

Without the LSTA grants our library would be left behind. We are a small library district and can't keep our technology needs up to date without this help. ~survey respondent

LSTA PRIORITY: LIBRARY PROGRAMMING AND SERVICES

Goal: Provide, support, improve and expand library programming and services available to the underserved, unserved and special needs populations of Kentucky.

Activities:

Provide centralized services and programs designed to assist libraries in their service to special needs citizens. Ensure access to print or non-print information; expand programs and services to the disabled and other persons having difficulty using conventional library services; provide financial assistance to libraries for the purpose of high quality, targeted programming; encourage partnerships and collaboration between libraries and community organizations; and provide the support of specialized statewide consultants.

Evaluation:

Because of retirements and resignations, there were staffing disruptions in this area, causing some targets to be unmet. Support for Regional Consultants was shifted to state funding, so services provided are not included in this report. Workshops in this area are well-received, and 95% of Kentucky libraries sponsor Summer Reading Programs, although registration in these programs is declining slightly. Prime Time Family Reading Time has been a highly successful part of this priority. Talking Book readership and outreach activities are strong. KDLA is doing a good job of pursuing partnerships to enhance service to special populations.

Often, I heard parents talking about reading the stories at home and how their children like reading them. One Hispanic family…told me that her children enjoyed reading more than ever now. ~Prime Time translator

> *I want you to know that your Talking Books are the highlight of my mother's day. Talking Books really helps to keep her spirits up and gives her something to look forward to each day as her eyesight is nearly gone. However, her mind is still as sharp as ever. You will never know how much good you are doing for my aging mother.* ~patron comment

Ninety-five per cent (95%) of respondents on the survey felt it was important or extremely important for KDLA to provide statewide children and youth programming consultants. Children and youth programming subgrants were important or extremely important to 96%. Satisfaction levels with programming services for children and youth were high, with 71% very satisfied and 25% somewhat satisfied. Eighty-seven per cent (87%) reported that the services positively impacted their ability to expand programs and services, and 95% believe related programming is important or extremely important.

> *Through an LSTA grant we were able to start a new program for our babies up to age 2…Without the grant, we never could have done this.* ~survey comment

Adult programming services received high marks as well. Providing consultant services was considered important or extremely important by 93% of respondents. Satisfaction levels were at 54% for very satisfied and 44% for somewhat satisfied. More than 90% indicated importance of providing adult programming subgrants. Eighty-three per cent (83%) indicated the consultant services positively impacted their ability to expand programs and services, and 92% believe related programming is important or extremely important.

> *Also, through grants, we had a very successful adult learning program with several students earning their GED. We were able to purchase much needed laptop computers for adult computer classes too.* ~survey comment

LSTA PRIORITY: CONTINUING EDUCATION AND PROFESSIONAL DEVELOPMENT

Goal: Strengthen the statewide library system by providing a competent, qualified workforce to deliver services and programs addressed in the six LSTA purposes.

Activities:
Develop, provide and support continuing education and professional development opportunities for librarians, library staff, trustees, KDLA staff, and other partners in the provision of library services.

Evaluation:
In 1996, Kentucky occupied 51st place among states and territories in the number of MLS librarians working in public libraries. By 2009, they rose to 38th place. A major factor in this progress is attributed to the LSTA program and the assistance staff in Kentucky libraries received in obtaining their MLS degrees. Continuing education is clearly desired by Kentucky librarians, according to the survey, as a full 98% of survey respondents said it was important or extremely important to provide this support to students in the Master of Library and Information Science program. Another 97% were somewhat or very satisfied with continuing education services. Although KDLA did not offer trustee education under this five-year plan because of IMLS guidelines, 90% of respondents felt that was important.

By using technology in providing continuing education, KDLA has been able to provide a much wider array of opportunities and make them available to a statewide audience while saving travel and staff time.

The online webinars enable us to learn more about useful topics like government resources and programming ideas. The LSTA programs are vital to our jobs, because they give us the skills needed to help the public. ~survey respondent

Our library could not function at the required minimum levels without the money, knowledge and assistance provided through the LSTA grant program. ~survey respondent

Detailed Evaluation

LSTA PRIORITY: ACCESS TO INFORMATION AND RESOURCES

LSTA Purpose: 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

Purposes also cited in this section of the five-year plan:

- develop library services that provide all users access to information through local, state, regional, national, and international electronic networks
- develop public and private partnerships with other agencies and community-based organizations

Goal: Provide a central source of information and resource sharing activities that support libraries in their efforts to meet their customers' needs.

Programs: (Timeframe 2008-2012)
1. Maintain, update and support access to a central collection of information resources in all formats available to public libraries, State Library patrons, and State Library staff for reference and research purposes.
2. Provide accurate and complete information about holdings in libraries of all types in Kentucky to enable efficient resource-sharing and interlibrary loan.
3. Expand access to Kentucky's archival and manuscript materials through the KDLA Catalog.
4. Operate a centralized collection access and management support unit to maintain the OCLC database of Kentucky's holdings, and to provide direct and consultative support to library staff throughout Kentucky.
5. Provide a statewide program to develop partnerships and enhance collaborative efforts that serve the informational needs of library staff and citizens of Kentucky by providing financial support, coordination of activities, and delivery of services.

Key Output Targets:
1. **At least 2,300 new titles of DVDs, interactive CD-ROMs, audiobooks, book discussion kits, mystery kits and other types of kits as appropriate will be added to the central KDLA collection each year.**

Evaluation:
New titles added to the collection did not meet the target of 2,300, but for some very valid reasons. Additions averaged 1,667 during the years 2008-2011. As a result of the economic downturn, the state library experienced a major cut in staff and it was necessary for the cataloging librarians to assume additional duties, including reference media scheduling, and the management of the large print and audio book circulating collections. They were also responsible for the selection of the kits because no consultants were at KDLA, and they assumed full responsibility for Kentucky Union List of Serials (KULS) with no additional staff. Video recordings or DVDs are being deployed by the producers as e-resources

and the management and deployment is more difficult based on the requirements of the production houses.

2. At least 16 database license renewals or initial contracts will be purchased to provide access to the most current resources available.

Evaluation:
Forty-one (41) databases were renewed or added in 2008, and thirty-one (31) in 2009, 2010, and 2011. As the economy declined, the funding available to support the KYVL databases decreased significantly. The Kentucky Virtual Library (KYVL) Collections Work Group spent significant time in 2008 and 2009 generating a reduction plan. Since that drastic cut, the number of databases has remained constant as a result of the vendors offering large reductions in cost and KYVL increasing their membership fees.

3. At least 200,000 records will be added or updated in the Kentucky OCLC database each year.

Evaluation:
This target was exceeded, with an average of 459,104 records added each year between 2008 and 2011.

4. At least 350 records of archival material and manuscript collections from institutions throughout Kentucky will be added to the KDLA Catalog each year.

5. At least 2,500 existing records of archival material will be updated and standardized each year, making the KDLA Catalog easier to use.

Evaluation:
Target #4 was exceeded only in 2009, with an average of 309 items added each year between 2008 and 2011. Target #5 was not met, with an average of 566 records updated and standardized each year from 2008 to 2011. Much work was done on a new website for the agency by staff responsible for these activities. In addition, only one intern was available to help. Responding to the demand for e-resources took priority over this initiative, showing the state library's adaptability to changing needs.

6. The number of visits to the KDLA Catalog will increase by at least 5% each year.

Evaluation:
While there was a slight increase in catalog searches from 2007 to 2008 (1%), there has been a decline of more than 25% in years 2009-2011. This decline follows the national trend. The state library has also generated many specialized finding aids, use of which supplants general catalog searches. This facilitates use of the collections, making it as easy as possible for librarians to find what they need.

7. Resource-sharing activities by all types of libraries in Kentucky will increase by at least 4% each year.

Evaluation:
This target was met in the years 2008 (8.3% increase), 2009 (4% increase), and 2011 (5% increase). There was a decrease of 2% in 2010, but these levels were still higher than the 2008 levels. Interruptions in courier service, particularly in northern Kentucky, affected lending and borrowing workflows. In

addition, greater accessibility of electronic full-text materials would limit the growth of resource sharing of physical items.

Key Outcome Targets:
1. **KDLA will see at least a 5% increase each year in materials circulation indicating that available materials are meeting the needs of public libraries and their users.**

Evaluation:
Materials circulation declined in all categories except kits, audio book and large print collections. The decline in 2009 (22%) was attributed to extensive weeding of collections, and the decline in 2010 (4%) to increased checkout periods. However, this may have been a specious target, since the state library collections are broader in scope than to serve specific needs of public libraries.

2. **Kentucky libraries will report at least a 4% increase each year in interlibrary loan activity as their access to materials increases indicating customers are discovering and requesting materials for their information needs.**

Evaluation:
See #7 above. The decrease in 2010 may be attributed to increased access to electronic documents and the use of ILL for lower-circulation items; that is, ILL is not used for audio books, large print, or kits.

3. **Use of the KDLA Catalog will increase by at least 5% each year indicating that users are successfully locating the information they seek.**

Evaluation:
See #6 above.

4. **At least 80% of end users surveyed each year will indicate they were satisfied with the provided reference services and that their information needs were met.**

Evaluation:
This target was consistently exceeded, with surveys showing 90% to 100% satisfaction levels during this evaluation period. KDLA appears to be doing an exceptional job of satisfying information and reference needs of their clients.

LSTA PRIORITY: TECHNOLOGY AND ELECTRONIC LINKAGES

LSTA Purpose: provide electronic and other linkages among and between all types of libraries and entities for the purpose of improving the quality of and access to library and information services

Purpose also cited in this section of the five-year plan:

- develop library services that provide all users access to information through local, state, regional, national, and international electronic networks

Goal: Enhance the ability of libraries in Kentucky to meet the challenges presented by new technologies, and increase the electronic linkages between libraries statewide and KDLA.

Programs: (Timeframe 2008-2012)
1. Provide direct financial assistance to libraries by offering technology related subgrants.
2. Employ a statewide consultant to provide professional technology support to Kentucky's libraries and to coordinate the technology subgrant process.
3. Supply and support the central information technology and telecommunications infrastructure sufficient to allow reliable access to KDLA for the provision of technical assistance and information delivery to public libraries statewide, patrons and partners of the State Library, and Kentucky's citizens.

Key Output Targets:
1. **At least 13 technology related subgrants will be awarded each year.**

Evaluation:
In the years 2008 to 2010, an average of 17 subgrants was awarded for technology-related purposes. No technology subgrants were awarded in 2011 because of other grant opportunities which required a significant amount of time to implement.

Recipients had the following to say about the benefits of technology subgrants.
I believe that providing these units (electronic control modular access units and materials drop boxes) to the public as a remote community library service or to provide anytime access is an affordable alternative to building a branch or extending hours, especially in a down economy. ~Grant County Public Library Project Director

Excerpts from the subgrant reports:
The telephone notification system significantly reduced the number of overdue materials which increased customer access to the library's collection…Library staff had more time to provide assistance to patrons without the task of generating and mailing overdue notices. (Pike County Public Library District)

The library reported that the addition of the public access computers positively impacted patron access to information and resources. Patrons now have improved Internet access and reduced wait times at existing PACs…Increases in computer use ranging from 72% to 112% were reflected in circulation statistics. (Fulton County Public Library)

2. **At least 20 technology related workshops will be offered each year.**

Evaluation:
The number of technology related workshops offered ranged from 73 to 209 each year during this evaluation period. Between 83% and 95% of the library staff attending these workshops indicated via an evaluation tool that they felt more confident in offering technology based services to their customers as a result of their training.

3. **Needed equipment, software and license updates will be purchased to provide for the stability of the KDLA infrastructure.**

Evaluation:
This target was met, and the following items added: In 2008, 2 servers, 12 TB storage, 257 software licenses, 18 software updates, 8 desktops, 12 storage area network switch, 1 camera; In 2009, 236 software licenses, 20 software updates, 1 desktop, 6 memory upgrades for server; In 2010, 5 servers, storage expansion cabinet, 100 software licenses, 3 software upgrades, 2 printers, 1 scanner; and in 2011, 40 disk drives for expansion cabinet, 239 software licenses, 20 software upgrades, 3 desktops
Software licenses included: Acronis True Image, McAfee, OmniPage, Counter Spy, Microsoft Access 2007, PDF converter, Adobe Acrobat, Adobe Web Premium, Adobe InDesign, StopZilla, Microsoft Windows 7, Videosoft, Movie Plus, Microsoft Office 2010, Microsoft Windows Server 2008, Microsoft Remote Desktop.

Key Outcome Targets:
1. **At least 15% of Kentucky's libraries will receive on-site technical support and consultation each year which will increase availability and accessibility of information resources.**

Evaluation:
This service was discontinued with budget reductions, as there were no state travel funds available.

2. **At least 75% of libraries receiving technology planning subgrants will automate within two years following completion of the planning process.**

Evaluation:
Planning grants were attempted for one year only, with unsatisfactory results. KDLA returned to technology subgrants for specific purposes.

3. **Automated libraries will indicate through their subgrant reporting that they were able to better utilize their collections, as well as make their holdings available to a wider audience.**

Evaluation:
KDLA does an excellent job with subgrant reporting. Recipients had the following to say about the benefits of technology subgrants.

We were the library that still had a card catalog that many of our young students didn't even know how to use. We were asked many times, why don't you have an online catalog? That's what we did with the help of the LSTA Automation Grant. We are now up to date with the times. ~Bracken County Library Director

The library's migration from the outdated ILS to open-source software allowed the library to obtain an accurate picture of their collection, including overdue materials, what is in circulation, and what remains on the shelves. (Washington County Public Library)

4. **At least 75% of library staff surveyed each year will indicate they were able to meet the requests of their customers 80% of the time because of the technology resources provided.**

Evaluation:

This target was consistently exceeded, with an average of 89% of staff surveyed indicating that they were able to meet the requests of their customers 89% of the time because of technology resources provided between 2008 and 2011.

5. **At least 85% of library staff surveyed each year will indicate the technology resources provided to them enabled them to accomplish their work in a timely and accurate manner.**

Evaluation:
In 2008 and 2009, more than 90% surveyed indicated that the technology resources provided enabled them to accomplish their work in a timely and accurate manner. The percentage fell to 83% in 2010 and 2011, because of technical problems with the contract trainer during this period.

6. **At least 90% of customers asked each year will indicate their telephone calls to the State Library were answered in a timely and satisfactory manner and that they received the information they needed.**

Evaluation:
While there was not a formal survey, the feedback received at the state library has been overwhelmingly positive, with few or no complaints or negative remarks.

LSTA PRIORITY: LIBRARY PROGRAMMING AND SERVICES

LSTA Purpose: 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

Purposes also cited in this section of the five-year plan:

- target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 9902(2) of title 42) applicable to a family of the size involved
- develop public and private partnerships with other agencies and community-based organizations

Goal: Provide, support, improve and expand library programming and services available to the underserved, unserved and special needs populations of Kentucky.

Programs: (Timeframe 2008-2012)
1. Provide direct financial assistance to libraries by offering programming subgrants for developing and implementing programs tailored to meet the specific needs of individual communities.
2. Employ statewide consultants to provide professional support to libraries in developing and implementing children, young adult, and adult programs and services, and to coordinate the programming subgrant process.
3. Support Talking Book activities at the central agency, and provide subgrants to financially assist Talking Book programs in other areas of the state.

4. Provide professional guidance to public library directors, trustees, librarians and staff through the work of regional consultants located throughout the state.
5. Seek and develop partnerships between libraries and other Kentucky organizations that serve specialized populations.

Key Output Targets:

1. At least 11 programming subgrants will be awarded each year.

Evaluation:
Subgrants awarded range from six (6) in 2011 to ten (10) in 2010. Because of retirements and resignations, there were staffing disruptions in this area, resulting in lower than target numbers for the subgrants. Budget amounts were also reduced, and other grant opportunities required more time to implement, leaving little time for programming subgrants.

2. At least 225 librarians will attend summer reading workshops each year.

Evaluation:
This target number was unrealistic, due to limited site capacity and because Louisville Free Public Library, the largest Kentucky public library system, chose not to participate in the statewide project. It should be noted that because there was no children's consultant in 2009, workshops were regional rather than centralized, and served 254 attendees. However, in 2010 there was a return to a workshop at a central location because that is what attendees indicated they preferred. The centralized workshops in 2008, 2010 and 2011 served from 131 to 180 staff. It had been anticipated that Louisville Free Public Library staff would participate, but so far they have not.

3. 95% of public libraries in Kentucky will sponsor summer reading programs each year.

Evaluation:
This target was exceeded in 2008, with 96.6% of the libraries sponsoring summer reading programs, and was met in 2009, 2010 and 2011 with 95%.

4. Summer reading participant registrations will increase by at least 5% each year.

Evaluation:
Summer reading participation seems to be steady to declining slightly. A 3% increase occurred from 2008 to 2009, with numbers falling to 119,637 in 2010 (down 22%), and returning to 144,953 (up 21%) in 2011. Due to staff retirements, there was a vacancy in the position of children's consultant part of this evaluation period. A new consultant began in the middle of the grant year and spent a significant amount of time monitoring subgrants, including site visits. Less time was devoted to the summer reading program, and more time was spent cultivating current partnerships and relationships, developing the kit process and monitoring the subgrants.

5. At least 5,000 blind or physically handicapped library patrons will be served by the Kentucky Talking Book Project each year.

Evaluation:
While there were 5,010 readers registered in 2008, that number has fallen to 4,248 in 2011. The Kentucky Talking Book Library (KTBL) is diligent about purging their patron database, removing readers

who are inactive for 6 months. The two subregional talking book libraries were not as thorough as was evidenced when their patron files transferred to KTBL with the closure of the subregional at Louisville Free Public Library in 2008 and Northern Kentucky Talking Book Library in 2010. It is expected that readership will increase as the transition to digital books and equipment is completed.

6. **At least 120,000 special format books will be circulated each year.**

Evaluation:
About 230,000 special format books are circulated each year, far exceeding this target. KTBL is beginning to see a large increase in the number of digital books circulating.

7. **The Kentucky Talking Book Library will conduct at least 10 outreach activities each year.**

Evaluation:
This target was exceeded, with the following numbers of outreach activities for the last four years:
    2008: Staff conducted 135 outreach activities
    2009: Staff conducted 30 outreach activities
    2010: Staff conducted 39 outreach activities
    2011: Staff conducted 16 outreach activities

8. **At least 20 reading and discussion kits that target special needs groups will be added to the central KDLA collection each year.**

Evaluation:
An average of 43 reading and discussion kits were added each year, exceeding this target.

9. **Regional consultants will make at least 1,000 site visits each year to attend library meetings and to assist libraries in developing programs and services.**

Evaluation:
Support for this program was shifted to state funding.

10. **At least 2 new partnerships will be initiated each year between public libraries or KDLA and community organizations or other government agencies that serve special needs groups.**

Evaluation:
One of the most successful of KDLA partnerships is with the Kentucky Humanities Council and the Louisiana Endowment for the Humanities to offer libraries the chance to participate in the Prime Time Family Reading Time program. The Children and Young Adult Programs Support Consultants report that it is by far the most productive partnership in which they have participated.

A partnership with the Kentucky Department of Education helped promote Summer Reading Programs through the public schools. Kentucky Talking Book Library collaborated with the Audio Studio for the Reading Impaired to distribute Kentucky-related magazines on cassette tape. An arrangement with Kentucky Educational Television provides materials for Child Care kits that are then circulated by KDLA.

Key Outcome Targets:

1. **90% of surveyed library program participants will indicate the program they attended resulted in a positive change in their behavior, attitude or skill level.**

Evaluation:
Prime Time Family Reading Time was hosted by 19 Kentucky public libraries in 2011, 17 each in 2009 and 2010, and 16 in 2008, with an 80% to 99% retention rate. Participant comments indicate that significant changes in behavior, attitudes, and skills occurred as a result of Prime Time programs. A typical story follows:

One mom approached me after the final session and told me the following about her two daughters: Her younger daughter hated doing her independent reading homework. She would cry and fight every night and it would be on the bottom of her homework pile. As Prime Time progressed, her independent reading began to rise in the homework pile until it is now the first thing she does when working on homework. She is excited about reading now and went from completing 5 pages in 20 minutes to 10-15 pages in the same amount of time. Her older daughter has also increased the amount she can read in a given time and wants to discuss what she has read with mom. This mother could not thank me enough for having this program.

2. **80% of librarians and library staff surveyed each year will report that the consultant services provided through KDLA positively impacted their ability to expand programming and services.**

Evaluation:
In 2008 and 2009, there were no staff members in the positions responsible for this service. Surveys in 2010 and 2011 revealed 92% positive results and 91%, respectively. The 2012 survey showed that 87% of respondents believed that these consultant services positively impacted their ability to expand services and programs.

3. **80% of surveyed public library trustees will report the guidance they received from KDLA consultants increased their knowledge and understanding of library management issues.**

Evaluation:
Because trustee education was not a legitimate use of LSTA funds during this period of time, no trustee education was paid for with federal money. Funds for this target were used elsewhere.

4. **Registered Talking Book patrons will check out an average of twice as many books per patron as registered public library cardholders each year.**

Evaluation:
This target was exceeded in every year of the evaluation period. Most recently, KTBL patrons checked out an average of 58 items a year, compared to public library patrons' 12 items per year

5. **85% of Talking Book patrons surveyed will rate the services that they received as very good or excellent.**

Evaluation:
An average of 67% rated services as excellent, and 23.5% as very good.

6. **90% of existing and new partners surveyed will report that the cooperation and collaboration with libraries and KDLA increased the level and quality of services to special needs groups.**

Evaluation:
There was no survey of partners administered. Observations by state library staff indicate that this target was met.

LSTA PRIORITY: CONTINUING EDUCATION AND PROFESSIONAL DEVELOPMENT

LSTA Purpose: 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

Purposes also cited in this section of the five-year plan:

- develop library services that provide all users access to information through local, state, regional, national, and international electronic networks
- provide electronic and other linkages among and between all types of libraries
- develop public and private partnerships with other agencies and community-based organizations
- 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
- 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.

Goal: Strengthen the statewide library system by providing a competent, qualified workforce to deliver services and programs addressed in the six LSTA purposes.

Programs: (Timeframe 2008-2012)
The following programs will support and provide continuing education opportunities designed to address the six defined LSTA purposes.

1. Provide continuing education subgrants to libraries to financially support students pursuing a Master's Degree in Library Science from an ALA accredited program.
2. Employ a statewide continuing education consultant to coordinate and develop training and professional development opportunities for library staff and trustees across the state, and to coordinate the continuing education subgrant process.
3. Support and provide training, professional development and continuing education opportunities for KDLA staff.

Key Output Targets:
1. **At least 10 libraries will receive continuing education subgrants each year to support students in an accredited Master of Library Science program.**

Evaluation:

While technically not meeting the target of 10 libraries each year, the following data shows that a significant number of students benefited from this program:

   2008: Program benefited 24 individuals from 10 public libraries
   2009: Program benefited 30 individuals from 12 public libraries
   2010: Program benefited 22 individuals from 9 public libraries
   2011: Program benefited 22 individuals from 7 public libraries

2. **Each year, at least 1,000 library staff members from across the state will attend continuing education opportunities that were planned and organized by the KDLA continuing education consultant.**

Evaluation:

Participation in KDLA-sponsored continuing education events ranged from 977 in 2008 to 1,201 in 2011.

3. **At least 5 training opportunities will be offered to public library trustees each year.**

Evaluation:

Again, because trustee education was not a legitimate use of LSTA funds during this period of time, no trustee education was paid for with federal money. Funds for this target were used elsewhere.

4. **At least 65% of KDLA staff will attend at least one training event each year.**

Evaluation:

In years 2008 and 2011, 85% and 77% of the KDLA staff participated in training, respectively. The target was not reached in 2009 and 2010, with 33% and 30%, respectively. The changes in KDLA staff responsible for the project (due to retirements and reduction) made it difficult for remaining staff, who had other responsibilities, to find time to administer this program.

Outcome Targets:

1. **Through the continuing education subgrants provided, Kentucky will realize a 5% increase in MLS degreed public librarians included in the state system for certification of librarians over the five-year period.**

Evaluation:

Between 2008 and 2011, there was an average of a 7.2% increase in full-time eligible library staff with MLS degrees. A decline to 3% in year 2011 is attributed to the decline in hiring full-time staff at public libraries. As public libraries lose staff through attrition, they are often replacing them with part-time staff to save on healthcare and retirement costs. The libraries realize that the quality of services provided has declined, but they have little choice with skyrocketing benefit costs and no new funding.

2. **At least 85% of libraries whose staff members received tuition assistance will report that their services improved as a result of a better educated workforce.**

Evaluation:

Not all applicants were able to apply what they learned in class because of the nature of their current positions. Percentages who reported that classes improved their service to patrons ranged from 27% to 63%. Anecdotal excerpts from participants may tell the story more effectively:

The course Information Sources and Services provided first hand practice of reference services…I focused on a group of refugees recently resettled in our immediate neighborhood and by so doing created an actual resource for patrons with whom I work.

I'm happy to say at least three of the programs I planned for class (Information Resources and Services for Children) *have already been executed at Louisville Free Public Library!*

I now feel confident helping library patrons use online resources, even when I haven't used them before.

Not only did I receive book knowledge but was also introduced to blogging. My blog is now part of our library's website.

Through this class (Collection Development)*, I was able to analyze our current collection, develop selection standards, compare collection policies, learn about new development resources, and identify areas for improvement at our library. I gained experience and insight into our community that helped me prepare an opening day collection for our move to a new building.*

I now have an accurate vocabulary to describe IT terms when explaining concepts and issues to patrons or tech support.

3. **At least 75% of surveyed participants in training events will indicate improved skills and greater confidence in their ability to meet the library services and information needs of their customers.**

Evaluation:
This target was exceeded each year; specific results include:
   2008: 88% indicated improved skills and greater confidence in their ability to meet the library services and information needs of their customers
   2009: 79% of those surveyed reported gaining new skills or enhancing present ones
   2010: 95% reported they were more confident in their specific library role; 93% said training enabled them to provide better service; 79% said they made improvements to existing services and programs as a result; and 23% said they started new programs or services.
   2011: 95% said training enabled them to provide better service; 75% said they made improvements to existing services and programs as a result; and 21% said they started new programs or services.

4. **At least 75% of surveyed public library trustees participating in KDLA training events each year will report an increase in knowledge of library services.**

Evaluation:
Again, because trustee education was not a legitimate use of LSTA funds during this period of time, no trustee education was paid for with federal money. Funds for this target were used elsewhere.

5. **At least 70% of KDLA staff attending training events each year will report they feel more confident and better equipped to meet the needs of libraries and library customers.**

Evaluation:
Retirement of the project monitor adversely affected collection of survey data, but comments from participants are telling, indicating that this target was met.

I have a better understanding of cataloging rules. Even though the library world has not yet implemented RDA, the knowledge I've gained from the webinars so far will help me transition when the time comes.

Participation at this conference gave me new resources to implement in our digital archives to allow us to meet our current strategic plans.

This webinar introduced me to many different ways to use social media and Web 2.0 tools to connect teens with books and libraries. I will use the information I learned here to train other librarians on using Web 2.0 tools with teens and tweens.

This event furthered my understanding of the types of resources genealogical researchers, one of our major user groups, rely on when conducting research at KDLA and other institutions. It also encouraged me to continue reaching out to the genealogical community to inform them about our services and collections.

Background

The Five Year Plan

The KDLA five-year plan for 2008-2012 was organized around four documented needs of Kentucky libraries:

1. Access to Information and Resources
2. Technology and Electronic Linkages
3. Library Programming and Services
4. Continuing Education and Professional Development

Within each of these categories, a goal was specified, as well as three to five programs, with specific output and outcome targets. The four corresponding goals were

1. Provide a central source of information and resource sharing activities that support libraries in their efforts to meet customers' needs;
2. Enhance the ability of libraries in Kentucky to meet the challenges presented by new technologies, and increase the electronic linkages between libraries statewide and KDLA;
3. Provide, support, improve and expand library programming and services available to the underserved, unserved and special needs populations of Kentucky; and
4. Strengthen the statewide library system by providing a competent, qualified workforce to deliver services and programs addressed in the six LSTA purposes.

Selection of Evaluation Consultants

In 2011, KDLA issued an RFP for independent consultant to evaluate their LSTA Five-Year Plan. From the proposals received, LYRASIS was chosen to conduct the evaluation. Cal Shepard of LYRASIS and Lyn Hopper, an independent consultant, were assigned to this project. Cal Shepard subsequently left LYRASIS.

The Evaluation Process

Methodology

The consultants initially met with the evaluation committee to discuss the evaluation of the LSTA five-year plan. Committee members included Wayne Onkst, State Librarian and Commissioner; Charlene Davis, Division Director, State Library Services Division; Acting Director, Field Services Division; and Nicole Bryan, LSTA Coordinator, Program Coordinator, Administrative Services Division.

The evaluation employed a three-pronged approach.

1. Interviews were held with KDLA staff involved with LSTA-funded initiatives.
2. A survey of library directors and staff was used to assess the perceived value of LSTA-funded projects to the primary stakeholder group.
3. Analysis of annual project reports and KDLA documents was the third method of data collection.

KDLA Staff Interviews

On December 1, 2011, Cal Shepard and Lyn Hopper talked to ten (10) staff members at KDLA, in either 30-minute or one-hour interviews. Interviews were relatively unstructured, but generally asked KDLA staff to describe the program, talk about any deviations from the original five-year plan, and comment on how well the program met the stated outcomes and output targets.

A complete list of interviewees may be found in the Annexes section of this document.

Survey of Library Directors and Staff

A web survey was designed with the purpose of determining the perspectives of library directors and staff in Kentucky regarding relative importance of programs funded by LSTA. The survey also assessed respondents' perceptions of effectiveness of programs with which they are familiar or in which they participated.

The survey was administered electronically through Zoomerang from February 17 through March 2, 2012. KDLA publicized the survey to library directors and staff in the state. The evaluator compiled the results. A complete report of results may be found in the Annexes section.

Respondents were asked to rate each LSTA program with regard to its importance to their particular library and customer base, as well as the success of the program relative to output and outcome targets stated in the five-year plan.

143 surveys were completed. Following are the numbers and percentages of responses by those working in each type of library service:

Administration	67	47%
Circulation	4	3%
Reference	3	2%
Technical Services	4	3%
Children's and Youth Services	33	23%
Adult Services	10	7%
Technology Services	1	1%
Bookmobile/Outreach	16	11%
Other	5	3%

Of those selecting "Other," the following were reported as the primary area of responsibility: ILL, Young Adult Services, Training and Development, all of the above—Branch Librarian, and Branch Head.

Analysis of Annual Project Reports

The consultants reviewed all documentation prepared by KDLA concerning LSTA-funded projects from 2008-2011. The state library did an excellent job of capturing quantitative, qualitative, and anecdotal data for these reports, obviating the need for extensive primary research. KDLA appears to have a commendable culture of assessment.

Timeline

November 30, 2011	Kickoff meeting with state library leaders at KDLA
December 1, 2011	On-site interviews with directors of LSTA-funded programs
December-January	Document review and survey design
February 17-March 2	Survey of public library directors and library staff
March	Analysis of results and final report

Annexes

List of Acronyms and Initialisms

IMLS	Institute of Museum and Library Services
KDLA	Kentucky Department for Libraries and Archives
KTBL	Kentucky Talking Book Library
KULS	Kentucky Union List of Serials
KYVL	Kentucky Virtual Library
LSTA	Library Services and Technology Act
MLS	Master of Library Science

List of People Interviewed

1. Valerie Edgeworth, Kentucky Guide Program, Librarian II, Public Records Division
2. Barbara Penegor, Kentucky Regional Talking Book Library, Library Branch Manager, Field Services Division
3. Terry Manuel, Library Branch Manager, Field Services Division
4. Jennifer Paul, Librarian II, Field Services Division
5. Jay Bank, Resource Management Analyst II, Field Services Division
6. Skip Hunt, Information System Manager, Administrative Services Division
7. Charlene Davis, Division Director, State Library Services Division; Acting Director, Field Services Division
8. Beth Milburn, Continuing Education, Librarian II, Field Services Division
9. Heather Dieffenbach, Children and Young Adult Services, Librarian II, Field Services Division
10. Nicole Bryan, LSTA Coordinator, Program Coordinator, Administrative Services Division

Survey Results

Zoomerang Survey Results

LSTA Evaluation for KDLA

Response Status: Completes

Filter: No filter applied

Mar 03, 2012 7:40 AM PST

1. What is your primary area of responsibility in the library?

Administration	67	47%
Circulation	4	3%
Reference	3	2%
Technical services	4	3%
Children's and youth services	33	23%
Adult services	10	7%
Technology services	1	1%
Bookmobile/Outreach	16	11%
Other, please specify	5	3%
Total	**143**	**100%**

2. Which of the following materials in the KDLA collection do you or your customers use? Choose all that apply.

Books	77	54%
Audiobooks	64	45%
Large-type books	81	57%
DVDs	30	21%
Interactive CD-ROMs	7	5%
Preschool programming kits	49	35%
Book discussion kits	85	60%
Mystery kits	23	16%
Child care providers CE kits	25	18%
Teen programming kits	43	30%
Adult programming kits	54	38%
None of the above	9	6%
Other, please specify	5	4%

3. Are you satisfied that the types of materials in the State Library collection generally meet your work needs?

Very satisfied	103	74%
Somewhat satisfied	37	26%
Not satisfied	0	0%
Total	**140**	**100%**

4. Are you satisfied that the types of materials in the State Library collection generally meet your customers' needs?

Very satisfied	104	74%
Somewhat satisfied	36	26%
Not satisfied	0	0%
Total	**140**	**100%**

5. How important is it that KDLA provide a central collection for libraries?

Extremely important	110	77%
Important	23	16%
Somewhat important	7	5%
Not important	2	1%
Total	**142**	**100%**

6. Have you used the reference services of the State Library?

yes	82	58%
no	59	42%
Total	**141**	**100%**

7. If not, why not? Choose all that apply.

Not aware of the program	17	29%
Isn't relevant to my needs	21	36%
Doesn't serve my community	1	2%
Lack of time	13	22%
Other, please specify	13	22%

8. Are you satisfied that the reference services provided to you met your customers' information needs?

Very satisfied	92	73%
Somewhat satisfied	32	25%
Not satisfied	2	2%
Total	**126**	**100%**

9. How important is it that KDLA provide reference support for libraries?

Extremely important	90	67%
Important	34	25%
Somewhat important	9	7%
Not important	2	1%
Total	**135**	**100%**

10. How often do you use the Kentucky Virtual Library (KYVL) services?

At least once a day	23	16%
At least once a week	51	36%
At least once a month	32	23%
A few times a year	26	18%
Rarely or never	10	7%
Total	**142**	**100%**

11. If rarely or never, why not? Choose all that apply.

Not aware of the program	1	10%
Isn't relevant to my needs	6	60%
Doesn't serve my community	0	0%
Lack of time	1	10%
Not a member of KYVL	0	0%
Other, please specify	3	30%

12. Do the KYVL services generally meet your work needs?

yes	130	94%
no	8	6%
Total	138	100%

13. Are you satisfied that the KYVL services provided to you met your customers' needs?

Very satisfied	104	76%
Somewhat satisfied	30	22%
Not satisfied	2	1%
Total	136	100%

14. How important are technology consultant services to your library?

Extremely important	63	46%
Important	48	35%
Somewhat important	14	10%
Not important	12	9%
Total	137	100%

15. How important is it for KDLA to offer technology subgrants?

Extremely important	91	66%
Important	39	28%
Somewhat important	5	4%
Not important	3	2%
Total	138	100%

16. How important is it for KDLA to offer technology training, either face-to-face or virtually?

Extremely important	96	69%
Important	34	24%
Somewhat important	9	6%
Not important	1	1%
Total	140	100%

17. Are you satisfied that the technology related services provided to you met your needs?

Very satisfied	87	64%
Somewhat satisfied	48	35%
Not satisfied	2	1%
Total	137	100%

18. Did the technology consultant services provided through KDLA positively impact your ability to provide technology-related services?

yes	113	83%
no	23	17%
Total	136	100%

19. How important is it for KDLA to provide statewide children & youth programming consultant services?

Extremely important	98	70%
Important	35	25%
Somewhat important	5	4%
Not important	2	1%
Total	140	100%

20. How important is it for KDLA to offer children & youth programming subgrants to libraries?

Extremely important	101	72%
Important	33	24%
Somewhat important	4	3%
Not important	2	1%
Total	140	100%

21. Are you satisfied that the children and youth programming related services provided to you met your needs?

Very satisfied	99	71%
Somewhat satisfied	35	25%
Not satisfied	5	4%
Total	139	100%

22. Did the children & youth programming consultant services provided through KDLA positively impact your ability to expand programs and services?

yes	122	87%
no	18	13%
Total	140	100%

23. How important is it for KDLA to offer children and youth programming related training (for example, summer reading workshops and the Widening Circles conference) for library staff?

Extremely important	102	72%
Important	32	23%
Somewhat important	4	3%
Not important	3	2%
Total	141	100%

24. How important is it for KDLA to provide statewide adult programming consultant services?

Extremely important	59	43%
Important	68	50%
Somewhat important	8	6%
Not important	2	1%
Total	137	100%

25. Are you satisfied that the adult programming related services provided to you met your needs?

Very satisfied	72	54%
Somewhat satisfied	58	44%
Not satisfied	3	2%
Total	133	100%

26. How important is it for KDLA to offer adult programming subgrants to libraries?

Extremely important	71	53%
Important	53	39%
Somewhat important	10	7%
Not important	1	1%
Total	135	100%

27. Did the adult programming consultant services provided through KDLA positively impact your ability to expand programs and services?

yes	109	83%
no	23	17%
Total	132	100%

28. How important is it for KDLA to offer adult programming related training, (for example, the Bookmobile/Outreach Conference)?

Extremely important	86	64%
Important	38	28%
Somewhat important	8	6%
Not important	3	2%
Total	135	100%

29. How important is it for KDLA to provide subgrants to support students in a Master of Library and Information Science program?

Extremely important	91	65%
Important	39	28%
Somewhat important	7	5%
Not important	2	1%
Total	139	100%

30. How important is it for KDLA to offer continuing education for public library staff?

Extremely important	128	91%
Important	10	7%
Somewhat important	2	1%
Not important	0	0%
Total	140	100%

31. How important is it for KDLA to offer continuing education for public library trustees?

Extremely important	72	53%
Important	51	37%
Somewhat important	12	9%
Not important	2	1%
Total	137	100%

32. Are you satisfied that the continuing education related services provided to you met your needs?

Very satisfied	105	74%
Somewhat satisfied	33	23%
Not satisfied	4	3%
Total	142	100%

33. The following programs are currently sponsored by KDLA using LSTA funds. Please rank them in priority order from most important (top) to least important (bottom) for your library. This will help KDLA set priorities for the next LSTA five-year plan.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

KDLA Collections	21	19	18	22	14	19	22
	16%	14%	13%	16%	10%	14%	16%
Reference Services	1	5	15	12	18	32	47
	1%	4%	12%	9%	14%	25%	36%
Kentucky Virtual Library (KYVL)	27	32	27	16	18	7	8
	20%	24%	20%	12%	13%	5%	6%
Technology Services & Training	6	22	15	24	30	22	16
	4%	16%	11%	18%	22%	16%	12%
Children & Youth Services & Programming & Training	24	24	28	26	17	12	6
	18%	18%	20%	19%	12%	9%	4%
Adult Services & Programming & Training	4	9	17	16	27	33	25
	3%	7%	13%	12%	21%	25%	19%
General Continuing Education for Public Library Staff and Trustees	54	26	17	19	9	4	5
	40%	19%	13%	14%	7%	3%	4%

34. Please share any other comments about the LSTA programs sponsored by KDLA.

46 Responses

1. What is your primary area of responsibility in the library?

Respondent #		Response
	1	ILL
	2	Young Adult services
	3	Training & Development
	4	all the above Branch librarian
	5	Branch Head

2. Which of the following materials in the KDLA collection do you or your customers use? Choose all that apply.

Respondent #		Response
	1	new to all and have not had a chance
	2	none
	3	Bi-folkal kits
	4	Internet
	5	I do not use any of the materials from KDLA at present.

7. If not, why not? Choose all that apply.

Respondent #		Response
	1	There are few questions that can't be answered locally, especially with via the Internet
	2	new library, haven't had time/need
	3	I've been able to satisfy reference using my own library's resources. As a children's librarian, my reference questions aren't terribly in-depth.
	4	there has never been a need to use it so far.
	5	Never had the need for my patrons' requests.
	6	Has not been needed
	7	new and just learning all the ropes

8	thought the department had been eliminated
9	No reason
10	Will in the future
11	can never get in- I go straight to EbscoHost instead.
12	No idea how to access and what is available.
13	I haven't needed it, but I am aware of the great service they provide.

11. If rarely or never, why not? Choose all that apply.

Respondent #	Response
1	Library Director for only 5 months
2	Tend to purchase for out local needs and leave the services to poorer libraries.
3	Again, not aware of what program entails and how to access.

34. Please share any other comments about the LSTA programs sponsored by KDLA.

Respondent #	Response
1	With few exceptions, such as KVL,support of interlibrary loan,and the expertise of KDLA staff well-versed in library-related legal matters, KY public libraries would be better served by direct financial aid.

2   The grants have provided excellent programming opportunites for our county. We use multiple book discussion kits monthly and that team that provides them is always excellent. The 100 book thematic kits are helpful on the bookmobile. The online continuing education is useful as well as a wise use of training resources. The staff at KDLA do a great job of being available and helpful with their programs.

3   Without all these programs , public libraries in Kentucky would be strongly affected.

4   webinars and other on-line training is very useful, especially in these days of tightened budgets but I would love to see more face-to-face opportunities for staff at all levels. There is no substitute for networking among peers. I would like to see more emphasis placed on the need for trustees to attend training beyond just a general, cursory introductory session by the regional librarian. Given the current political climate, their roles are coming under more and more scrutiny and they are being held more accountable. They need to have the skills to conduct board business correctly and competently. I would also love to see more (any?) training for new directors and other administrators. Also more training for front-line staff.

5   As a newcomer to the area, I am very pleased with the continuing education webinars that are offered.

6   Being a small rural library we depend on KDLA to supplement and fill in gaps in our collection, especially in large print books and audios. The courier service is essential to our ILL program. Continuing education opportunities are a must if we are to be able to keep up with the newest trends in materials and services. KDLA is the most positive impact on our library's services and is also the cohesive bond that keeps all libraries in Kentucky operating at a high level of service to the public.

7   Without the LSTA Grants our library would be left behind. We are a small library district and can't keep our technology needs up to date without this help.

8   I want to stress the importance of continuing to supporrt KYVL, but I would like for us to work toward easier access from library and home computers. I feel like this is a stumbling block for use and appreciation of this great service.

9   Vital. Thank you. Ron Critchfield

10   The virtual classes are horrible

11   We have been able to offer high quality events that otherwise would not be available in a rural area because of LSTA funding.

12   KDLA is very customer-driven and provide invaluable services, many not included in survey-Terry Manuel & Chris Bishoff in particular.

13 The training for staff is AWESOME. There is always something great to take. AS is the consultant services. It is great to have Susan close to us and not consultanting from Frankfort which is a long long way.

14 These promrams have provided me to do programing that would be unatainable otherwise.

15 KDLA sponsored LSTA programs are priceless to our library. They expand our doors to enable us to meet the public's needs beyond our capacity as a local stand-alone library. Thank you so much for these services to our library and our community.

16 I think LSTA programs are very important in a rural state like ours. I work in one of the state's larger library systems, so I have great collections and training opportunities. I think that programming kits, book discussion kits, and KYVL must be lifelines for smaller libraries that don't have my system's resources.

17 I would like to see more continuing education focused on bookmobile/outreach services offered yearly.

18 We received an equipment grant three years ago that has doubled our program attendance. Also programs like Widening Circles and Outreach help us to interact with other library staffs and come up with new and innovative programming. The online webinars enable us to learn more about useful topics like government resources and programming ideas. The LSTA programs are vital to our jobs, because they give us the skills needed to help the public.

19 Discounted costs of databases through KYVL is most important. My library could not afford those databases on our own. Regarding LSTA subgrants, would like to find a way to streamline the process. Sometimes I'm not sure the hassle is worth the money.

20 our library could not function at the required minimum levels without the money, knowledge and assistance provided through the LSTA grant program.

21 The LSTA programs, training and materials are essential in expanding and enhancing the services we are able to provide at the local level.

22 Courier services! Execelent way to send /receive books, audios, etc from other Libraries!

23 LSTA programs have been very useful to our library. I hope they will continue to be funded.

24 General continuing education is critical. Regional Librarian staff are critical.

25 I wish you had a training or help for new employees to know what is all available. I have been employed for a little over a year and just am beginning to learn what help is out there and where to find it.

26   Being able to meet and speak with other library staff around the staff is very important to me as well as the training opportunities KDLA offers us. Since I work for such a large system some of your questions didn't apply to me and I didn't have direct knowledge about the impact of the service. Through professional training, books and children's and young adult kits I am able to supplement my education and enhance my programs. For this I am very grateful, especially in these tough times. Thank You.

27   I was very dissappointed in the Summer Reading Workshop this year. I usually come away with so many ideas I can't use them all. There is usually table after table of craft and programming ideas for young children. There are usually more handouts than a person can carry. This year there was very little to offer in the way of craft ideas, even programming ideas for children. What I did see was far reaching when trying to figure out what it had to do with the SRP Theme, "Dream Big". I was also dissappointed with the round table discussions. Normally the tables are set up so people can discuss ideas related to Summer Reading. This year they were not. They were unrelated topics. However, I did enjoy Roberta Simpson Brown and her ghost stories and the Louisvill Zoo presentation.

28   N/A

29 Please offer more training/programming/support for Teen and Adult librarians. I attend your summer reading workshops as was gravely disappointed to see that only Children's services were represented.

30 Please keep the workshops like Widening Circles and Summer Reading Programming coming!

31 Information is important for our rural libraries.

32 You provide a great service to MY library and I thank you; keep up the good work.

33 All the services provided by KDLA are so important to our staff and our patrons. They provide us with many services that we might not otherwise have available. Keep up the great work! Thanks!

34 I think they do a wonderful job, especially considering the budget restrictions tey have to contend with.

35 I wish more of the Training could be brought to the locations. Staff tend to learn more when they can come together in a classroom and be able to ask questions and discuss the topic.

36 Maintaing a good leadership role is very imortant. We need to be confident and comfortable in looking to KDLA. This has always been true and we hope that it will continue

37 It would be great to have, in addition to book discussion kits and theme kits, kits that also covered passive programming needs. A collaborative list of performers and craftsmen not just for Summer Reading but year-round would also be a blessing to programming librarians.

38 KDLA has done a fantastic job with offering seminars and workshops for children's librarians. Thank you.

39 All services are vitally important to the continuation of quality libraries in our state.

40 It is hard to say which one is really more important, because basically they are all important and needed!!!!

41 As a new member of the library I don't have al lot of knowledge about this organization or the programs it sponsors. I've participated in training that was helpful, but I don't know what all these surveyed items are or how they interface with my local library. Most of my time is spent out of the library or preparing to to leave.

42 Through a LSTA grant we were able to start a new program for our babies up to age 2. We love this program. Without the grant, we could have never done this. Also, through grants, we had a very sucessful adult learning program with several students earning their GED. We were able to purchase much needed laptop computers for adult computer classes too. Each month we use book discussion kits, large print books and even audio books on a regular basis to fill in for we do not have. Without KDLA, small libraries like ours could not survive. I feel very fortunate and thankful to have such a fine establishment to lean on.

43 The funds provided by LSTA allow Kentucky's Public Libraries to provide additional opportunities to their communities. It is important that we continue to offer new and exciting options for our citizens. With the assistance provided by the great staff at KDLA and the LSTSA funds, we can do that!

44 KDLA offers such a special service to all the libraries and residents of Kentucky. I hope LSTA will continue to support KDLA's efforts to meet the needs of Kentucky libraries.

45 KDLA staff has been extremely helpful and will go over and beyond to assist me if there are any questions that I need.

46 None

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