

**North Central Kansas Libraries System**  
**Report on the 2015 Annual Service Plan & Goals**

1. Provide consulting services to all libraries in the region and facilitate communication.

*Consulting services are available to all libraries in the region. Librarians and library boards may call on NCKLS staff for information and assistance in the areas of library governance, administration, and operation. Examples include board orientation, budget development, human resource management, marketing and public relations, planning, grant writing, community outreach, collection management, programming for all ages, and referral to appropriate resources for additional assistance.*

- a. Contact each public library by August 2015 to provide a comprehensive review of system services and options available to each library.
- b. Provide assistance with early literacy programs, summer reading activity, and collection management for children of all ages, and library services to school-aged children and teens.
  - Twenty-five librarians attended the Fall Youth Services Workshop which focused on teens and tweens. Seventeen library (45%) were represented.
- c. Develop new contacts with school districts to identify opportunities to support the continuing education needs of school librarians.
  - Melendra met with USD 383's Director of Library and Instructional Media to discuss resources that NCKLS can share with USD 383 libraries and preschools
  - Staff participated in the USD 383 staff training day with a booth to demonstrate 3D printing and promote state databases.
- d. Support local advocacy efforts for legislative meetings and collaborative efforts that promote the value of library services.
  - Carol served as the chair of the Kansas Library Association's Governmental Affairs Committee for a second year. In this capacity she organized an effort for libraries to provide "care" packages to legislators at the beginning of the 2015 session to establish contact between legislators and librarians.
- e. Improve NCKLS communication with member libraries with a revised web site by August of 2015.
  - Content has been reorganized between section headings. Outdated information has been removed. Additional work will be ongoing.

2. Provide support and assistance with implementation and maintenance of technology to meet the needs of each library.

*The need for technology support has been the largest area of growth for system services. Technology support includes computer and telecommunication technologies for library productivity and service to customers. This includes support for a shared consortium catalog; assistance with planning, evaluating, purchasing and utilizing hardware and software; assistance with establishing Internet access; and training for staff.*

- a. Review each public library's technology plan annually for discussion, recommendations and planning assistance.
  - Eight additional libraries have completed technology plans with assistance from the NCKLS technology consultant.
  - Advise and assist libraries with the purchase of computer hardware and equipment.
  - In 2015, NCKLS staff installed 36 new computers in libraries. Another 23 existing computers were refurbished and re-installed. Approximately 95 library computers were upgraded to Windows 10 operating system. 39 WiFi access points, 14 monitors and 3 printers were installed in system libraries.
  - Assistance was provided for numerous questions on software in person, via phone, email and virtually.
  - NCKLS continues to support and maintain library computers through use of LogMeIn and DeepFreeze software.
- b. Provide support for Kansas Library on the Web (KLOW) for all public libraries in the region.
  - Thirteen librarians were trained at 5 WordPress classes in 2015. They represented 11 libraries (33%)
  - LaDonna assisted libraries in rebuilding their websites after the website server was hacked.
- c. Provide Internet filtering for all public libraries in the region.
  - 45 NCKLS library locations continue to receive Internet filtering from two NCKLS DNS servers, one located in Council Grove and the second in Manhattan.

3. Identify, develop, and support continuing education opportunities to meet the needs of library staff and public library trustees in the NCKLS area.

*NCKLS offers educational opportunities at workshops for librarians and board members in a variety of formats, as well as funding to attend workshops, conferences or activities that meet individual needs and interests.*

- a. Host annual Book Fair in the spring.
  - Forty-three librarians and trustees attended the 2015 Book Fair. There were five vendors. Three authors, Roy Bird, Stewart Huntington and Ronald Parks attended. Altogether librarians purchase \$6490 worth of material from the vendors in under 6 hours.
- b. Organize the annual technology training day in the fall.
  - Thirty-five librarians attended the 2015 Necessary Knowledge workshop at Rock Springs 4-H Center. The featured a speaker, Sharona Ginsberg presented on maker spaces in libraries. Other sessions included “Apps” for the library, remote desktop support and planning for an hour of code.
- c. Present an annual Summer Reading workshop in the spring.
  - i. Fifty librarians attended the workshop in March 2015. This represents 25 libraries (66%)
  - ii. Thirty three librarians attended one of the four craft workshops related to summer reading activities for children and teens. The librarians were from 21 libraries (55%).
  - iii. Summer reading materials were ordered for and distributed to 36 libraries. An LSTA grant covers the cost of these materials.
- d. Schedule system library directors’ meetings.
  - In 2015 Director’s meetings were held in February, April, June, August October and December of 2015. The February and October meetings were held online via Zoom and were attended by 49 people. The April meeting of eleven librarians included a tour of the new library in Lawrence. Fifteen library directors attended the June meeting in Council Grove. Fourteen were in Marysville for the August meeting which featured some Baker and Taylor training. The December meeting was held in Manhattan with eighteen directors in attendance.
- e. Provide a program of broad interest to librarians and trustees at the annual meeting in August.

The program at the 2015 annual meeting was “Developing a Disaster Plan,” presented by Morgan O.H. McCune with 36 librarians and trustees in attendance.

Assist with the delivery of the regional library systems' APPLE program and encourage new public library directors in the NCKLS region to complete the program.

- Carol continues to present a class on Kansas library law
  - Three NCKLS librarians completed the APPLE program in April 2015 including: Crystal Applegarth, Shannon Reid-Wheat and Nikki Plankinton
  - Four NCKLS librarians began the program in April 2015 including: Robin Clark, Shelly Wirtz, Marcia Sell and Peter Vopata
- f. Develop a manual for regional public library trustees for distribution by August 2015.
- The system consultants began working on a new trustee handbook which will be finished in 2016.
- g. Provide one-on-one technology training for staff of all libraries in the region on a variety of library and productivity applications.

Training calendars are published quarterly

- h. Continue to develop or coordinate training using a variety of formats to meet the unique needs of public libraries in the region.

Five librarians from four libraries attended two workshops on Excel.

On March 26, 2015, two librarians attended a watch party and NCKLS on Free and Affordable Apps for Accessibility

4. Maintain the level of funding for grants to public libraries in taxing counties to support basic services and to encourage innovation.

*In addition to extended service grants, eligible libraries in taxing counties may receive grants for technology improvements, service improvements and continuing education. Available grant funds increased by a total of \$44,800 in 2014.*

- a. Maintain extended service grants (ESG) and review criteria for allocation of funding.

\$124,250 was distributed to 33 eligible libraries in 2015. \$127,000 is budgeted for 2016.

- b. Maintain and evaluate a new grant opportunity for service improvements.

Sixteen libraries received a total of \$14,337.15 for service improvement grants in 2015. \$22,000 is budget for 2016.

- c. Provide funding and support for annual e-rate applications for public libraries in taxing counties.

NCKLS provided \$7,012.90 for E-rate support services through e-Rate solutions, resulting in total savings of \$62,675.27 for participating libraries in 2015.

- d. Maintain funding for technology grants.

Twenty-three libraries received a total of \$18,465.08 in technology grants in 2015. \$33,500 is budgeted for 2016.

- e. Maintain funding for continuing education grants to all public libraries in the NCKLS region to help support workshop costs, travel, registration and/or attendance at library-related conferences and workshops.

Thirteen libraries took advantage of the continuing education grants for a total of \$3,750.

NCKLS paid \$11,406.40 in mileage for NCKLS members to attend NCKLS workshops and meetings.

5. Provide technical services and processing to facilitate and encourage resource sharing.

*NCKLS subsidizes the cost of technical services for ordering, cataloging and processing materials. The cost of technical services has been kept very low in an effort to encourage libraries to share resources by maintaining accurate holdings, and to provide staffing and materials handling efficiencies for small libraries. NCKLS libraries also take advantage of volume discounts for supplies and cataloging.*

- a. Continue to encourage public libraries in the region to participate in the NorCat regional catalog with administrative and technical support.
  - Twenty two libraries continue participation in NorCat consortium (VERSO)
- b. Develop a NorCat users-group that meets twice a year.
  - a. 12 librarians number met at the Necessary Knowledge training day to review cataloging with Verso 4.0.

- c. Provide support for NorCat catalog enhancements for participating consortium libraries, including Syndetics.

NCKLS provided over \$1087.68 in support for Syndetics enhancements for NorCat participants.

- d. Provide coordinated purchasing options to facilitate purchasing library material for optimum discounts and value-added support for NorCat.

NCKLS subscribes to Baker and Taylor ordering software to facilitate purchasing on behalf of each library, and provides training and assistance with ordering. Thirty-one librarians were trained on Baker & Taylor software.

- e. Continue cataloging and processing services. Review schedule of costs annually.
  - 8769 items were cataloged and processed
  - NCKLS staff added 11,773 records to the Norcat Catalog.
  - NCKLS staff have assisted 2 libraries with consultation and weeding of collections.

- f. Provide assistance with Interlibrary Loan for lending and borrowing material.

NCKLS staff placed requests for 124 items on behalf of member libraries not on KICNET.

- g. Encourage resource-sharing with funding for the courier service or postage for libraries in taxing counties that participate in Interlibrary Loan.

Twelve libraries received a total of \$6,000 to subsidize courier service 3 time a week.

Seven libraries received a total of \$1,303.43 in ILL reimbursement for postage.

6. Provide access to a variety of shared collections to expand the resources available to citizens.

*One of the most popular services NCKLS offers is a collection of current, popular reading material and kits to supplement the collections and programs of member libraries. NCKLS also contributes to shared e-resources, including books, magazines and databases for use by member libraries.*

- a. Continue to provide and deliver a rotating book collection to NCKLS libraries.

44 libraries received delivery of 82,634 books with 264 visits in 2015.

- b. Provide large print books for long-term care institutions through local libraries.

15 libraries received 1,800 large print books to deliver to local care homes in 2015.

- c. Provide funding for shared eBook and electronic resources.

In 2015 NCKLS provided \$5828.44 in funding toward the statewide E-book collection with which we purchased 60 audiobooks and 97 E-books.

- d. Provide a rotating collection of story time kits and maker-space kits to libraries in the region.

21 story time kits have circulated 64 times to 18 libraries in 2015. (47% of libraries)

14 maker kits have circulated 35 times to 17 libraries in 2015 (45% of libraries)

2 Easy Reader kit has circulated 2 times to 2 libraries in 2015 (5%)

4 mini-kits with the summer reading theme circulated 5 times to 4 libraries in 2015.

- e. Cooperate with the State Library of Kansas to distribute 6x6 kits.

Nine 6X6 kits circulated 11 times in 2015 to 10 libraries.

- f. Continue support and evaluation of online magazine subscriptions for the region through Zinio.

In 2015, there was no LSTA grant money to purchase Zinio. The original 63 subscriptions were pared to the 17 most used titles. \$8340.68 purchased access to these 17 titles. 3,908 issues of magazines were downloaded during 2015.