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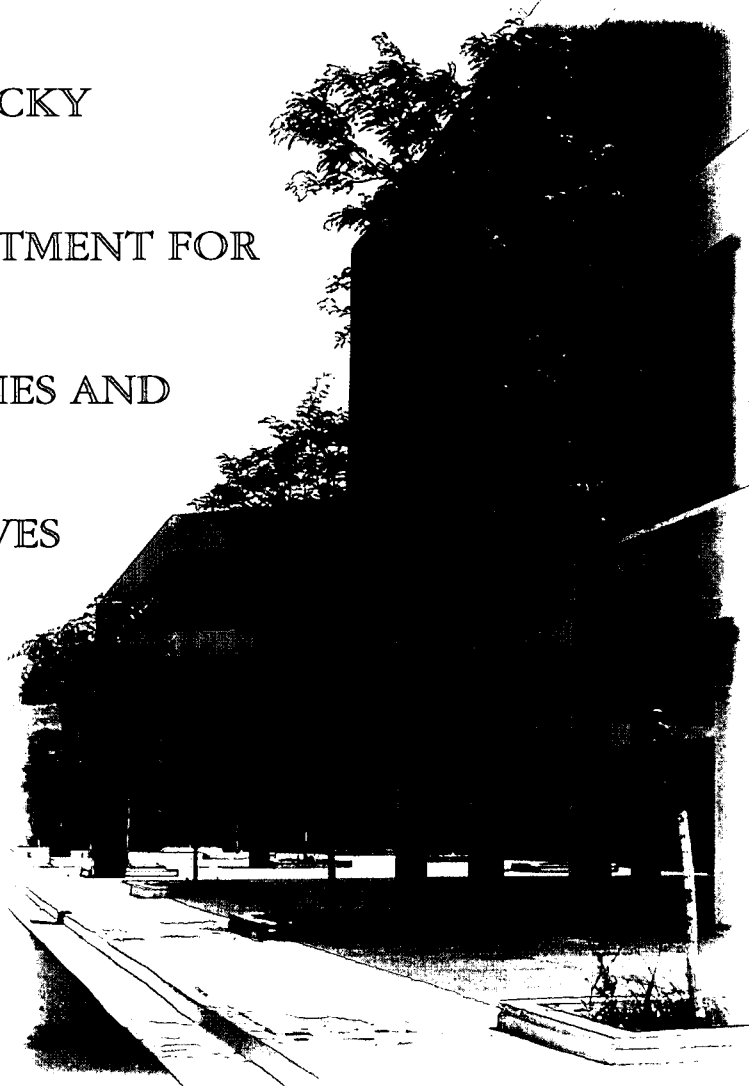
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ABSTRACT

This 1998-99 annual report for the Kentucky Department for Libraries and Archives begins with messages from the state Cabinet Secretary of Education, Arts and Humanities and the State Librarian and Commissioner. The department's mission statement, vision statement, and core values/guiding principles are then presented. Objectives and focus group results for the following goals are summarized: (1) to provide effective services that meet the needs of library and public records customers; (2) to build effective and productive partnerships with other organizations and public agencies for enhanced management of and access to information and services; (3) to improve employee job satisfaction and agency operations. The final section highlights activities for 1998-99 and provides a budget summary for the fiscal year ended June 30, 1999. (MES)

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KENTUCKY
DEPARTMENT FOR
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Annual Report 1998-1999
Serving Kentucky's Need to Know

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KENTUCKY
DEPARTMENT FOR
LIBRARIES
AND
ARCHIVES

ANNUAL REPORT
1998-1999





Paul E. Patton
Governor

Marlene M. Helm, Secretary
Education, Arts and Humanities Cabinet

James A. Nelson
State Librarian and Commissioner

Published by
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P.O. Box 537
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2000

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“The main goal of this administration’s public policy initiatives is to set Kentucky on the path to achieving economic opportunity, and a standard of living above the national average, in 20 years.”

Governor Paul E. Patton

Cabinet Secretary’s Message

The public library is one of America’s greatest treasures. It is a special place offering something of value and interest to everyone from preschool to senior citizen. Books, of every size and subject, artifacts, games, videos, cassettes, CD’s, puzzles, puppets and the internet, the library has it all.

In each community, large or small the library is truly a family place. The Kentucky Department for Libraries and Archives has a stellar record of providing over the years, technical assistance, advocacy, support and resources to all of the Commonwealth’s community libraries.

The challenge of providing these services is handled by a wonderful team of knowledgeable and dedicated professionals.

KDLA also administers grants, and maintains valuable archival records and other documents for state agencies, local governments, and the court system.

As we reflect on this past year and look forward to the challenges of the new millennium, we take this opportunity to express our sincere appreciation and congratulations to KDLA for its many accomplishments.



Marlene M. Helm

***Marlene M. Helm, Secretary
Education, Arts and Humanities
Cabinet***

Commissioner's Message



This Annual Report signals a change in our agency's Strategic Plan and a more cohesive context for program direction into the new millennium. We have gone from five to three major agency goals with the intent that our overall planning will focus on improving customer service; strengthening partnership strategies for accomplishing this; and, improving internal operations and employee job satisfaction to improve overall performance. Using these three goals, we will have a more unified presence overall and can focus on division-specific customer needs through the objectives we have set to work towards these goals. Strategic planning is a dynamic, evolving and changing

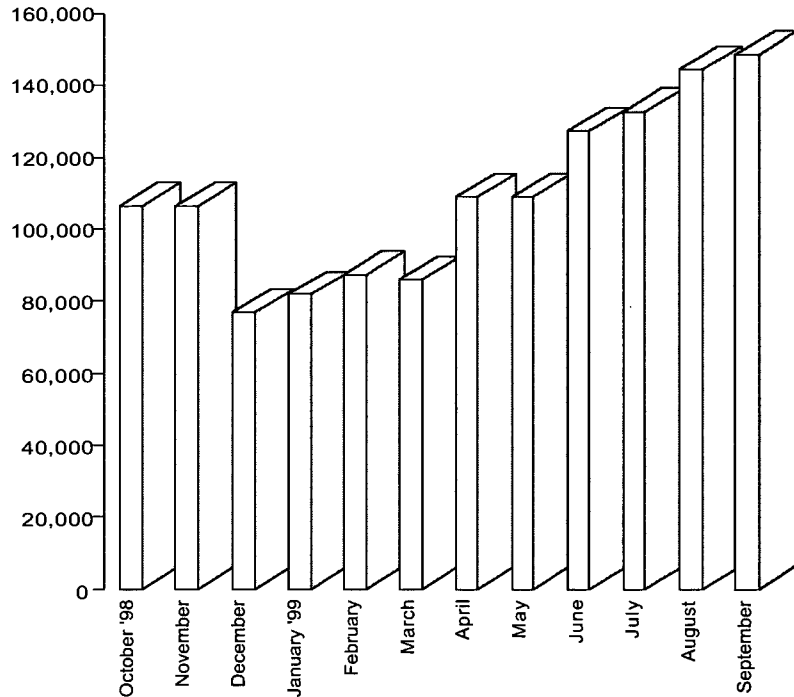
process, so our new direction is natural and appropriate at this time. What an opportunity to look to the future when we are just about to enter a new century! We look forward to a future where the services of government and education are individual-centered, not institution-centered, and where a true sense of "enterprise" becomes the way we do business. Technology and modern business systems encourage and allow this to happen and our agency is committed to this end.

Our former strategic plan was a very appropriate step for us, as we initiated this process for our agency. We accomplished much of what

we set out to do. We added full time continuing education and automation consultants for improving public library services; our communications have improved considerably, especially through our Home Page on the Web (see the statistics in this report that put us in the top 100 sites for non-federal sites); our internal automation of public records functions improved a great deal with the implementation of an online catalog on the KDLA website and our entry into the electronic imaging environment; we have become important agents for citizen access to EMPOWER Kentucky services even as we have helped our state implement the new Gates Library Initiative to make Internet access available in public libraries; processes for assessing customer needs have been initiated, to strengthen future planning; and, we took on a major leadership role as the Kentucky Commonwealth Virtual Library grew from work we had done with the Kentucky Library Network and a long time planning effort by the state's public universities.

Back home at KDLA, every employee either has a computer or has ready access to one to increase their job satisfaction and performance; we initiated agency-wide training for our staff to better utilize technology; internal communications are greatly enhanced on critical issues and we instituted an internal newsletter and an annual Staff Development Day to better serve and work as a team; we began business process improvements to improve our support of technology in the department and to strengthen our records management systems; and, we developed many other internal means to improve our ability as an agency to better serve the people of Kentucky.

Now, we have set about our work within a new strategic plan, with more input from our customers and partners, as well as broad-scale staff involvement, to make sure we are addressing all issues properly. Planning and teamwork have become part of our organizational culture



KDLA WEB FACTS

Total 'hits' (excludes graphics and KDLA personnel access) for the past year (October 1998 - September 1999) are 1,315,309.

International users from at least 87 countries have visited the KDLA website in 1999.

Our web pages are ranked 86th for Non Federal Government sites in Webjump's Top 100 Web Pages.

better serve our citizens. As we work on this new plan, we ask all those who serve the same customers that we do to focus on meeting the customers' needs rather than our own - it's time to empower these customers to meet the challenges of the 21st Century, in order to achieve Governor Patton's goal of our state rising to and exceeding the national stan-

dard of living in the next twenty years.

Please join us as we strive to add value to living, learning and working for every Kentuckian in the new millennium.

James A. Nelson
State Librarian and
Commissioner

Mission Statement

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

Vision Statement

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

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

Core Values/Guiding Principles

TEAMWORK

We believe that in today's complex work environment success requires collaboration and cooperation among co-workers. We will promote open communication and a work environment which will assure quality results and win-win solutions.

PROFESSIONALISM

We are committed to providing an environment that will encourage staff to develop to their fullest potential through opportunities for continuous learning in an ethical, principled environment.

LIFELONG LEARNING

We believe lifelong learning opportunities are essential for enriching personal and professional lives and that libraries

enhance and promote lifelong learning by serving the information, cultural and leisure needs of all community members.

EQUITABLE ACCESS AND PRIVACY

We are committed to providing consistent and widespread access to information resources, while addressing the confidentiality and privacy concerns of government and all citizens.

We believe that every citizen in the Commonwealth has the fundamental right, as embodied in the U.S. Constitution and the Bill of Rights, to have access to all expressions of knowledge, creativity, and intellectual activity, and to express their thoughts publicly.

QUALITY SERVICE

We are committed to delivering quality service, which is friendly, flexible, and focused on responding to customer information needs. We value innovation and seek continuous improvement in the way we provide services.

PARTNERSHIPS

We believe that collaboration and cooperation will be essential ingredients of all services and that partnerships will be integral components of the economic and educational future of our business.

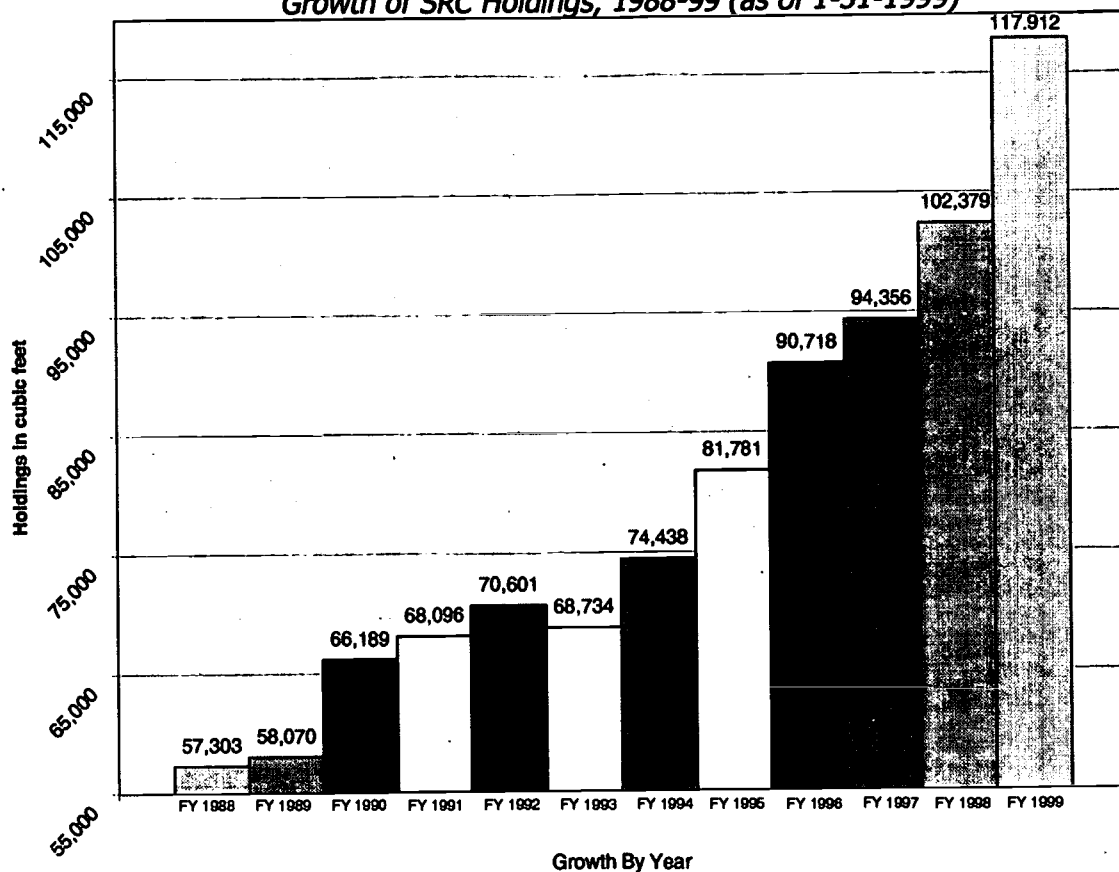
GOAL ONE

To provide effective services that meet the needs of library and public records customers.

- Develop an on-going planning strategy to evaluate customers needs and service delivery in anticipation of future needs and continuing change.
- Appraise and assess KDLA information resources to determine appropriate management and access strategies.
- Assist libraries and government agencies to better use technology for implementing services.
- Offer continuing education and training opportunities that meets customers needs.
- Seek equitable access to state funding for library and information services for all Kentuckians.
- Implement policy, standards, and programs to assure that all Kentuckians have access to quality public library services in every county.



Increase in Demand for Services, State Records Center (SRC) Reflected in Growth of SRC Holdings, 1988-99 (as of 1-31-1999)



KDLA conducted six focus groups consisting of library directors, library support staff, trustees and state employees. The purpose of the focus groups was to uncover local level vision, perception of barriers, and desired roles for KDLA. Participants consistently expressed their appreciation for dialogue at the local level, while sharing their expectations for interacting with KDLA.

The customer service I receive from the AV staff is always excellent. We use the video collection at KDLA frequently because we get the films promptly and we get the subjects we need. - Washington County Public Library

I want to sincerely thank you for all your work and effort in finding the divorce decree on my father. It will be very helpful in my plight to get my stepmother started on some kind of help from the Veteran's Administration. It is so nice to know someone is there who can answer the questions that always come up or provide the document that is needed.

Thanks for the info. "AskLib" - what a great idea!

The sessions made me aware that I influence a child in the library. Their rights are the same as adults. Sometimes we forget. - Public Library Institute Evaluation

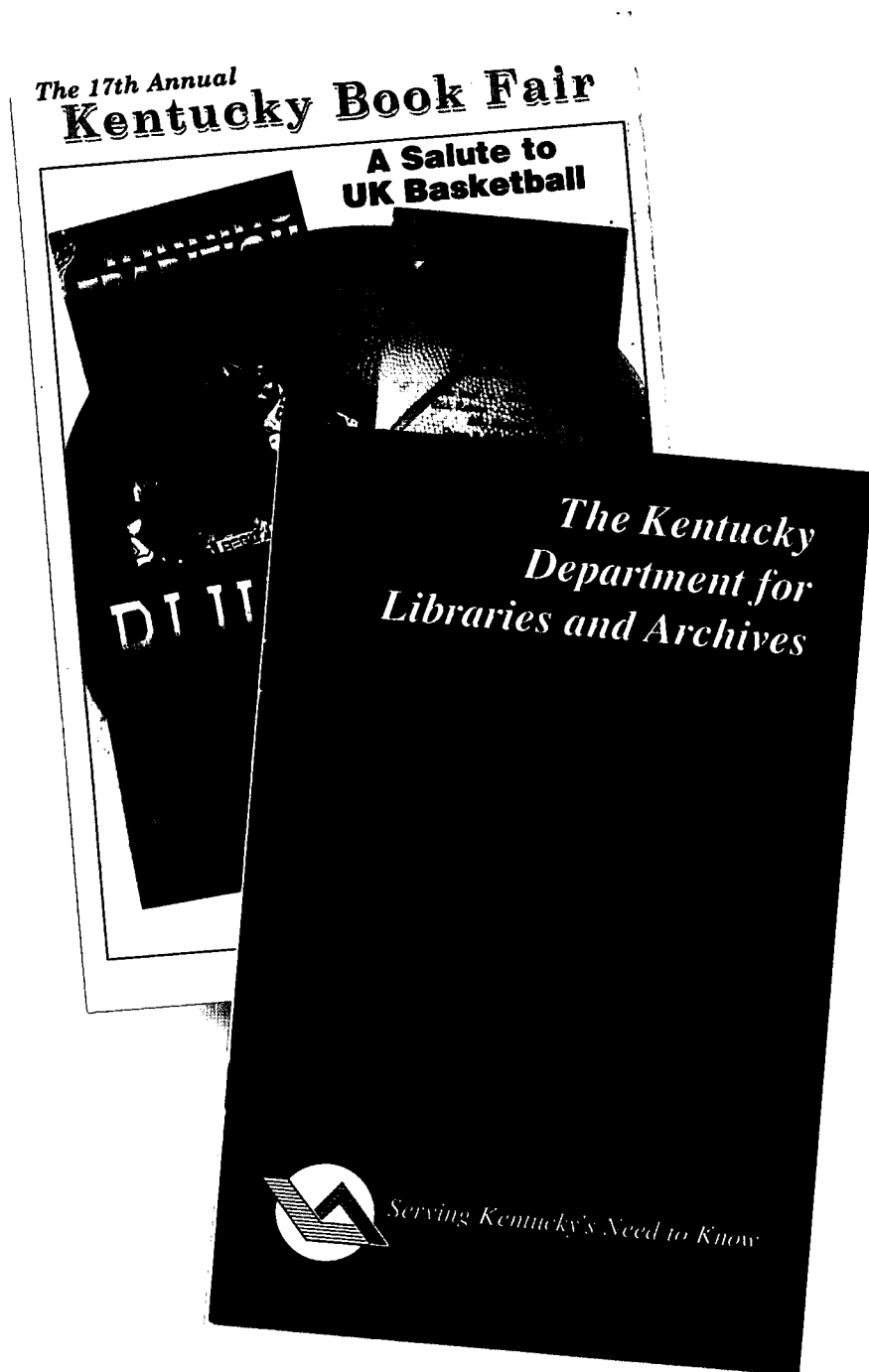
The State Library has been a great resource for me. I used it for 20 years as a state employee and, now that I am retired, I continue to use it regularly for my consulting business, driving from Louisville. I especially appreciate the accessibility of the fine collections and the helpful, related services.

I'd be operating with a serious deficit without the Kentucky Department for Library and Archives research/reference service. The reach of the service is incredible.

GOAL TWO

To build effective and productive partnerships with other organizations and public agencies for enhanced management of and access to information and services.

- Identify and articulate KDLA's role as a part of the Commonwealth's initiatives for addressing the needs of all Kentuckians.
- Develop a planned approach to help public libraries position themselves as partners in public service initiatives.
- Improve the visibility and marketing of libraries and public records services through enhanced partnerships.
- Develop partnership strategies to enable public agencies to more effectively manage their records.



My opinion is that we are here to make books and reading fun, not mandatory. Reading at school is not always a "fun" activity for some children and I think if we can show them that reading is exciting, funny adventurous, scary or whatever. That's why we're here. - Grant County Public Library

Thanks, Bill!
Gates Foundation funds
put Greenup County
Library on info highway

I loved this class! I was able to work at my own pace in the comfort of my own home. I did not feel isolated because my instructor was only an e-mail message away. The online courses are a great boon to us out here in the country. Thank you so much for providing this opportunity. And please, please offer more.

They often express their appreciation verbally, and at Christmastime the students presented the public library an album filled with notes, letters, and illustrations of appreciation. Students seem to feel comfortable at the Scott County Public Library and have developed an outstanding relationship with library staff.

We are thankful that the Empower KY grant has made it possible for us to move out onto the Information Highway. It has also made us aware that we need to get out of our rut of complacency. Everyone has been so helpful and encouraging. I greatly appreciated the clear workable grant administration; excellent training; good PR staff; and helpful attitude of the KDLA staff.

We here in the Clerk's office wish to take this opportunity to extend our appreciation to you and your staff for the effort put forth in obtaining our grant. This grant has made it possible for new computers and indexing, that has vastly improved the efficiency and the level of service for the users of our records section.

I want to thank you and your division for all of the help supplied during the transfer of our closed attorney files. This was a project involving almost 1000 boxes that was tackled over the past three months. Your staff was so personable and professional while handling our questions and training - they truly made this a more pleasurable experience! You can be proud of such competent staff.

The Regional Offices are very important. The Regional Librarian is KDLA's most valuable tool. Once again, the Regional Office has helped with all of the new and perplexing experiences we have had this year. Without their experience and knowledge, this library could not function. - Garrard County Public Library

GOAL THREE

To improve employee job satisfaction and agency operations.

- Encourage an open communication environment that provides the information employees need to fully participate in the workplace.
- Create a comprehensive plan to provide opportunities for employee continuing education and training that will enhance skills and productivity in the workplace.
- Increase the effectiveness and efficiency of selected business and service delivery processes.
- Create a personnel plan that supports regular review and update of classification and compensation, and the hiring and retention of high caliber employees.

KDLA Employee News

Volume 3 Issue 1

Summer 1999





Enjoy staff all getting together and interacting with others. Enjoy having this day! Renews our energy and gives us opportunity to expose and learn more about what life's all about aside from our job. - Staff Development Day, 1999

Thanks to the department's training workstations and library of videotapes and printed guides I have been able to receive hours of clear instruction at a pace I can control. For those of us suffering from chronic MDD (Memory Deficit Disorder) the training tapes provide not only an excellent way to review problem areas but to discover new ones. Thanks again Training Team.

The IT staff I have had to assist me, with my many problems, have always been very understanding, polite and willing to explain what was wrong. All have conducted themselves in a very professional manner.

I think you all are doing a very nice job with the KDLA Employee News. You must be very pleased with the level of participation from the staff.

Ziff-Davis University (online computer training) has continually made their site easier and easier to use. I am so glad we have had the opportunity to be able to utilize them - Green River/Pennyrile.

Serving Kentucky's Needs

The Kentucky Board for the Certification of Public Librarians certified 329 public library staff and directors.

140,050 Kentuckians viewed 10,750 films and videos from the State Library's collection.

Public Records Division staff made 6,798 records management assistance contacts with state and local government agencies.

Four Library Technology/Data Conversion grants totaling \$40,000 were awarded to the Rockcastle County Public Library and to the libraries of the Mid-Continent College, the University of Kentucky, and the University of Louisville.

5,760 rolls of security microfilm were accessioned.

10,321 cubic feet of records were evaluated by the Local Records Program.

KDLA offered 45 workshop sessions covering EMPOWER Kentucky, KLN OCLC FirstSearch, KLN OCLC ILL, assessment of library services, and other technology-related workshops, attended by 1,042 staff from KLN member libraries.

7,325 requests were processed by the State Library Interlibrary Loan Unit (requests both to lend materials from the State Library collections and to borrow materials not owned by the State Library).

9,005 rolls of microfilm were duplicated.

665,000 information searches were performed on KLN OCLC FirstSearch Service (unlimited access to thirteen electronic databases).

2,600 reference/research questions were processed by three Kentucky Library Information Center (KLIC) offices for Kentucky public libraries.

8,425,240 documents were microfilmed.

KLN libraries processed more than 175,000 interlibrary loans.

Nineteen archival workshops, presentations, or tours were attended by 410 people.

The Cataloging Center provided standardized access to 5,528 books, serials, sound cassettes, CD-ROMs, and videos for State Library collections and county public libraries.

KLN Annual Membership Meeting was attended by 85 staff from KLN libraries.

96,415 cubic feet of records were destroyed at the end of their retention period, resulting in cost avoidance savings of \$17,354,700.

120,059 individual preservation actions were performed on documents treated by the Documents Preservation Lab.

State Library Collections included 115,000 books and audios; 9,700 films and videos; 55,650 federal documents; 1,300 journal and newspaper subscriptions; and 10,300 additional items in the Kentucky clipping files.

Book sales at the 1998 Kentucky Book Fair totaled \$127,179. Book grants of \$7,000 each were awarded to Hickman County Elementary School and Shearer Elementary School in Clark County; and \$1,000 was awarded to Operation ROAR in Franklin County.

The Kentucky Talking Book Library and sub-regional libraries circulated 238,529 items to 5,427 users.

Thirteen scholarships were given for librarians to attend the McConnell Literature Conference at the University of Kentucky.

8,821 researchers were served in the Archives Research Room.

KDLA staff attended 342 work-related classes, seminars, and conferences.

13,500 information requests were answered in the State Library Reference Room.

29,756 research requests were answered in the Archival Services Branch.

929 state publications were processed and cataloged, for a total of 12,921 items in the state publications database.

A total of \$93,471 was awarded in public library building renovation grants.

32,810 rolls of microfilm were used by researchers in the Archives Research Room.

10,114 original records were used by researchers and staff in the Archives Research Room.

Competitive construction grants totaling \$600,000 were awarded to the Bowling Green, Spencer County, and Scott County Public Libraries.

89,515 photocopies of government records were made for patron use.

Forty-eight local records grants were awarded totaling \$629,741.

18,970 large print books in 271 deposit collections were circulated to public libraries in all thirteen regions.

The State Archives Center was near capacity with holdings of 91,746 cubic feet of government records.

Kentucky Talking Book Library owns 28,212 miles of cassette tapes in its book collection - more than the circumference of the earth at the equator.

A grant was awarded to the University of Louisville for the Kentucky Union List of Serials.

The State Records Center held 117,744 cubic feet, a 15% increase from last year.

A \$10,000 competitive grant was awarded to the Scott County Public Library to establish a Library/School Partnership - "Books, Buses, and a Storytelling Bash" - that served over 2,300 children and 55 adults.

559 library staff, directors, trustees, students, officials, and friends of libraries attended statewide continuing education workshops.

KDLA staff administered 149 EMPOWER Kentucky Technology grants totaling \$593,020 to public libraries throughout the state. Funds provided workstations that allow direct patron access to the Internet.

TO KNOW, 1998 - 1999

Competitive grants of \$20,000 each were awarded to the Bluegrass South Regional Children's Cooperative and the FIVCO-Big Sandy Regional Children's Cooperative with the goal to improve public library services to children and young adults.

A \$10,000 Economic Development grant was awarded to the Casey County Public Library to form a partnership with the Chamber of Commerce to promote tourism and update and increase the library's local history collection.

The State Records Center answered 16,164 requests for record use.

Ten bookmobiles or other outreach vehicles, at the cost of \$236,605, were awarded to Harlan, Harrison, Hopkins, Knox, Letcher, Mason, Rowan, Todd, Kenton, and Morgan County Public Libraries.

Volunteers worked 6,287 hours to process archival records.

Six issues of *SELECTIONNOTES* were published and distributed to public libraries for the purpose of assisting staff with materials selection and management.

KDLA provided over 14 regional and local workshops to help public libraries complete e-rate applications and help them prepare for future technological changes.

Grants totaling \$891,625 were awarded to countywide public library systems for enhancing their print and non-print collections to meet local needs.

Seven issues of *Technology Update* were distributed to all Kentucky public libraries.

Regional library consultants and administrative assistants in 13 regions recorded 50,398 contacts with public library staff and trustees.

E-rate applications from 90 Kentucky public libraries were approved, for a total of \$1,287,365; the average e-rate discount percentage for Kentucky public libraries was 73%.

The regional offices facilitated 138 construction meetings, 55 regional meetings for public library directors, 78 long-range planning meetings, and 76 meetings to promote regional cooperation.

Five teleconferences, with statewide viewing capabilities, were sponsored by KDLA.

Regional library consultants attended 923 board meetings, conducted orientation sessions for 84 new trustees, and distributed approximately 1,200 copies of the *Kentucky Public Library Trustee Manual*.

Approximately 190 public librarians worked on the 1999 Kentucky summer reading program, *The Art of Reading*. Manuals, posters, bookmarks, and clip art were produced and made available to all public libraries for use in the program.

KDLA, as KLN Cataloging Agent, added 377,214 records from non-OCLC cataloging contributors to the OCLC database for resource sharing purposes.

Nine workshops addressed automation and remote access on Bookmobiles.

KDLA staff coordinated three Lexington Community College courses that were offered over the Internet - Reference, Web Publishing, and Collection Development - and had an enrollment of 128 students.

The regional library consultants supplemented KDLA's statewide continuing education program by holding 165 regional workshops, which were attended by 2,221 public library staff and trustees.

84 public library staff received \$7,415 in tuition assistance and registration reimbursement for library-related continuing education opportunities.

KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES

Budget Summary

For the Fiscal Year Ended June 30, 1999

<u>Source of Funds</u>	<u>Amount</u>
General funds	\$13,003,200
Federal funds	2,618,935
Agency funds	<u>1,368,500</u>
Total	<u>\$16,990,635</u>



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Name (Signature):	Dr. Kelly Scott Reed	Position/Title:	Executive Staff Advisor
Organization/Address:	Kentucky Department for Libraries & Archives 300 Coffee Tree Road, P.O. Box 537 Frankfort, KY 40602-0537		
Telephone:	502.564.8300	FAX:	502.564.5773
E-MAIL Address:	Kelly.Reed@kdla.net	Date:	20 November 2000