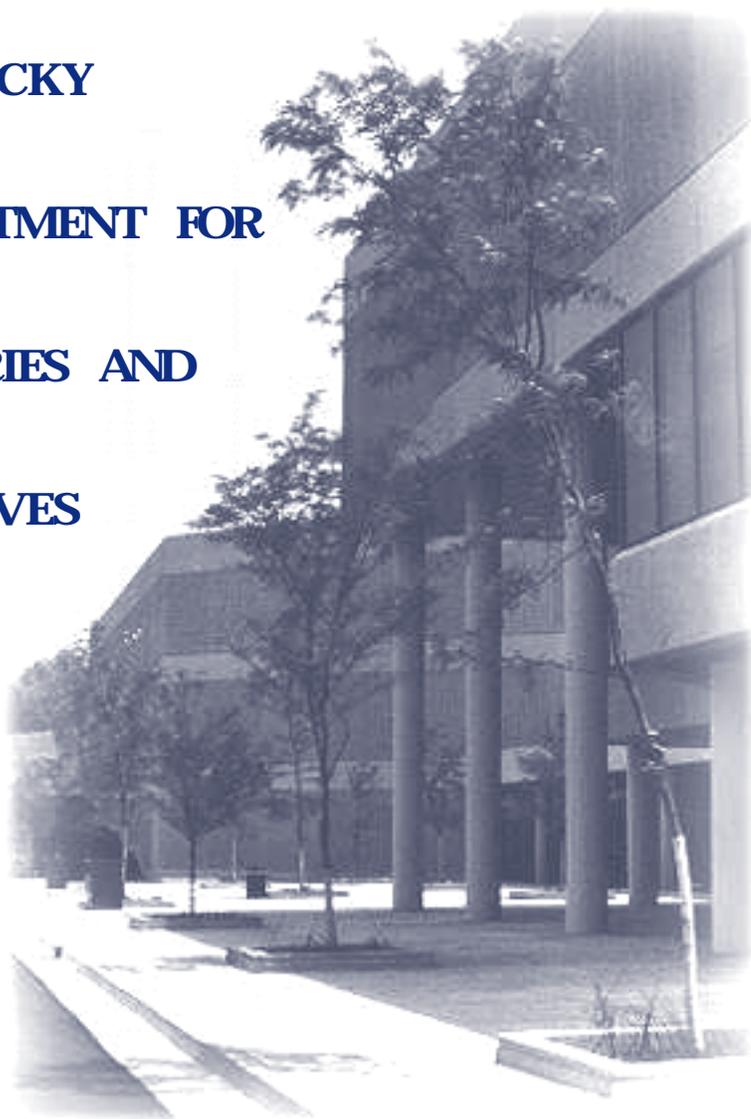


**K**ENTUCKY  
**D**EPARTMENT FOR  
**L**IBRARIES AND  
**A**RCHIVES



**Annual Report 1997-1998**  
*Serving Kentucky's Need to Know*

KENTUCKY  
DEPARTMENT FOR  
LIBRARIES  
AND  
ARCHIVES



ANNUAL REPORT  
1997-1998



**Paul E. Patton  
Governor**

**Roy P. Peterson, Secretary  
Education, Arts and Humanities Cabinet**

**James A. Nelson  
State Librarian and Commissioner**

**Published by  
Kentucky Department for  
Libraries and Archives  
P.O. Box 537  
Frankfort, KY 40602-0537  
(502)564-8300 \* Fax (502)564-5773  
<http://www.kdla.net>**

**1998**

**Printed with Library Services and Technology Act Funds and State Funds.**

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# Contents

FROM THE CABINET SECRETARY	i
FROM THE COMMISSIONER	ii-iii
Partners for Progress in a Global Village ❖ EMPOWER Kentucky ❖ Gates Library Foundation Grants ❖ The Commonwealth Virtual Library ❖ State Records Services Center	
INFORMATION SERVICES	1-5
State Records Services Center ❖ State Archives Catalog Unveiled ❖ Archival Reference Increases ❖ Document Imaging Services Available ❖ World Wide Web ❖ Public Internet Access Becomes Available ❖ Workshops for Public Library Staff ❖ Map of Library Information Services and Technical Assistance ❖ Audiovisual Booking System Upgraded ❖ Regional Library Consultants ❖ Kentucky Talking Book Library ❖ Bookmobiles ❖ Technology & Automation Program Launched ❖ Institutional Library Services ❖ Web Discussion Forum	
COMMUNICATION & PARTNERSHIPS	6-10
KDLA Goes to the Kentucky State Fair ❖ Kentucky Book Fair Raises Funds for Libraries ❖ State Advisory Council on Libraries ❖ Construction and Collection Management Grants ❖ LSTA Funding Totals More Than \$2 Million ❖ KLN Annual Meeting ❖ CLARC/KLN Cataloging Agent ❖ EMPOWER Kentucky ❖ Gates Library Foundation Grants ❖ LCC Internet Classes ❖ Rural Library Conference ❖ KET/Mr. Rogers' Sweater Drive ❖ Grants to Local Government ❖ Children's Services Cooperative Grant ❖ School and Public Library Partnership Grant ❖ Economic Development Grant Awarded ❖ Arizona/Kentucky Summer Reading Program ❖ Training for Children's Librarians ❖ Records Management Consultant Services ❖ Friends of Kentucky Public Archives, Inc.	
STAFF SUPPORT	10-11
Business Process Improvement ❖ KDLA Coordinates Continuing Education ❖ Staff Development	
SELECTED KDLA PUBLICATIONS	12
Directory of Libraries and Archives ❖ Statistical Report ❖ Picks for Public Libraries ❖ KDLA Annual Report	
LOOKING TOWARD THE FUTURE	12
SERVING KENTUCKY'S NEED TO KNOW, 1997-1998	13-14

## *From the Cabinet Secretary*



I would like to welcome you once again to the Kentucky Department for Libraries and Archives' **Annual Report**. KDLA continues to admirably carry out its mission of "Serving Kentucky's Need to Know," and this fourth annual report bears witness to the accomplishments of 1997-1998. Once again, the KDLA Communications Team, authors of the report, have chosen to discuss the year's happenings in the three logical categories of Information Services, Communication and Partnerships, and Staff Support.

In this era of rapid technological advances, KDLA's information services – a myriad array – are more important than ever. The brilliant success of the EMPOWER Kentucky "Internet Access in Public Libraries" pilot project during the year, a proud part of Governor Patton's whole EMPOWER Kentucky strategy, is ample proof of the advancing nature of these information services. This first section of the report continues to advocate the urgent need for a proposed State Records Services Center, which the Cabinet fully supports.

Partnerships, too, have never been more important. All the agencies of our Education, Arts and Humanities Cabinet are partnering with the Kentucky Historical Society right now, looking toward the opening of the new Kentucky History Center next year. KDLA is one of fourteen diverse agencies in our Cabinet, which itself is a sum greater than its parts. One of our hallmarks, in fact, is facilitating cooperation and further partnering among these agencies, along with others in state government and in the private sector as well.

The Education, Arts and Humanities Cabinet's charge is to preserve Kentucky's heritage, to prepare for its future, and to promote a statewide culture of lifelong learning. With the coming of the Commonwealth Virtual University – and its vital component, the Commonwealth Virtual Library – we are making great strides toward fulfilling our mission. To KDLA, and especially to its partners in local government agencies and libraries all across the Commonwealth: congratulations on your continuing good work!

Roy P. Peterson, Secretary  
Education, Arts and Humanities Cabinet

A handwritten signature in black ink that reads "Roy P. Peterson". The signature is written in a cursive style with a long horizontal line extending from the end.



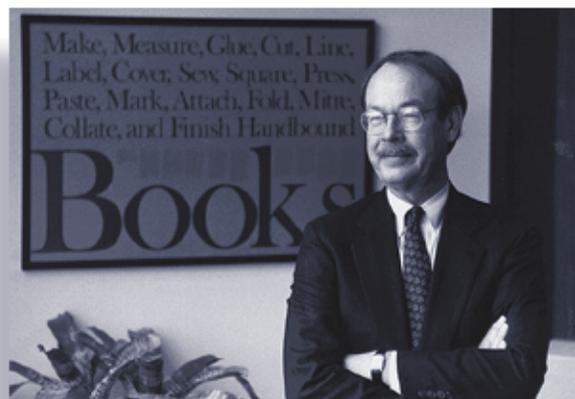
In Memoriam, Roy P. Peterson, Ph.D.  
November 16, 1934 - November 28, 1998



## *From the Commissioner*

### ❖PARTNERS FOR PROGRESS IN A GLOBAL VILLAGE ❖

The American Library Association's theme for 1998 was "Global Reach - Local Touch." This theme was echoed in the National Association of Government Archivists and Records Administrators 1998 program, "No Boundaries: Redefining Government Records Concerns." How appropriate for what has been happening in Kentucky this year! Technology has changed many things in this world, but no more so than in services provided by our libraries and in the management of public records. The Kentucky Department for Libraries and Archives is a link between the world of technological change and these important aspects of life in the Commonwealth. The local library will be the connecting point between technological change and the individual citizen, and government will be more accessible through electronic access. A simple concept is driving new interest in local libraries and access to government information and service: the Internet public access workstation in the public library is the local citizen's doorway to opportunities never before available. The department participated in four initiatives related to these national themes during 1997-1998:



### ❖EMPOWER KENTUCKY ❖

A priority of our library staff this year has been to complete the allocation of technology grants, both from Governor Patton's EMPOWER Kentucky program, and from the Gates Library Foundation grants. EMPOWER aims at technological access to information in local libraries, but also at "government service" in the library as well - patrons filing tax forms and getting jobs, for instance. We will be seeing a new type of service in our public libraries; and to that end, we have designed training to help library staff adjust to these demands. The pilot project that took place in twenty-four libraries was a great success early in 1998; we began the conclusion of the EMPOWER rollout during the fall of 1998.



### ❖GATES LIBRARY FOUNDATION GRANTS ❖

The Gates Library Foundation was founded in 1997 to partner with public libraries in bringing access to computers and digital information to library patrons throughout the United States and Canada. This is one of the most exciting developments for public libraries in recent memory. Following the grant application phase in the fall of 1998, the initial workshops for grantees will be held in January, followed by installation of equipment and training classes, and ending in mid-June of 1999. We have high expectations for the widespread success of this new program in all of Kentucky's libraries, and our next Annual Report will offer an overview of the GLF grants.

### ❖THE COMMONWEALTH VIRTUAL LIBRARY ❖

A result of the 1997 special session on higher education is a program to offer courses via a "Commonwealth Virtual University" (CVU). An important companion program is the development of a "Commonwealth Virtual Library" (CVL), with funds for public libraries. The first piece of the "Virtual Library" will be to expand access to various databases from what is currently available from the Kentucky Library Network FirstSearch project. With new funds from the Council for Postsecondary Education, this project will also support document delivery, convert Kentucky resources to electronic format, expand the technology infrastructure to allow all libraries to participate, and

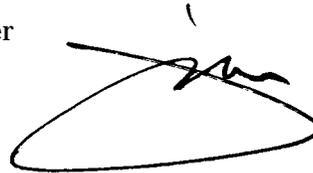
offer a strong information literacy training effort. For more information about this major program, consult the CVU web site at <http://www.nku.edu/~kycvu/>

❖ **STATE RECORDS SERVICES CENTER** ❖

KDLA continues to request the construction of a building addition to provide space for expanded public records services to the public and to other government agencies. A modern records services center will allow KDLA to fulfill its record-keeping responsibilities and will provide greater access for citizens to the records created by their government. In this electronic age, government agencies continue to generate paper records that need to be retained permanently as documentation of government policies, programs, and services. Meanwhile, KDLA seeks funding for additional records storage space and for reformatting these records to conserve space and to make the information in the records widely available. The State Records Services Center will serve this dual purpose.

Indeed, in all these initiatives, KDLA is truly a link between rapid technological change and the citizens of the Commonwealth. All of these initiatives have drawn on strong partnership efforts. The department has joined other state agencies, local government, and public libraries to add value to living, learning, and working in the Commonwealth.

James A. Nelson, State Librarian and Commissioner  
Kentucky Department for Libraries and Archives

A handwritten signature in black ink, appearing to read 'James A. Nelson', is written over a large, hand-drawn oval shape.

# Information Services

## STATE RECORDS SERVICES CENTER

One of the central responsibilities of a democratic government is to provide evidence of its policies and administration for public consumption and to document itself for posterity. This is why the care and administration of government records is so important in the Commonwealth of Kentucky. One of the missions of the department is to ensure that government agencies, programs, and policies are adequately documented, and that that documentation is available to the public for general use.

In order to meet government obligations for keeping records, the department continues to seek funding for the State Records Services Center. In keeping with the goals of the Commonwealth of Kentucky's Strategic Information Technology Plan, the department is planning for a 102,500 square foot addition to the Clark-Cooper building to meet the information needs of state and local government agencies. We are currently seeking increased state funding in order to maintain records services to agencies, conduct records business electronically, and ensure electronic access to records. Without increased funding to expand the department's document imaging capacity or to enlarge our storage capacity for paper records, the challenge of maintaining these vital services can only become more daunting.



## STATE ARCHIVES CATALOG UNVEILED

The *Catalog of Kentucky State Archives Holdings* is now accessible to the public on the department's web site. This new tool will significantly enhance access to the state and local government records holdings of the Kentucky State Archives, many dating back to statehood in 1792. The catalog contains descriptions of more than 10,000 of these government record collections. Much like standard online library catalogs, it is easily searchable by subject, agency name, record type, and title. The catalog is just one part of an integrated archival and records management system that will be constructed by Public Records Division staff over the next several years, further increasing access to documentation of Kentucky's government.



## ARCHIVAL REFERENCE INCREASES

With the nature of archival reference requests changing in this increasingly electronic age, archival reference staff are seeking other ways to provide electronic access to their customers. With customers from the Commonwealth and from all over the country, it was a priority for archival reference staff to provide information about holdings and available research services to the public via the department's web site. Users are increasingly relying on the department's web site for information about events, services, and hours of operation. The *Catalog of Kentucky State Archives Holdings* is a first step in making information about records available to the public more widely known. This, and other information resources that can be made available to the public through the Internet, will continue to make access to public records easier and more available.

## **DOCUMENT IMAGING SERVICES AVAILABLE**

A document conversion center establishes the capacity of the department to offer document-to-electronic image-conversion services to state agencies. It also facilitates development of standards in imaging conversion, known as backfile conversion, or the digitizing of previously recorded document images. KDLA continues to work with the Kentucky Information Resources Management Commission, the Department of Information Systems, and other state agencies to ensure that large-scale document conversions associated with imaging projects ensure the cost-effective administration of public records.

## **WORLD WIDE WEB**

KDLA's web site saw a 50% increase in visitors this year, with almost 200,000 individuals using the site. Amassing a total of more than 900,000 hits this year, the KDLA web site has proved to be very useful to the general public, to librarians, and to state and local government staff. Visitors are using the site to find out about our information sources and services, to link up with many other sites, and to conduct professional transactions from their libraries or government offices, as well as from home. Among the numerous features added this year are a *Catalog of Kentucky State Archives Holdings*, an Internet Public Access Policy, and a Public Library Discussion Group. As this year closes, KDLA's strategic planning team is beginning to look at the overall coordination of the web site, as well as its redesign in the coming months.

## **PUBLIC INTERNET ACCESS BECOMES AVAILABLE**



Because of the increasing importance of the World Wide Web as a serious research tool, visitors to the agency were given access to the Internet. In the spring of 1998 four dedicated public access workstations were installed, two each in the Archives Research Room and the Reference Room. This came about after considerable discussion, planning, and policy writing by professional staff and review by the Attorney General's Office. For the convenience of our customers, as well as to assure the highest possible quality of information, staff selected and highlighted numerous World Wide Web sites of special interest to library researchers and genealogists to assist customers in navigating the Internet.

## **WORKSHOPS FOR PUBLIC LIBRARY STAFF**

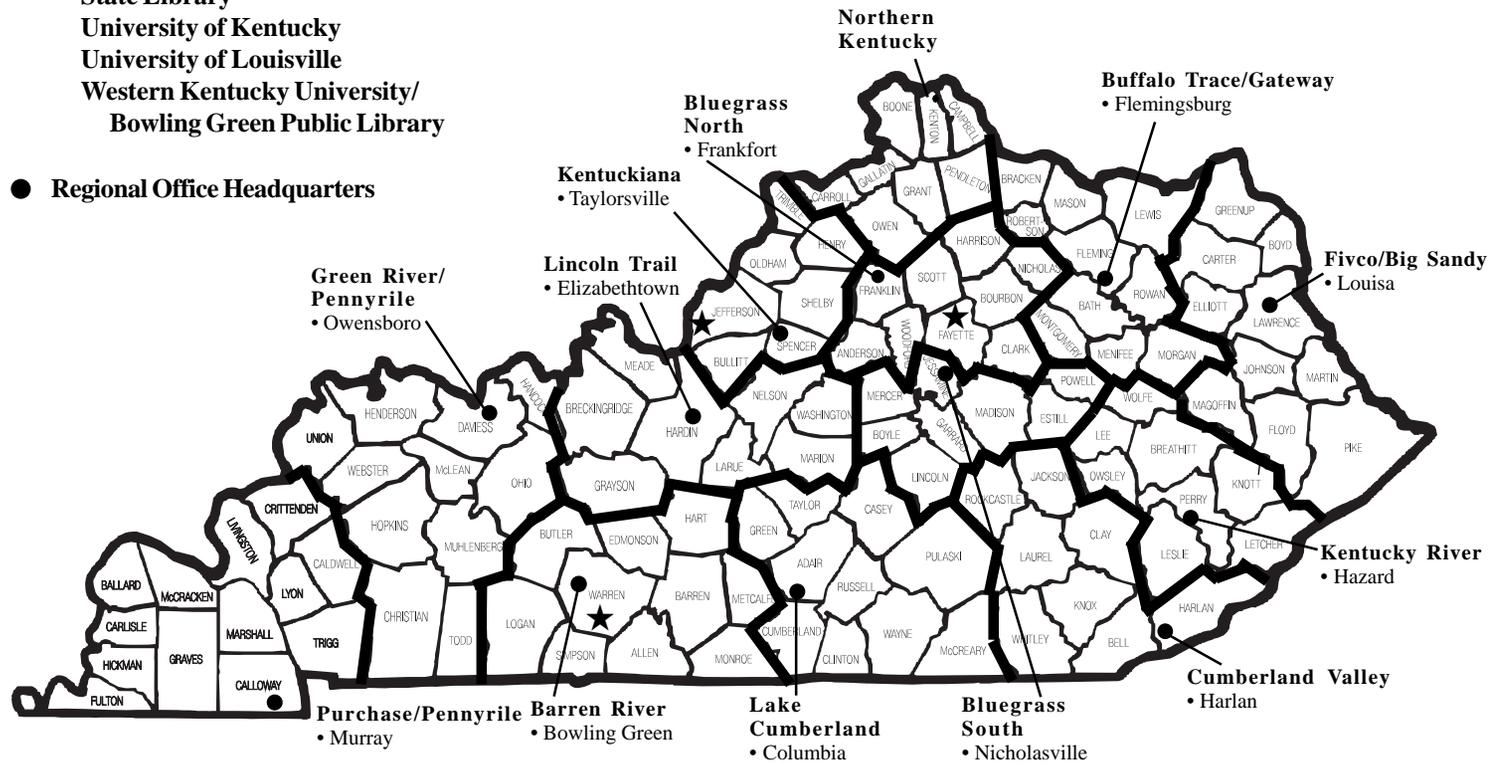
In order to better prepare for the increasing demands and complex needs of the public, two day-long workshops were conducted for public library staff. Professional librarians advised on conducting the reference interview, using federal government documents, searching online databases, and researching special areas including automotive repair, songs, foundations, grants, and unique resources at the State Library such as the extensive collection of Kentucky clipping files. Archival staff discussed genealogical resources, access to public records, and state publications. These workshops proved so popular and successful, that the same workshop was repeated twice in the fall.

## *Library information services and technical assistance throughout Kentucky*

★ **Information Centers:**

- State Library
- University of Kentucky
- University of Louisville
- Western Kentucky University/  
Bowling Green Public Library

● **Regional Office Headquarters**



## **AUDIOVISUAL BOOKING SYSTEM UPGRADED**

The Audiovisual Unit purchased hardware and software upgrades, preparing the way to allow customers Internet access to the film and video booking system. Planning continues for libraries and government agency customers to have electronic access to the State Library's audiovisual catalog, thus reducing or eliminating the need to print a costly cumulative film/video catalog. Electronic access to the booking system will allow our customers to reserve films and videos.

## **REGIONAL LIBRARY CONSULTANTS**

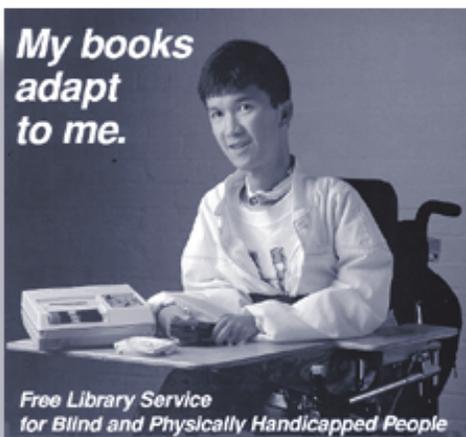
The Field Services Division is responsible for providing technical and financial assistance to Kentucky's public libraries and for administering library services to visually, physically, or reading disabled Kentuckians. Technical and financial assistance is provided through consultative services, a variety of grants and continuing education opportunities.

Regional Library consultants in thirteen regions work directly with public librarians and public library boards of trustees to provide assistance in library development issues, ranging from fiscal operations and personnel management to long-range planning, programming, and public awareness.

The Public Library Development Program, including the regional system, is currently undergoing review. The services to be provided through this program, as well as the method of delivering those services, will be fully investigated through a strategic planning process.

During 1997-98, regional librarians recorded 42,768 contacts with public library staff and trustees. They provided orientation and training for sixty-four new trustees and attended 777 board meetings. Other meetings included ninety-three construction sessions, forty-three meetings of library directors, and twenty-three long-range planning meetings. In addition, regional offices administered thirteen audio and video consortiums.

## **KENTUCKY TALKING BOOK LIBRARY**



The Kentucky Regional Talking Book Library served 5,421 patrons during the past fiscal year with a total circulation of 236,565. KTBL staff made 14,490 contacts with patrons, translating to 1,207 per month or fifty-eight per day.

Thirty-five Kentucky books were recorded by volunteer readers during 1997-1998.

The circulation of descriptive videos for the visually-impaired increased 56% to 1,026.

The Kentucky Talking Book Library began two major projects in FY98. The first was to weed the collection of older Braille books and recorded books on disc. Once this project is complete, the shelving will be exchanged and reconfigured to

provide extra room for new Braille and cassette books. The second project was to begin a beta test of READS II, the first rewrite of the circulation and inventory software since 1985. The new software will solve the Y2K problem, giving extra capacity and speed, and providing greater data integrity than the previous DOS-based system.

## BOOKMOBILES

For decades bookmobiles have played a major role in delivering quality library service to those in geographically remote areas or to those who cannot otherwise use the library. In 1997-1998, KDLA purchased eight new bookmobiles for public libraries across the state. This program was also expanded to include the purchase of outreach vehicles, such as vans. Two counties utilized this option.

**Books, Bytes & By-ways**, a two-day Bookmobile/Outreach conference was held in Lexington during August 1997. Over one hundred Bookmobile/Outreach Services Librarians representing seventy-five counties attended this conference.

## TECHNOLOGY & AUTOMATION PROGRAM LAUNCHED

KDLA established the position of Technology Consultant, and the **Technology Support for Public Libraries** program, to provide public libraries with the expertise to keep abreast of the latest technological applications in expanding and enhancing library programs and services.

The Consultant assisted five county libraries in automation projects and conducted seventeen workshops attended by 418 public library staff and trustees covering topics such as Technology Planning, New and Emerging Technology, Computer Hardware/Software, Connectivity Issues and Telecommunications. Several issues of a technology newsletter were also published and distributed to the public libraries.



The consultant has been instrumental in informing librarians about the Universal Service Fund's "e-rate program" in the Commonwealth (a program that promises substantial telecommunications savings for public libraries and schools), answering over 5,100 questions on the e-rate process between mid-December 1997 and the close of the application window on April 15, 1998.

## INSTITUTIONAL LIBRARY SERVICES

The eighteen state residential institutions (prisons, mental hospitals, youth centers, and schools for the mentally and physically disabled) participating in the Institutional Library Services program had a combined population of 9,680, with 505 of these being school-age children. These residents visited their libraries 263,694 times and checked out 465,076 library materials.

Since federal funds for collection development have ceased, these institutional libraries are having to look elsewhere for support. The correctional libraries along with the schools for the deaf and blind are finding new sources of funding, albeit slightly less than what they had in the past. Institutions for the mentally ill, retarded, and juvenile treatment centers are finding very little in terms of replacement funding.

## WEB DISCUSSION FORUM

KDLA has inaugurated an Internet public library discussion service, which may be found on the World Wide Web at:  
[http://www.kdla.state.ky.us/Kypublibs/Kypublibs\\_frm.htm](http://www.kdla.state.ky.us/Kypublibs/Kypublibs_frm.htm)



# Communication & Partnerships

## **KDLA GOES TO THE KENTUCKY STATE FAIR**

Over 671,000 people attended the 1997 Kentucky State Fair, where an exhibit in the South Wing called “Kentucky Communities” included a literary display featuring contributions from public library advocates from all over the Commonwealth. The contributions, in the form of quoted paragraphs about Kentucky communities, were displayed with a variety of illustrations, and there were specific sections on children’s

literature and community histories. To accompany the literary exhibition, members of KDLA’s Communications Team assembled an informative public awareness display called “KDLA Serves the Commonwealth.”



## **KENTUCKY BOOK FAIR RAISES FUNDS FOR LIBRARIES**

The sixteenth Annual Kentucky Book Fair was held on November 22, 1997. For the fourth consecutive year the State’s premier book sale was held in the William Exum Building at Kentucky State University and the reception honoring attending authors was held at the Department for Libraries and Archives, Clark-Cooper Building. Total receipts for the 1997 event were \$138,180 and 149 authors signed their books. Dr. Thomas D. Clark, venerable historian, has drawn crowds at sixteen Kentucky Book Fairs and drew the longest lines throughout the day in 1997. The Kentucky Department for Libraries and Archives is co-sponsor of the event with the Frankfort State Journal and the University Press of Kentucky.

## **STATE ADVISORY COUNCIL ON LIBRARIES**

The Kentucky State Advisory Council on Libraries, composed of twenty-one members appointed by the Governor, was originally created for the purposes of advising and assisting in the evaluation of KDLA’s federal program. In this fiscal year, duties of the council

were expanded to advising the department on both Federal and State library development issues. Members were encouraged to actively participate in the development of library services that will assure equity of access to information for all Kentuckians.

The council is made up of representatives from public, school, college, university, and special libraries, plus representatives of library users including users with disabilities and disadvantaged persons. Subcommittees of the Council were established to assist KDLA in developing statewide plans for public library automation, continuing education for librarians and library workers, and public awareness of the need for and the importance of library services. A subcommittee was also established to examine ways of collecting data to measure the impact of the federal Library Services and Technology program, which will be used to show the need for continuing and/or additional funding for the federal program.

## CONSTRUCTION AND COLLECTION MANAGEMENT GRANTS

The demand for additional reading materials in public libraries is always intense, and as a result, cash book grants continue to be one of the most appreciated grants awarded by KDLA. Book grants totaling over \$940,000 were distributed for the purchase of electronic and non-electronic materials and resources needed to enhance and expand local collections. In addition, **SELECTIONOTES**, a bimonthly newsletter to assist with collection development, was published and made available to public libraries.



A total of \$99,612 was awarded in building renovation grants. Sixteen libraries received these funds to assist in their efforts to provide a safe, attractive, and accessible library environment.

Major construction grants were awarded to Spencer, Warren (Bowling Green), and Scott County Public Libraries. Spencer County's \$219,000 grant will be used to expand and remodel an existing library building. The Bowling Green Public Library will undergo major renovations with the \$350,000 grant, and Scott County was awarded the remaining \$30,500 to use towards the construction of their new library building.

Regional and sub-regional headquarters for KDLA staff are provided in sixteen Kentucky libraries. To supplement expenses incurred in housing these offices, \$45,000 in headquarters grants was awarded.

## LSTA FUNDING TOTALS MORE THAN \$2 MILLION

In 1997-1998, KDLA received federal assistance to provide statewide library assistance from the Library Services and Technology Act, which is the major federal grant program designed specifically for libraries.



## KLN ANNUAL MEETING

Being consistent with the agency's motto "Serving Kentucky's Need to Know," the department continues its role as the administrator of the services of the Kentucky Library Network (KLN). The Kentucky Library Network brings the resources of the world to rural Kentucky at an affordable and equitable price, allowing rural Kentuckians some of the same services as those offered at larger metropolitan libraries and universities. Serving more than 270 Kentucky libraries of all types, KLN provides member libraries services and support in the following categories: bibliographic union database of materials owned in member libraries including a union list of serials; electronic interlibrary loan service; access to electronic information databases; and training and support related to KLN activities.

In this FY, more than 500,000 new records were added to the KLN Group Database, now containing 3.7 million titles in 8.5 million locations in KLN member libraries. As KLN Cataloging Agent, KDLA catalogers worked through 22,358 records and of these, 391 were unique and not cataloged by any other library in the world. Many of these items were local history and genealogy books and microfilm that are now available to researchers studying the state of Kentucky.

## CLARC/KLN CATALOGING AGENT

Forty counties participated in the Court of Last Resort Cataloging Center and in this fiscal year, nineteen public libraries sent 2,246 items to be cataloged and added to the KLN database. The most popular items sent to the State Library for cataloging are local

history and genealogy collections. For the first time this year census microfilm and microfilmed public records were cataloged, making information about the state more accessible to all. The CLARC program provides machine-readable records to six automated library systems including BiblioFile, Brodart, Caspr/McGraw Hill, DRA, Dynix, and Gaylord.



The overall purpose of EMPOWER Kentucky is to improve or redesign government operations and services and to better use technology so that citizens have access to their government locally. The main focus of KDLA's attention is to complete the allocation of technology grants, both from the governor's EMPOWER Kentucky program and from the Gates Library Foundation grants. EMPOWER aims at technological access to information in local libraries, but also at "government service" in the library – tax forms, getting jobs, etc. New types of services will be available in libraries and training is being designed to prepare staff for these changes. EMPOWER Kentucky's pilot project in twenty-four libraries was a great success.

#### **GATES LIBRARY FOUNDATION GRANTS**

The Gates Library Foundation was founded in 1997 to partner with public libraries in bringing access to computers and digital information to library patrons throughout the United States and Canada. This is an extraordinarily exciting development for public libraries. KDLA has made recommendations to the Foundation in the areas of training and support, and in the area of determining the equitable number of computer workstations each county will receive. Under the Gates grant program, each public library building qualifies for computer workstations. The project should be completed by mid-1999.

#### **LCC INTERNET CLASSES**

Lexington Community College (LCC) is working with regional librarians from the Bluegrass South and Bluegrass North regions to develop classes for librarians. These classes will expand library course offerings as new technologies develop and new issues evolve. This past year, LB 299: *Introduction to Reference* was offered for the first time over the Internet, with an enrollment of sixty-four individuals representing thirty-four counties. LB 299: *Web Publishing for Public Libraries* and LB 115: *Selected Topics in Librarianship: Online Reference* were offered for fall 1998.

#### **RURAL LIBRARY CONFERENCE**

"Economic and Community Development in a Technological Age: The 1998 Rural Library Conference," September 16-18, 1998, was sponsored by the University of Wisconsin-Madison School of Library and Information Studies with the support of SOLINET and the state library agencies of Alabama, Georgia, Kentucky, South Carolina, and Virginia. This conference focused on the role of the rural library in a technological age, with special emphasis on economic and community development.

#### **KET/MR. ROGERS' SWEATER DRIVE**

Local public libraries, KDLA, FRYSCs (Family Resource and Youth Services Centers), KET, and United Way agencies collaborated to promote KET's thirtieth anniversary, and the thirtieth anniversary season of *Mr. Rogers' Neighborhood*



by collecting new and gently worn sweaters and sweatshirts, and distributing them to families and children throughout the state.

#### **GRANTS TO LOCAL GOVERNMENT**

The department continued to make annual grant awards to local government agencies, enabling these officials to improve their record-keeping practices to preserve this information as a strategic resource. In the 1997-1998 fiscal year, \$546,000 was awarded to forty-four local governments, for a total of \$9.8 million since the grant program's inception in 1985. This successful program is an example of the department's commitment to preserving government evidence, and making it available to the public.

#### **CHILDREN'S SERVICES COOPERATIVE GRANT**

A new type of grant was used to support a multi-county regional project offering service to a specific group of children and youth deemed "at risk." The \$20,000 Children's Services Cooperative Grant was awarded to the Lincoln Trail Region composed of Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson, and Washington counties. The project, called "Club Mom," helped pregnant teenagers to understand the importance of reading aloud and early literacy activities for children, especially for infants.

#### **SCHOOL AND PUBLIC LIBRARY PARTNERSHIP GRANT**

By awarding a School and Public Library Partnership Grant of \$10,000, KDLA recognized the need for ongoing cooperation and communication between schools and public libraries. Bowling Green Public Library used the 1997-98 grant to renovate an old bookmobile and wire it for Internet and on-line catalog service. The bookmobile functioned as a moveable branch and was parked for a full day each week at several schools with inadequate library service.



#### **ECONOMIC DEVELOPMENT GRANT AWARDED**

An Economic Development Grant for \$10,000 was awarded to the Lexington Public Library. This grant recognizes the need for active participation between public libraries and other local entities. This project focused on helping the local economy as the library and "Operation Read" partner to help improve communication between the growing number of non-English speaking residents and local businesses.

#### **ARIZONA/KENTUCKY SUMMER READING PROGRAM**

The 1998 Summer Reading Program, "Readers of the Round Table," was developed cooperatively with the State Library of Arizona and shared by over 157,000 young readers in both states. A committee of Arizona librarians published a 300-page thematic programming manual that was also used in Kentucky. As its contribution to the partnership, KDLA produced a poster and a package of clip art and reproduction masters that were used by youth services librarians in both states. The KDLA Children and Youth Services Consultant conducted five summer reading preparation workshops across Kentucky that were attended by 186 librarians.



71,759 children enrolled in summer reading for the 1998 program. The KDLA audiovisual librarian prepared a thematic list of films and videos for use in the program.



### **TRAINING FOR CHILDREN'S LIBRARIANS**

The KDLA Children and Youth Services Consultant provided a total of nine workshops for 246 children's librarians who received training and assistance with summer reading programs, collection development, story hours; and other library programming for children and youth, their parents and caregivers.

### **RECORDS MANAGEMENT CONSULTANT SERVICES**

In an era of rapid technological change, government agencies need advice and assistance in meeting records management obligations. The Public Records Division supplies knowledgeable records management consultants for state and local officials to ensure that essential and critical documentation about government is preserved and made available for future use. In the past fiscal year alone, 13,215 contacts were made with government officials, ensuring the preservation of this information as a strategic resource. Another important component of records management services to agencies includes providing workshops and training for government officials to make them aware of their responsibilities for documentation of their programs and activities.

### **FRIENDS OF KENTUCKY PUBLIC ARCHIVES, INC.**

The Public Records Division continues to work with an important private partner, the Friends of Kentucky Public Archives, to improve external communications about critical issues facing the State Archives. The Friends group is instrumental in helping the public better understand the role of archives in government and in preparing graduate students for a career in archives, through the Thomas D. Clark Internships in Archival Administration. By hosting interns at the State Archives and by sponsoring speakers and workshops, the Friends continue to bring the archives to a wider audience.



## *STAFF SUPPORT*

### **BUSINESS PROCESS IMPROVEMENT**

KDLA became one of the first agencies to institutionalize a new way of managing state government in Kentucky, through a modified version of earlier EMPOWER Kentucky efforts. The "Process Improvement" initiative was developed to streamline government processes and to eliminate waste and duplication to ensure more efficient use of state funds and staff time. Our agency decided to take a critical look at one of our smaller business processes: getting technology support at employees' workstations. With the ever-increasing dependence on machines to create, receive, and send information, the issue of technology support is critical. It is important to set up a standard format that will make the most of our resources in better serving the people of Kentucky. A Process Improvement Team was appointed and is currently studying ways to improve information technology support for the agency.

## KDLA COORDINATES CONTINUING EDUCATION

The Continuing Education program promotes and expands the continuing education efforts for public librarians and trustees. Among the many activities provided by KDLA in 1997-1998 were:

- ❖ 105 regional workshops were held for 1,142 public library staff and trustees. These workshops covered such topics as: Advocacy, Customer Service, TeleReference, Readers Advisory, Wage & Hour laws, Telecommunications and Connectivity Issues.
- ❖ Thirty people representing twenty-one counties attended the **Public Library Institute**, a one-week course of intensive training for public library staff. The Institute covered topics ranging from library history and philosophy to governance and management.
- ❖ **Technology Planning**, a one-day workshop, was held in Lexington and Bowling Green. This program had 169 attendees from 118 counties.
- ❖ **Basic Cataloging**, a one-day workshop, was held in four counties across the state, with seventy-two attendees representing forty counties.
- ❖ Tuition assistance grants totaling \$6,822 were awarded to seventy-five people representing thirty-one counties.



## STAFF DEVELOPMENT

The department continued to invest in staff training, in order to provide better service for its customers. The department purchased training videos on software programs and Internet usage. Staff members received training in computer applications,



communications, and customer service, among other topics. The department also upgraded computer equipment to allow information services staff access to the most recent technology. By investing in our staff and in modern equipment, the department will be able to provide quality information services to our customers more quickly.

“Teamwork” was the topic for the April, 1998, Staff Development Day. The purpose of the annual event is to strengthen communication among all KDLA staff, and to provide training needed for a more effective workforce.

## SELECTED KDLA PUBLICATIONS

### Directory of Libraries and Archives

750 copies of the *Directory of Kentucky's Libraries and Archives* were printed and distributed. This publication is a comprehensive resource directory of all Kentucky libraries and archives.

### Statistical Report

370 copies of the *Statistical Report of Kentucky Public Libraries* were printed and distributed. This publication promotes the use of comparative data in analyzing quality programs and services.

### Picks for Public Libraries

Two editions of "Picks for Public Libraries," a bibliography of suggested purchases of children's and young adult books, were published, sent to Kentucky's public libraries, and posted on KDLA's web site. Collections of approximately 300 books from each bibliography were exhibited for approximately 120 librarians. The collection was also exhibited at the 1997 fall conference of the Kentucky Library Association and for the staff of KDLA.

### KDLA Annual Report

1500 copies of the *Annual Report of the Kentucky Department for Libraries and Archives, 1996-97* were printed and distributed. The report is also available on KDLA's web-site at [www/kdla.state.ky.us/intro/annrpt-12.pdf](http://www/kdla.state.ky.us/intro/annrpt-12.pdf). As an agency within the state's Education, Arts, and Humanities Cabinet, this KDLA publication provides an overview of programs and services for the fiscal year ending June 30, 1997.



## Looking Toward the Future . . .

With the approach of the millennium and its promise of ever increasing and prevalent technological change, librarians, archivists, and records managers have many important skills to contribute in the electronic information age. With storage and retrieval of information changing rapidly, libraries and archives are more than ever the citizens' doorways to opportunities. The staff of KDLA will continue to use its expertise to further the advance of information and technology for the living, learning, and working of all Kentuckians.

*"The local library will be the connecting point between technological change and the individual citizen and government will be more accessible through electronic access." Here utility workers employ the services of draft horses to assist in pulling high speed data communication cable over rough terrain.*

# *Serving Kentucky's Need to Know, 1997-1998*

927,117 successful hits were made on the KDLA web site by 191,994 users.



Kentucky state law [KRS 171.260] requires that public library staff who provide "library information services" hold appropriate certification. The Kentucky Board for the Certification of Librarians issued and mailed certificates to approximately 275 public library staff and directors.



Five Library Technology/Data Conversion grants totaling \$40,000 were awarded to public libraries in Bourbon, Butler, Jessamine, Marshall, and Meade counties.



KDLA sponsored, planned, and conducted fourteen service-related workshops attended by 315 staff from KLN member libraries.



652,574 information searches performed on KLN OCLC FirstSearch Service (unlimited access to thirteen electronic databases).



KLN libraries processed more than 175,000 interlibrary loans.



KLN Annual Membership Meeting was attended by 106 staff from KLN libraries.



State Library Collections included 115,000 books and audios; 9,200 films and videos; 52,800 federal documents; 1,300 journal and newspaper subscriptions; and 11,100 additional items in the Kentucky clipping files.



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



17,100 information requests were answered in the State Library Reference Room.



A total of \$99,612 was awarded in building renovation grants.



20,500 journals and newspapers were used to answer information requests.



Competitive construction sub-grants were awarded to the Bath County and Greenup County Public Libraries. The total amount awarded was \$559,299.



19,300 large print books in 282 deposit collections were circulated to public libraries.

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



150,500 Kentuckians viewed 11,849 films and videos from the State Library's collection.



8,923 rolls of security microfilm were accessioned.



FAQ's (Frequently Asked Questions) were written and distributed both in paper and on the KDLA web site regarding the KLN FirstSearch Service.



7,610 requests were processed by the State Library Interlibrary Loan Unit (requests both to loan materials from the State Library collections, and to borrow materials not owned by the State Library).



3,157 reference/research questions were processed by three Kentucky Library Information Center (KLIC) offices for Kentucky public libraries.



Thirty-six archival workshops, presentations, or tours were attended by 313 people.



55,927 cubic feet of records were destroyed at the end of their retention period, resulting in cost avoidance savings of \$10,066,860.



Books sales at the 1996 Kentucky Book Fair totaled \$147,441.09. A book grant of \$14,000 was subsequently awarded to the Pendleton County Public Library to replace books destroyed in the March 1997 flood.



8,467 researchers were served in the Archives Research Room.



25,780 research requests were answered in the Archival Services Branch.



33,111 rolls of microfilm were used by researchers in the Archives Research Room.



93,468 photocopies of government records were made for patron use.



The State Archives Center was 99% full with holdings of 96,474 cubic feet of government records. The State Records Center held 102,379 cubic feet.



Institutional libraries in hospitals, prisons, and youth centers circulated over 630,018 items.

Staff of the Public Records Division made 8,302 records management assistance contacts with state and local government agencies, and held thirty-five workshops attended by 1,274 government employees.



21,187 cubic feet of records were evaluated by the Local Records Program.



13,215 contacts made with agencies that needed records management assistance.



10,219 rolls of microfilm were duplicated.



8,775,545 documents were microfilmed.



The Cataloging Center provided standardized access to 9,797 books, serials, sound cassettes, CD-ROMs, and videos for the State Library's collections and county public libraries.



126,824 documents received individual preservation action in the Documents Preservation Lab.



The Kentucky Talking Book Library and sub-regional libraries circulated over 223,209 items to 5,464 users.



Staff attended 552 work-related classes, seminars, and conferences.



665 state publications were processed and cataloged, for a total of 12,124 items in the state publications database.



9,377 original records were used by researchers in the Archives Research Room or by staff in answering requests.



Forty-eight local records grants were awarded totaling \$576,383.



KTBL owns 21,713 miles of cassette tape in their book collection. Almost enough to circle the world at the equator - and in another year should have the extra 2,300 miles it would take to do that.



2,905,063 documents were prepared for microfilming.



Institutional Library Services served eighteen libraries with a combined population of 9,680 in these hospitals, special schools, prisons, and youth centers.

**Kentucky Department for Libraries  
and Archives**

Budget Summary

**For the Fiscal Year Ended June 30, 1998**

<b><u>Source of Funds</u></b>	<b><u>Amount</u></b>
General funds	\$13,244,600
Federal funds	2,701,300
Agency funds	<u>1,169,600</u>
<b>Total</b>	<b><u>\$17,115,500</u></b>

**Kentucky Department for Libraries and Archives  
Communications Team**

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