

Kansas State Library Administrative Agency

2018 – 2022 LSTA Evaluation Report

Principal Researcher:

Gary Brinker, Ph.D.
Professor of Sociology
Senior Policy Fellow, Docking Institute
Fort Hays State University

Research Associates

Deborah Ludwig, M.L.S.
Librarian
Policy Fellow, Docking Institute
Fort Hays State University

Claire Nickerson, M.L.I.S.
Learning Initiatives and OER Librarian
Policy Fellow, Docking Institute
Fort Hays State University

January 2022

Prepared For:

Kansas State Library
In pursuit of
The Docking Institute's Public Affairs Mission

Table of Contents

Executive Summary	3
Methodology and Data Analysis Techniques	5
Data Analysis and Findings	7
Broad Goal 1: Project 1 – Statewide Library Electronic Resources	7
Broad Goal 2: Project 1 – Talking Books	8
Broad Goal 2: Project 2 – Kansas Government Information Online Library..	11
Broad Goal 2: Project 3 – Statewide Downloadable Collection	13
Broad Goal 3: Project 1 – Statewide Catalog	19
Broad Goal 3: Project 2 – Statewide Literacy Projects	20
Broad Goal 3: Project 3 – Continuing Education Pursuits	22
Broad Goal 3: Project 4 – Library Statistics	23
Discussion	24
Appendix A: Talking Books User Survey Instrument.....	25
Appendix B: Kansas Government Information User Survey Instrument.....	27
Appendix C: State Downloadable Collections User Survey Instrument.....	29
Appendix D: Barriers to Using Talking Books	32
Appendix E: Suggestions for Improving Talking Books	33
Appendix F: Most Utilized Kansas Government Resources.....	34
Appendix G Barriers to Using Kansas Government Information Resources.....	35
Appendix H: Most Difficult Kansas Government Information Resources	36
Appendix I: Suggestions for Improving Downloadable Resources	39
Appendix J: Sources of Dissatisfaction with eBooks	47
Appendix K: Sources of Dissatisfaction with Audiobooks	49

Executive Summary

- The evaluation has documented commendable efforts by Kansas State Library staff in expending LSTA grant resources efficiently, effectively and in a way that has enhanced the lives of Kansans, particularly those who utilize the Library's extensive services.
- Library professionals participating in the focus groups were generally enthusiastic about the services made possible in their local libraries and library systems through the State Library's use of LSTA funding.
- Kansas State Library staff have provided Library patrons with a variety of digital resources and databases customized for their needs and based on input from extensive evaluation research to meet their personal, professional and educational needs.
- Librarians in focus groups stressed the fact that the State Library provided services their libraries would not be able to otherwise afford.
- The Talking Books Program provides a wide variety of products and services for Kansas residents to meet their special needs based on various impairments to accessing or digesting textual material. Feedback from user surveys showed high satisfaction and enhanced quality of life.
- Among the projects deployed with Kansas' LSTA funding, the statewide library databases, downloadable collections of eBooks and Audiobooks, literacy projects, statewide catalog and resource sharing, and Talking Books received strong positive commentary and praise by participants in the focus groups, though the ILL search and request functionality does not work well, and additional librarian training is needed. These projects maximize service through collaboration and cooperation and extend local library budgets to better service Kansans.
- The Kansas Government Information Online Library documented thousands of processed items for the collection, as well as extensive usage by a specialized faction of Library patrons involved with or heavily interested in state government. Survey data showed that a high percentage of users find the service important and easy to use. Focus group comments indicated a need for additional training in this resource for librarians.

- The evaluation has documented extensive collections of downloadable resources for patrons utilizing the State Library at home or at work. The Kansas Library eCard is easy to obtain and gives the user access to eBooks, Audiobooks and numerous additional resources for personal, educational and professional use.
- Survey data of downloadable resource users indicated that the vast majority found the system easy to use. Audiobooks and eBooks were, by far, the most popular resources utilized.
- The Kansas Library Catalog is available via KICNET to all users with a computer and internet access. The Library's automated system facilitates resource sharing programs like Interlibrary Loan and local library discovery.
- During the evaluation period, hundreds of new materials were processed and over one million materials were shared via the statewide catalog.
- The State Library's literacy initiative included the Summer Reading Program for students and the Kansas Notable Books Program.
- Hundreds of staff members were trained in delivering the reading initiative programs, and hundreds of thousands of patrons participated in the Summer Reading Program.
- Over 7,000 materials were acquired and over 500 grants were funded for the Kansas Notable Books Program from 2017 to 2020.
- The Kansas State Library hosted numerous trainings and webinars for library staff to keep them current on new resources and technologies, allowing them to better serve the needs of patrons.
- The evaluation concludes that the Kansas State Library directors and staff have utilized IMLS in an appropriate and efficient manner that has greatly enhanced the variety and quantity of information available to patrons using multiple mediums of dissemination.

Methodology and Data Collection Techniques

Much of the indicator data were collected by designated State Library staff members during the evaluation period and made available to the evaluators for analysis via the “State Program Report.” The Docking Institute programmed three internet surveys and made the hyperlinks available for posting on web pages frequented by the designated users. One survey measured opinions of the state downloadable collections users and was distributed to a sample of patrons who accessed the applicable websites. The second survey link was posted on the State Library’s Kansas Government Information website and measured opinions of users of those resources. An online survey was also conducted of Talking Books readers. Although the anonymous survey method used precludes the ability to compute response rates, the sample sizes were adequate for making valid estimates of the respective populations. Online data were collected using Qualtrics online survey software, which allows for automated case management and anonymous submission of survey responses. All data were analyzed with SPSS statistical software. Sample sizes for the surveys were 906 for the downloadable collection survey, 40 for the Kansas Government Information survey, and 27 for the Talking Books survey. The survey instruments can be found in Appendices A, B and C.

Library professionals representing public, school, and academic libraries, and directors and staff from the seven regional library systems took part in six separate 90-minute focus groups held online via ZOOM from December 2nd to the 9th, 2021. Participants were initially recruited using recommendations from the regional system directors, with additional invitations issued by the Docking Institute to librarians to ensure participation from all types and sizes of libraries. There was also an open call for participation sent out on the statewide email listserv for Kansas Library professionals. The goal of 8-13 participants in each session was met with 58 library professionals total taking part in the focus groups. Questions were scripted to cover each of the State Library LSTA goals and projects.

One of the six sessions was specifically organized for discussion with the seven system directors and system staff. Six of the seven directors responded with nominations, and those professionals were invited to register for sessions. The Docking team also reached out to professionals from the 7th region

to secure participation across all of the systems. The goal was to include 8-13 participants in each focus group. A Docking team member familiar with the state regional systems and libraries reached out to additional library professionals to further recruit librarians from diverse libraries and library types (academic, public, and school). A final invitation was issued to participate through the kanlib-1 listserv mailing list that reaches librarians from all types and sizes of libraries across the state.

Participants were placed into focus groups based on availability. Six focus group sessions, 90 minutes each, were held on December 2 - 9, 2021. The sessions were moderated by the two librarians on the Docking Institute team, recorded, with notes taken and transcribed to inform conclusions. Each focus group followed a script with questions covering all of the LSTA funded projects. Content analysis was performed on the focus group data, and the results are incorporated into the Executive Summary and analyses narratives.

Focus Groups and Participants:

1. December 2, 2021; 1-2:30pm; Eleven staff from the seven regional library systems including all 7 systems directors.
2. December 6, 2021; 3-4:30pm; Eight public and two academic library professionals.
3. December 7, 2021; 10-11:30pm; Nine public and two school library professionals
4. December 8, 2021; 10-11:30pm; Eight academic and one systems library professionals.
5. December 8, 2021; 1-2:30pm; Seven public and one academic library professionals.
6. December 9, 2021; 1-2:30pm; Seven public and two school library professionals.

Data Analysis and Findings

Broad Goal 1: The State Library will continue as the leadership agency that designs, facilitates and supports efficiencies, cooperative projects and information products to ensure robust resources and access for all state residents.

Project 1: Statewide Library Electronic Resources

Outcome: Kansas residents will have a variety of databases and digital resources available for educational, professional and personal development that meets many of their information inquiries.

Quantitative Analysis Results:

The State Library of Kansas provides reading materials available in a variety of formats, including downloadable eBooks and eAudiobooks, through a statewide consortium. Scholastic Bookflix is a special service targeting children.

Year	LSTA Funds	Match State	Total	New Resources
2020	\$201,656	\$53,658	\$255,314	6,000

The State Library of Kansas contracted with New Boston Creative Group to develop and implement marketing materials to reach Kansans who were unaware of the multitude of digital resources available.

Year	LSTA Funding	Number of Active Kansas eCards
2020	\$40,000	62,246
2021	\$40,000	78,218

Focus Group Data Analysis Results:

Kansans have access to a variety of databases and digital resources for educational, professional and personal development, meeting many of their informational needs. In focus groups, library professionals agreed that the statewide databases are meeting the needs of Kansas residents, students, and the library professionals who provide reference services. Many participants noted that they would not be able to afford these resources using their local budgets. Academic library professionals particularly noted the

value of *Proquest Nursing & Allied Health*, the *Ebscohost* databases, and career resources. Public library professionals noted patrons valued *Learning Express*, *Auto Repair Source*, *Mango Languages*, *NoveList Plus*, and the genealogy resources. School librarians also noted the value of online encyclopedias. Library professionals who participated in the review and selection process to determine statewide database acquisitions noted it was easy to evaluate the databases and provide feedback.

In terms of improvements for this area of service, some focus group participants noted they would ideally like more consolidated methods of authentication, for example single sign on (SSO) for some of the smaller academic institutions or the ability to use the local public library's card as a sign-on method for the statewide resources in lieu of the separate state eCard login. A few also mentioned a desire for federated or meta search across databases. While desirable, participants noted that these additional features might not be feasible. Another suggestion for improvement was to develop more marketing materials that could be used to promote the statewide databases to patrons, including more eye-catching paper posters and brochures, templates for use on local library websites summarizing State Library resources, and marketing materials to introduce the databases to teacher training programs and new teachers.

With respect to training and continuing education for library professionals, many focus group participants found the online tutorials useful, but noted that these could be made more visible. Library professionals also noted appreciation for live or recorded webinars.

Broad Goal 2: Statewide resources platform for all Kansans with a variety of formats for personal independence, enjoyment and awareness of government information.

Project 1: Talking Books

Outcome: Knowledge of and use of Talking Books enrich lives and help Kansas residents achieve personal independence. SLK will offer library services to those unable to read or use standard printed materials as a result of temporary or permanent visual or physical impairment.

Quantitative Analysis Results:

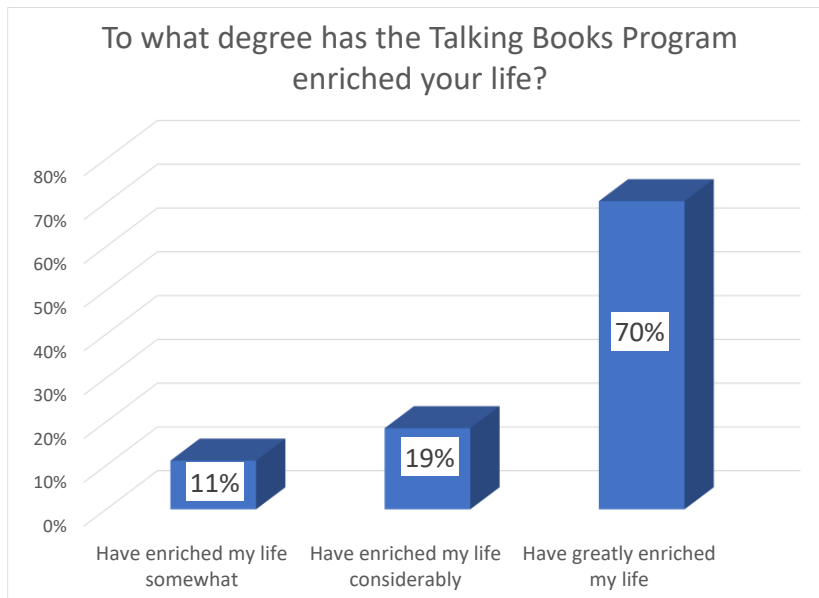
The Talking Books Division of the State Library provides personalized support and materials in a specialized format to eligible Kansas residents to ensure that all may read. Patrons and state agencies were provided Braille copies of documents. Locally produced Audiobooks focus on Kansas titles, including most of the Kansas Notable Books and Kansas Reads to Preschoolers titles.

Year	LSTA Funding	Total Funding	Items Circulated	Registered Users
2017	\$224,607	\$224,607	163,128	5,345
2018	\$189,770	\$189,770	162,563	5,345
2019	\$102,681	\$102,681	162,563	5,271
2020	\$139,941	\$139,941	138,723	5,505

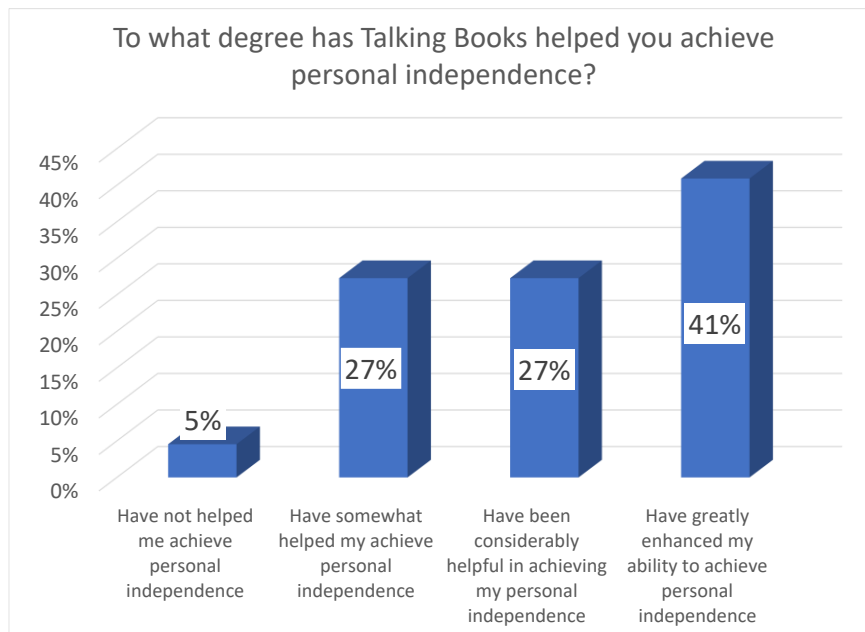
Focus Group Data Analysis Results:

The library professionals participating in the focus groups noted that the State Library’s Talking Books program is extremely valuable for promoting Kansans’ personal independence and offers benefits in terms of participants' mental health. The library professionals who have helped individuals connect to the service noted they have had good experiences with the staff who manage Talking Books. Patrons of Talking Books have offered very positive feedback. Focus group participants noted a need for more marketing materials. End users may be reluctant to admit they need the service and are easily discouraged by any setbacks during setup. Library professionals need to be able to market the service to adults, children or other caretakers, as well as to potential end users. Library professionals in focus groups also suggested more marketing of the *Braille and Audio Reading Download* application (BARD).

Docking Online Survey Results



When Talking Books users were asked the degree to which the Talking Books Program has enriched their lives, virtually all respondents indicated that it has to some degree. Over two-thirds indicated that the Program has “greatly enriched” their life.



When Talking Books users were asked the degree to which the Talking Books Program has helped them achieve personal independence, all but one respondent indicated that it has to some degree. Over half said the Program users found Talking Books “considerably helpful in achieving” or that it “greatly enhanced” their personal independence.

Users were asked to submit comments regarding barriers to usage and suggestions for improvement. These comments varied considerably and can be found in Appendices D and E.

Project 2: Kansas Government Information Online Library

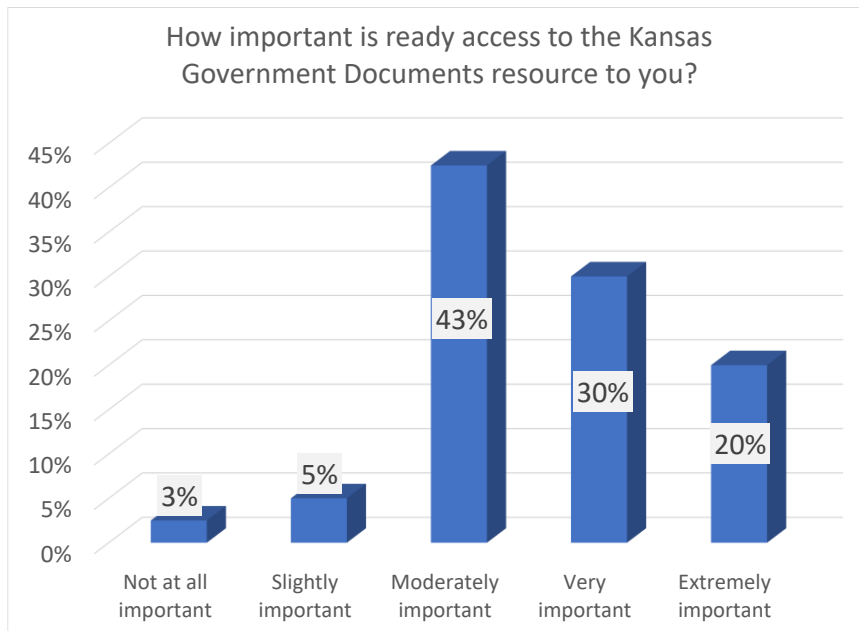
Outcome: The public will have long-term access to historic and fragile Kansas documents when items are digitized and cataloged in the KGI Online Library.

Quantitative Analysis Results:

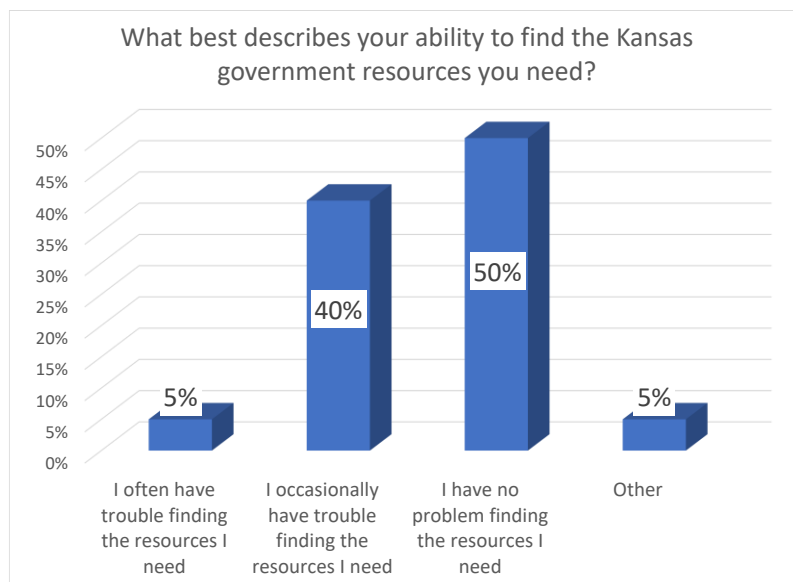
The State Library of Kansas collected and cataloged print and digital publication of State documents, providing access to significant reserves of state government documents. Information is accessible and facilitated by innovative technologies that minimize barriers to users.

Year	LSTA Funding	Total Funding	Items Processed	Page Views
2017	\$16,124	\$16,124	3,721	27,986
2018	\$7,307	\$7,307	3,848	38,953
2019	\$7,617	\$7,617	3,218	42,630
2020	\$7,617	\$7,617	6,934	70,841

Docking Online Survey Results



When users of the Kansas government document resources were asked how important these resources were to them, half indicated that they were either “very important” or “extremely important.” Over 90% of respondents indicated the resources were at least “moderately important.”



When asked to describe the user-friendliness of the Kansas government resources, half indicated no problems finding the information they needed, with most other respondents saying they only “occasionally have trouble.”

Appendix F shows the responses when respondents were asked which resources they used most often. Responses varied considerably.

Appendix G shows the responses when respondents were asked about barriers to using the Kansas government resources. Responses varied considerably.

Focus Group Data Analysis Results:

Through the Kansas Government Information Online Catalog (KGI), historic and fragile Kansas documents are digitized and cataloged for long-term public access. Born digital documents are organized for easy discovery. Most focus group participants were only marginally aware of this service. Some noted appreciation for the notices of new content posted to the Kansas libraries email listserv. Fewer were aware of the accompanying blog documenting the KGI resources. Generally, this service is considered as valuable as a primary source for researchers, but probably needs more marketing to reach a wider audience.

Project 3: Statewide Downloadable Collection

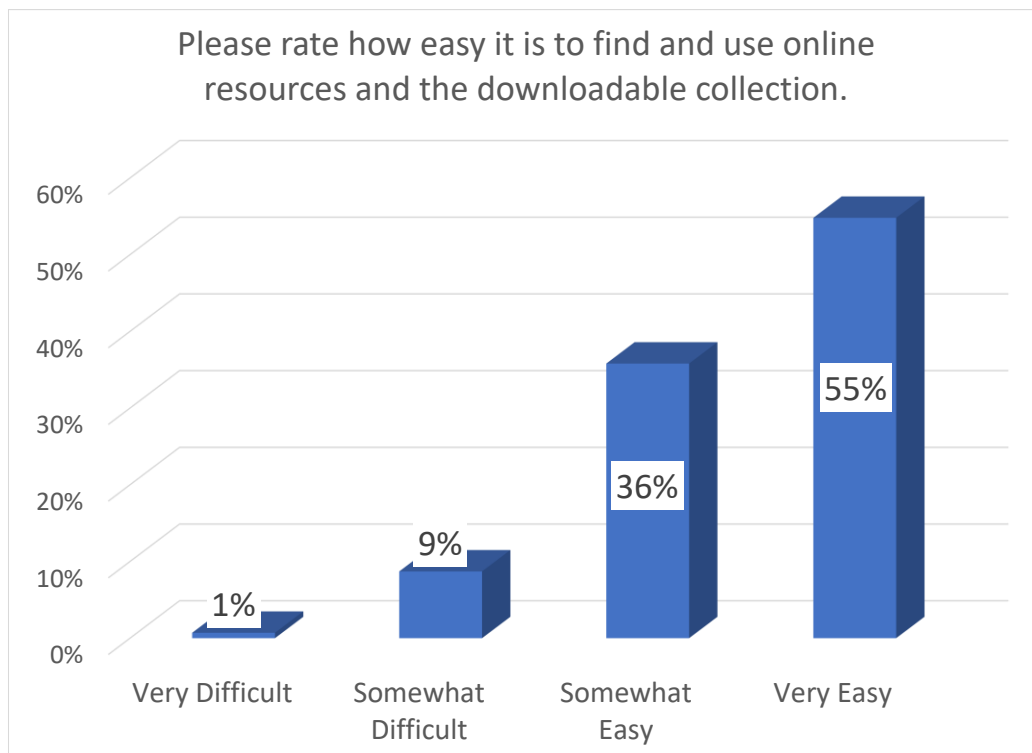
Outcome: Kansas residents will have access to relevant, useful, and technologically stable downloadable services which provide eBooks and eAudiobooks for both personal and educational use.

Quantitative Analysis Results:

The Statewide Services Division of the Kansas State Library has provided authenticated access to a wide variety of downloadable resources. Significant efforts have been made to make users aware of and facilitated acquisition of the Kansas Library eCard, a necessary component for accessing the downloadable collection.

Year	LSTA Funding	Total Funding	Databases Acquired	Materials Acquired
2017	\$135,257	\$ 135,257	65	6,199
2018	\$166,751	\$ 207,592	87	6,139
2019	\$152,030	\$ 193,688	87	3,902
2020	\$856,125	\$1,393,928	76	6,000

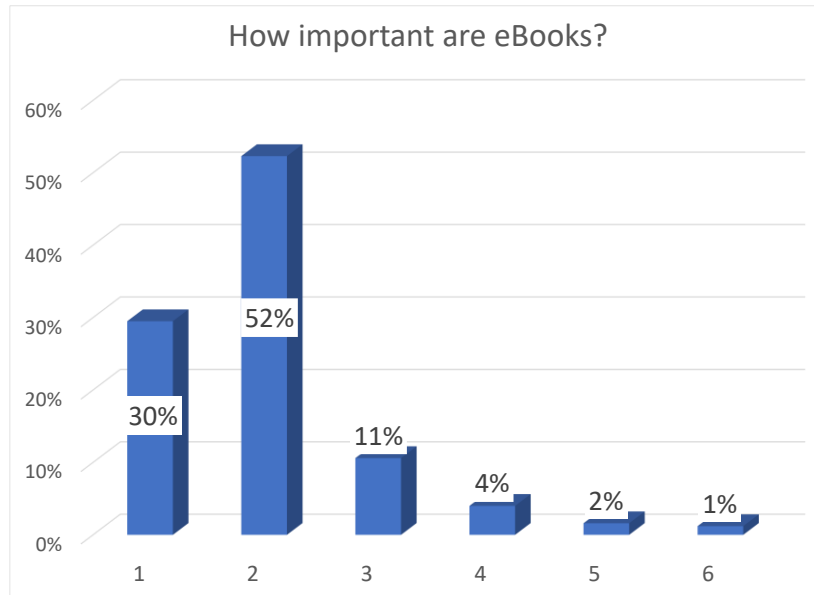
Docking Online Survey Results



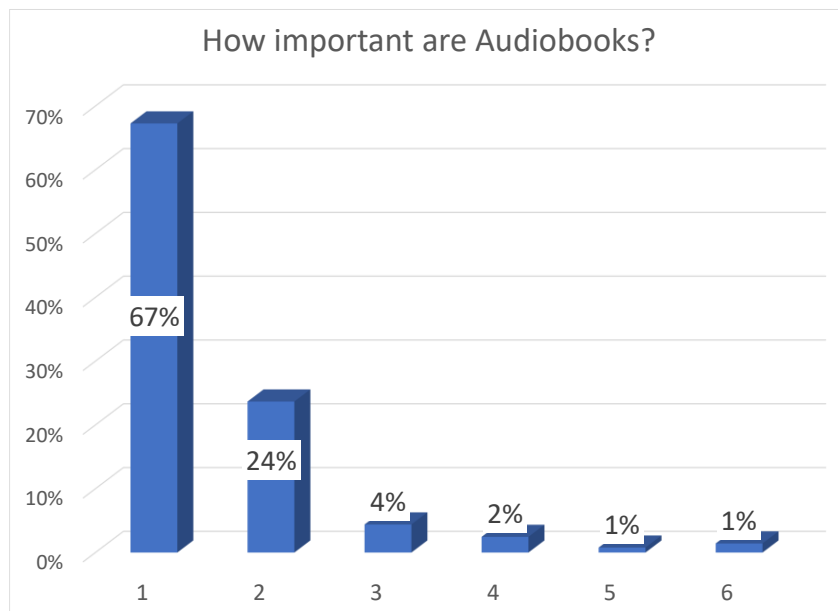
Users of the State Library’s downloadable collection were asked to report how easy it was to find and use these resources. Survey results showed that over half of respondents indicated that using the downloadable collection was “very easy,” while over 90% indicated that it was at least “somewhat easy.” Only one respondent reported the collection to be “very difficult” to use.

Respondents were asked which resources they tended to have trouble with. Open-ended responses were varied in content. The only common theme was problems using the search function. All open-ended comments can be found in Appendix H.

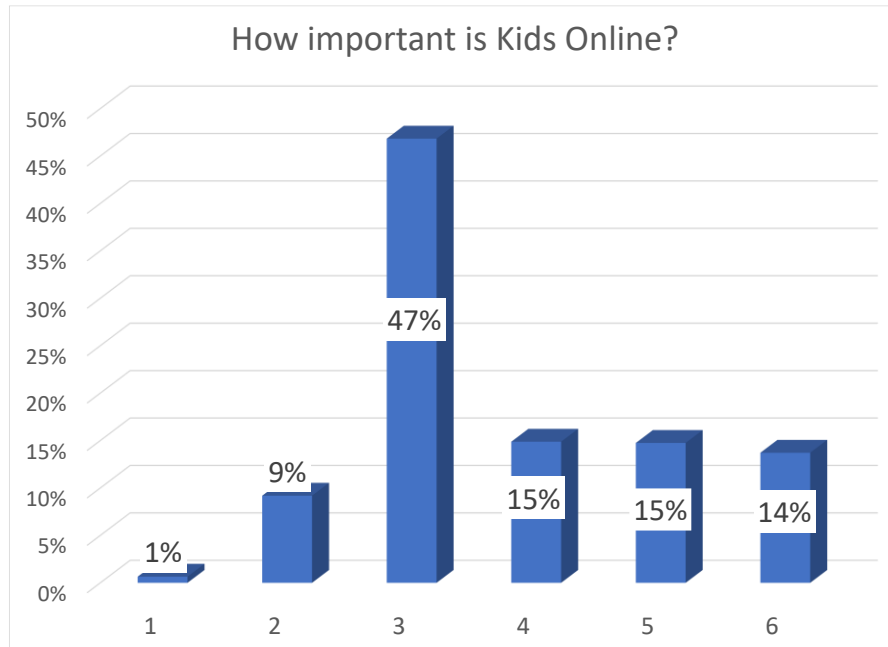
Respondents were asked to submit suggestions for improving the downloadable collections resources. Responses varied widely and can be found in Appendix I.



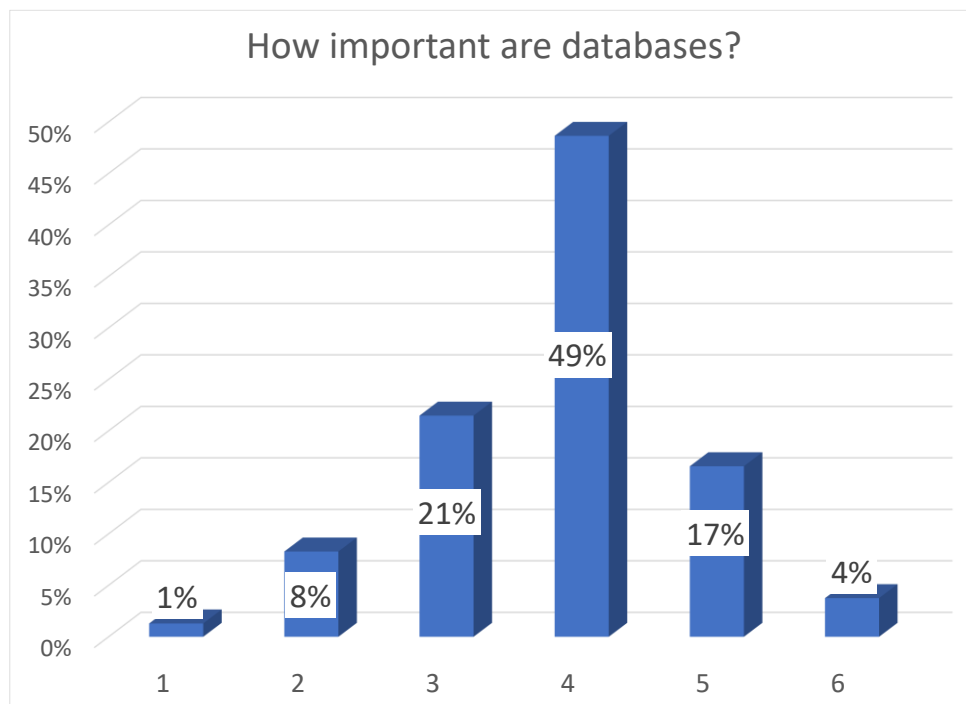
Users of the downloadable collection were asked to rate the importance of the most popular resources. Almost 30% rated eBooks as their most important resource, while half indicated it was their second most important resource.



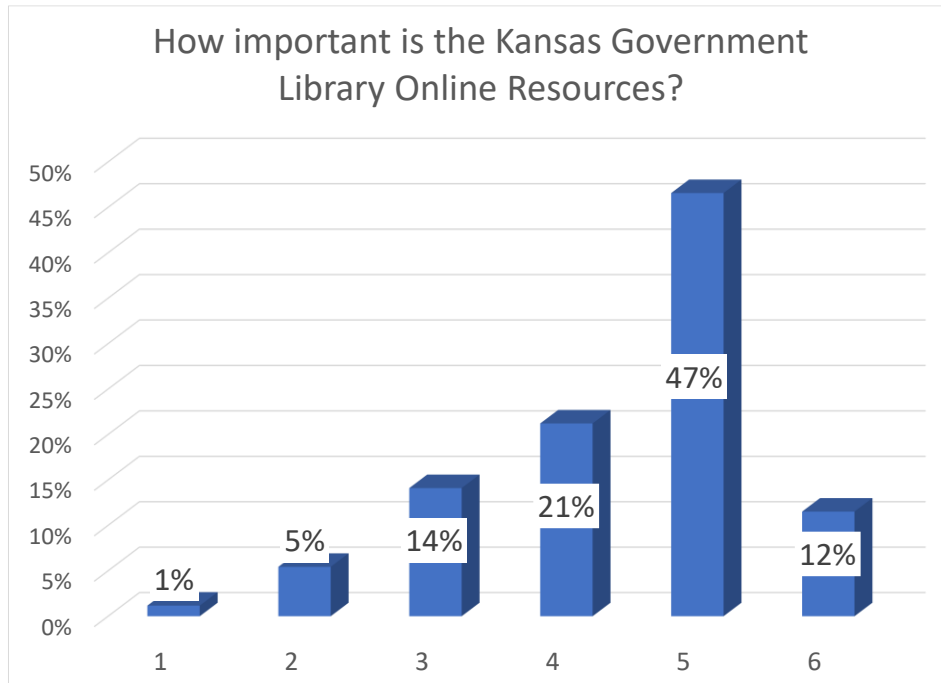
Users of the downloadable collection were asked to rate the importance of the most popular resources. Two-thirds rated Audiobooks as their most important resource, while one-fourth indicated it was their second most important resource.



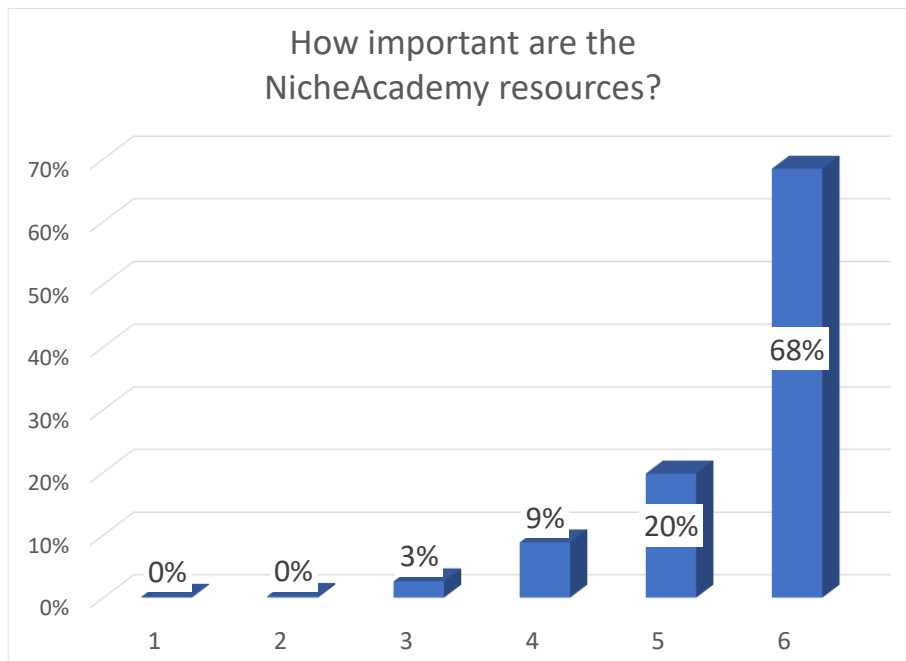
Users of the downloadable collection were asked to rate the importance of the most popular resources. Almost no respondents rated Kids Online as their most important resource. However, over half rated Kids Online as either their second or third most important resource from the downloadable collection.



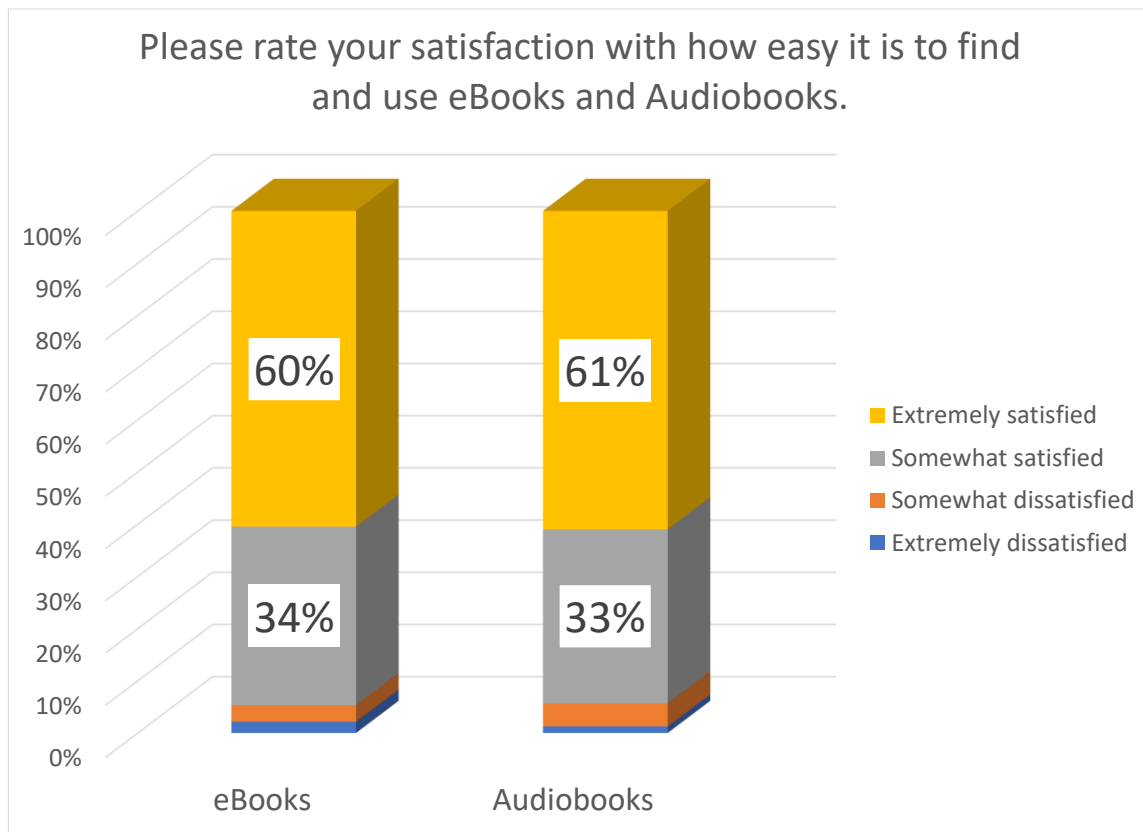
Users of the downloadable collection were asked to rate the importance of the most popular resources. Less than 10% of users find the databases available as either the most or second most important resource for them. Most respondents rated the data bases as either their third or fourth most important resource.



Users of the downloadable collection were asked to rate the importance of the most popular resources. Although the results indicate that few respondents found the Kansas government resources as one of the most important, they suggest that quite a few do use the resources at least occasionally.



Users of the downloadable collection were asked to rate the importance of the most popular resources. The results suggest that few respondents found the NicheAcademy resources important to them. This resource is primarily used by librarians.



Users of eBooks and Audiobooks were asked to rate their satisfaction with how easy it is to find and use these resources. Almost all (94%) respondents reported being at least “somewhat satisfied,” while at least three-fifths reported being “extremely satisfied” with the user-friendliness of these resources.

Open-ended comments regarding eBooks and Audiobooks varied considerably, with no consistent responses. Open-ended comments on eBooks and Audiobooks can be found in Appendices J and K.

Focus Groups Data Analysis Results:

The library professionals who participated in the focus groups were highly aware of the State Library eCard and downloadable collections, indicating that the State Library’s current awareness campaign is working and that the resources are relevant, useful, and technologically stable.

Regarding current platforms and potential future changes, *cloudLibrary* in particular is widely used, and access to audiobooks is appreciated, particularly by public libraries. Some focus group participants expressed concerns with the long hold times patrons often experience. Some expressed a preference for

Hoopla, an eBook platform not available from the State Library which features an unlimited-user model, but fewer recent titles or best sellers. *Tumblebooks* was mentioned occasionally as being useful to schools, and *Comics Plus* was also mentioned occasionally as being useful for specific programs. Only a few focus group participants mentioned directing patrons to the *Enki* or *Freading* platforms. A few also suggested the State Library acquire access to a magazine platform such as *Flipster* or *Zinio*.

Librarians felt that the training available was sufficient. However, no one reported participating in topical planning meetings related to the downloadable collections.

Some participants were concerned with the potential security and privacy issues inherent in utilizing users' birthdays in conjunction with the eCards. Participants also suggested implementing a universal card usable at both local libraries and the State Library. Some suggested providing more durable, permanent eCards, rather than printable paper ones, to make patrons more likely to retain them, and that they could serve as a marketing device to demonstrate the value of the State Library. In terms of technological improvements, some suggested adding the downloadable items to the state catalog or making them easy to add to local library catalogs with simplified authentication methods. Academic and school libraries did not generally use these resources to the extent reported by public library representatives in the focus groups.

Broad Goal 3: Adapt to 21st century technology while maintaining traditional services.

Project 1: Statewide Catalog

Outcome: Kansas libraries will locate, request and share resources using management software for discovery and resource-sharing among libraries with automation systems, operating on a strong statewide technological infrastructure.

Quantitative Data Analysis Results:

Via KICNET, an integrated interlibrary loan program, the Kansas Library Catalog was made available to all users with computer internet access. The Catalog also managed the KS Floating

Collection until it was discontinued in 2020. The Materials Replacement Fund guarantees that libraries will be reimbursed for the cost of replacing items lost through interlibrary loan to another Kansas library, enhancing libraries' willingness to participate in interlibrary loan.

Statewide Catalog

Year	LSTA Funding	Total Funding	Materials Acquired	Total Items Loaned
2017	\$439,986	\$439,986	139	919,342
2018	\$448,192	\$448,192	139	879,772
2019	\$459,242	\$463,813	139	85,919
2020	\$470,000	\$470,000	No Data	85,259

KS Floating Playaway Collection

Year	LSTA Funding	Total Funding	Materials Acquired
2017	\$4,513	\$4,513	82
2018	\$4,551	\$4,551	73
2019	\$4,549	\$4,549	57
2020		Discontinued	

Focus Group Data Analysis Results

Most library professionals in the focus groups who utilize statewide interlibrary loan found it straight forward to search the statewide catalog and utilize management software to locate, request and share resources. There were a few comments regarding difficulty browsing the catalog due to multiple entries for the same item, challenges in identifying the title in the desired format, and slow system updates of item records. The accompanying courier service provides vital delivery for shared resources and is generally well regarded, with only a few comments regarding occasional delivery services issues.

Project 2: Statewide Literacy Projects

Outcome: Kansas residents will benefit from quality learning opportunities and the critical role libraries play in the success of education.

Quantitative Data Analysis Results:

Literacy projects included the Summer Reading Program and the Kansas Notable Book Program. The Summer Reading Program provided a manual and pre-planned activities for designing programs. It also provided reading materials appropriate for the target audience. The Kansas Notable Book Program allowed the State Library to provide Kansas libraries with copies of acclaimed works by Kansas authors.

Summer Reading

Year	LSTA Funding	Total Funding	Librarians Trained	Participants
2017	\$40,500	\$40,500	425	259,681
2018	\$40,500	\$40,500	371	118,425
2019	\$43,000	\$43,000	371	118,425
2020	\$39,130	\$39,130	No Data	333,286

Notable Books

Year	LSTA Funding	Total Funding	Materials Acquired	Grants Funded
2017	\$35,472	\$35,472	1,994	180
2018	\$52,490	\$52,490	2,820	250
2019	\$29,415	\$29,415	1,295	117
2020	\$39,028	\$39,028	1,748	137

Focus Group Data Analysis Results:

The library professionals who participated in the focus groups reported wide participation in, and appreciation for, the statewide Summer Reading Program, including the provided theme and resource materials, and especially the manual. Participants report that the regional library systems do a good job of providing support for the Reading Program. A minor concern expressed was that the art on the marketing materials wasn't always aesthetically pleasing or appealing to children. The ReaderZone platform supported by the CARES Act funds received mixed feedback, but some libraries would appreciate LSTA-funded access to a similar platform, such as Beanstack. Feedback on the Kansas Reads to Preschoolers Program was universally positive, and many libraries reported giving out copies of the selected book to local daycares, preschools, and elementary schools. Library professionals particularly appreciate when the selection is available in softcover and electronically. Feedback on the Kansas

Notable Book Award was mixed. Librarians appreciate the opportunity to learn about Kansas authors, support independent bookstores with their acquisitions, and the opportunity add to their collections at no additional cost through the grant program. Almost all libraries represented in the focus group acquire the notable books and put them on display. However, regional systems directors seemed less convinced of the value of this program, concerned the books are weeded quickly for a low return on investment. Feedback from library professionals confirmed that, while Notable Books for kids circulate well, nonfiction, and especially poetry, do not. In addition to the three literacy programs that are part of this goal, some library professionals suggested a statewide common book reading program for other age groups, providing grants to build specialized collections, such as Spanish-language and graphic novel collections, or more resources for English Language Learners.

Project 3: Continuing Education Pursuits

Outcome: Library employees in the state will report increases in their levels of knowledge, skills, and abilities regarding statewide services.

Quantitative Data Analysis Results:

The State Library provided training to librarians of all types, primarily in the online environment, regarding all aspects of the statewide services offered. In addition to trainings, staff prepared and disseminated documentation and other tools that increased the knowledge of offerings for all Kansas residents.

Year	LSTA Funding	Total Funding	Librarians Trained	Webinars Viewed
2017	\$16,990	\$16,990	20	45
2018	\$14,420	\$84,148	No Data	47
2019	\$22,200	\$87,200	No Data	72
2020	\$43,378	\$122,021	8	244

Focus Group Data Analysis Results:

The library professionals who participated in the focus groups valued the training opportunities provided by the State Library. They appreciated the always-available training videos, the monthly roundup of webinar training opportunities, and especially the opportunity to network and share information in

person at the annual Kansas Library Association conference. Attendees reported increases in their levels of knowledge, skills and abilities regarding statewide services. The primary barrier to continuing education is a lack of time to attend trainings. However, a comprehensive group or self-paced training program for new librarians could be invaluable for familiarizing them with important State Library services and programs.

Project 4: Public Library Statistics

Outcome: Data collected statewide for Kansas public libraries allows for its usage by federal, state and local officials, professional associations, and local practitioners for planning, evaluation, and policy making.

Quantitative Data Analysis Results:

State Library staff conducted an internal survey of legally established public libraries, of which most libraries complied. The data will be used to help guide development of the next 5-Year Plan. Six presentations were conducted to facilitate response and provide instruction.

Year	LSTA Funding	Total Funding	Trainings Conducted
2017	\$34,788	\$34,788	2
2018	\$36,415	\$36,415	2
2019	\$43,858	\$43,858	1
2020	\$54,297	\$54,297	1

Focus Group Data Analysis Results:

Participants in the focus groups noted that the process of gathering statistics for the annual IMLS public library survey and the state’s platform for collecting these statistics have improved over time, but are still imperfect. Some public library directors use the statistics to compare themselves to peers, especially in the areas of budget, staffing, and salary. Those libraries that collect data throughout the year find it easier to fill out the form, but some participants noted that it can be frustrating when the annual questions change without prior notice. Participants appreciate having some of the statistical data pre-filled, and they like getting an infographic they can use at the end. In general, suggestions for improvement include more education regarding the process and its benefits, early notification of changes

in the data collections, a template with definitions for data collection, and a later date for data submission if possible.

Discussion

The evaluation went well. The Kansas State Library staff demonstrated courtesy toward the evaluation team and professionalism in their collection of data and collaboration with Docking Staff in administering the user surveys. Library staff members were generous with their time in serving on the focus groups, were engaged, and provided much valuable information for assessing the delivery of services.

Collecting and archiving useful evaluation indicator data is difficult, time-consuming and best done by a trained social researcher. Although the vast majority of indicator data was reliably collected by State Library staff, it is easy to see where this task might be relegated to a lower priority during particularly busy periods. Ideally, the evaluator would participate in the development of the Five-Year Plan, particularly when developing indicators for the proposed goals. The evaluator would locate and import indicator data from the State Program Reports shortly after they were published annually. Any discrepancies found could be addressed and corrected immediately. This would require a longer contract period for the evaluation vendor, but it would not add much to the cost, and the evaluation would be more rigorous and valid. We believe this method might also relieve much of the stress for the State Library staff, in that they would be confident that valid and complete evaluation data were submitted. We strongly recommend that the State Library consider these modifications to the evaluation plan.

The Docking Institute expresses its gratitude to the State Librarian and the State Library staff for their excellent work in facilitating the evaluation and providing professional, high-quality services to Kansans. The maintaining of a strong, flexible library system is essential for efficient and effective education of our youth and governance of the state of Kansas, and well as providing a source of growth and enjoyment for all Kansans.

Talking Books User Survey

Start of Block: Default Question Block

Introduction Dear Talking Books user. The State Library of Kansas would very much like to know how access to the materials has affected your life. This brief survey is being conducted by the Docking Institute, who will take measures to protect your identity and make your comments anonymous. Participation is completely voluntary, and opting not to take the survey will not affect you access to Talking Books. Would you like to give us your thoughts?

- Yes, I would like to take the survey (1)
- No, I do not want to take the survey (2)

Skip To: End of Survey If Dear Talking Books user. The State Library of Kansas would very much like to know how access to t... = No, I do not want to take the survey

Q1 To what degree have the materials available to you through the Talking Books Program enriched your life?

- Have not enriched my life at all (1)
 - Have enriched my life somewhat (2)
 - Have enriched my life considerably (3)
 - Have greatly enriched my life (4)
 - Don't Know/Not Sure (5)
-

Q2 To what degree have materials available to you through the Talking Books Program helped you achieve personal independence?

- Have not helped me achieve personal independence (1)
 - Have somewhat helped my achieve personal independence (2)
 - Have been considerably helpful in achieving my personal independence (3)
 - Have greatly enhanced my ability to achieve personal independence (4)
 - Don't Know/Not Sure (5)
-

Q3 Can you think of any barriers to accessing or using Talking Books materials that the State Library might be able to address?

Q4 Do you have any suggestions for how Talking Books could improve user's ability to obtain or use information sources?

End of Block: Default Question Block

Kansas Government Information User Survey

Start of Block: Default Question Block

Q1 The State Library of Kansas would very much like to get your feedback on the Kansas Government Information (KGI) Online services. This brief survey is conducted by the Docking Institute, who has taken measures to protect your identity and keep your responses anonymous. Taking the survey is voluntary, and opting not to take the survey will not affect your access to State Library materials. Would you like to submit your thoughts?

- Yes, I would like to take the survey (1)
- No, I do not want to take the survey (2)

Skip To: End of Survey If The State Library of Kansas would very much like to get your feedback on the Kansas Government In... = No, I do not want to take the survey

Q2 How important is ready access to the KGI resources to you?

- Not at all important (1)
 - Slightly important (2)
 - Moderately important (3)
 - Very important (4)
 - Extremely important (5)
-

Q3 What best describes your ability to find the resources you need?

- I often have trouble finding the resources I need (1)
 - I occasionally have trouble finding the resources I need (2)
 - I have no problem finding the resources I need (3)
 - Other (4) _____
-

Q4 Please tell us which of the Kansas Government Information resources or collections you use most often?

- Click to write Choice 1 (4) _____
 - Click to write Choice 2 (5) _____
 - Click to write Choice 3 (6) _____
-

Q5 Are there any types of government documents or information currently not in the KGI resources that you would like to see added?

Q6 Can you think of any barriers you have encountered that prevented you from obtaining the KGI documents or resources you needed?

End of Block: Default Question Block

End of Block: Default Question Block

State Downloadable Collections User Survey

Start of Block: Default Question Block

Q1 The State Library of Kansas would like to know your opinions of their online resources and suggestions for improving services. This survey is conducted by the Docking Institute, which has taken measures to protect your identity and keep your responses confidential. Taking the survey is voluntary, and opting not to take the survey will not affect your access to State Library resources. Would you like to give us your thoughts?

- Yes, I would like to take the survey (1)
- No, I would not like to take the survey (2)

Skip To: End of Survey If The State Library of Kansas would like to know your opinions of their online resources and sugges... = No, I would not like to take the survey

Q2 Please rate how easy it is to find and use online resources and downloadable collections from the State Library of Kansas.

- Very Difficult (1)
- Somewhat Difficult (2)
- Somewhat Easy (3)
- Very Easy (4)
- Don't Know/Not Sure (5)

Skip To: Q4 If Please rate how easy it is to find and use online resources and downloadable collections from the... = Somewhat Easy

Skip To: Q4 If Please rate how easy it is to find and use online resources and downloadable collections from the... = Very Easy

Skip To: Q4 If Please rate how easy it is to find and use online resources and downloadable collections from the... = Don't Know/Not Sure

Q3 Is there a specific resource or resources that you find difficult to find or use?

Q4 Do you have any suggestions for making these online resources and downloadable collections easier to find or use?

Q5 Please arrange the resources listed below so that the ones you use or value most are at the top.

- _____ eBooks (1)
- _____ Audiobooks (2)
- _____ Kids' Online Books (3)
- _____ Databases (4)
- _____ Kansas Government Library Online Resources (5)
- _____ NicheAcademy Resources (6)

Q6 Please rate your satisfaction with how easy it is to find and use eBooks.

- Extremely dissatisfied (1)
- Somewhat dissatisfied (2)
- Somewhat satisfied (3)
- Extremely satisfied (4)
- Don't Know/Not Sure (5)
- I do not use eBooks (6)

Skip To: Q8 If Please rate your satisfaction with how easy it is to find and use eBooks. = Somewhat satisfied
Skip To: Q8 If Please rate your satisfaction with how easy it is to find and use eBooks. = Extremely satisfied
Skip To: Q8 If Please rate your satisfaction with how easy it is to find and use eBooks. = Don't Know/Not Sure

Q7 Please provide details about your dissatisfaction with eBooks.

Q8 Please rate your satisfaction with how easy it is to find and use audiobooks.

- Extremely dissatisfied (1)
- Somewhat dissatisfied (2)
- Somewhat satisfied (3)
- Extremely satisfied (4)
- Don't Know/Not Sure (5)
- I do not use audiobooks (6)

Skip To: End of Survey If Please rate your satisfaction with how easy it is to find and use audiobooks. = Somewhat satisfied

Skip To: End of Survey If Please rate your satisfaction with how easy it is to find and use audiobooks. = Extremely satisfied

Skip To: End of Survey If Please rate your satisfaction with how easy it is to find and use audiobooks. = Don't Know/Not Sure

Q9 Please provide details about your dissatisfaction with audiobooks.

End of Block: Default Question Block

Appendix D: Barriers to Using Talking Books

My wireless internet does not work well with Talking Books

Availability of assistance from staff to download and configure NLS app and software to devices.

It is a bit puzzling to me that Talking Books sends out a catalog every few months.. why, since the users are supposedly blind or print challenged in some way.

Sometimes the PO has been slow to send out materials. When asked about this, they deny it happens. Yet when I've looked at the date mailed out to my receiving books, it tells the true story.

Not have what interest me

Takes considerable time to find the 1) book title or 2) the author as must go through many pages before the book or author can be found Brin

So many barriers to access books that I probably can't list them all! You need to create a an extremely user-friendly interface. You absolutely do not have that now!!! The Talking book catalogs that arrive 6 times a year are the only things that are easy to use. The problem with them is not nearly enough titles that I would want to read!!!

Necessity of using the mouse instead of arrow keys...such as in this survey.

One of my requested TB repeatedly stopped cold at a certain point during the play back. To whom & how should I have reported it?

I only that I would like to know exactly what the rules are regarding number of books and number of devices allowed for download.

Not aware of any. Service is excellent. Staff is very kind and concerned

Appendix E: Suggestions for Improving Talking Books

Send updates via email

Tes

The NLS online catalog and supporting app and software don't seem to reflect the same levels of accessibility and utility as other technology used to access library materials.

People on phone. Some wonderful, others not very helpful.

Sometime wish he could have more cassettes.

More current selections

Would require a computer expert to redesign the system. Realize this may not be possible due to expense.

A completely re-imagined interface for finding books...the one you make us use is crap!! I know there are an almost anfinite amount of books in your database.....there has to be a better way!!!!

Access to Bard is very helpful and being able to download my choices from home.

Have a place ffor requests on the Talking Books Topics order form.

Not really. I love talking books and spend a lot of time listening to them. So many things I can't do with my limited vision that talking books is a lifesaver for me! I am

I use the BARD app, so not familiar with other services. BARD is exceptional and improving constantly

Appendix F: Most Utilized Kansas Government Resources

Legislative journal

Health and Environment

Library Historical Information

Legislative materials

Education

Kansas State Library

Department of Education

Health and Environment

Legislative documents

Historic state agency docs

Historical state & territorial agencies

Articles and resources that are highlighted in KGI blog posts/emails

Library, Kansas State (1855-)

Agricultural history

Legislative updates

Corrections

Education

Historical Society

KDHE

Legislative

Legislative documents

AGRICULTURE

KS Reads to Pre K

Health and Environment

Taxes

Historical

Kansas Public Library Statistics

Health and Environment, Kansas Department of (KDHE)

I don't often need these specific services

Appendix G: Barriers to Using Kansas Government Resources

Documents located in a Google Drive.

Sometimes the download of very large documents are not as smooth as I might wish...

Sometimes it doesn't search the entire database. I get stuck in one agency.

Potentially the library website redesign. Might need to clarify where it is for those who use it.

Glitches in the CONTENTdm system, mostly.

Sometimes it's slow to load

None that I am aware of other than agencies sharing the material for posting.

I don't know enough about them to use them.

Sometimes multi-page documents take a very long time to load in the pop-out viewer.

Not mobile friendly, very hard to scan, organization felt different than how I would search.

Knowledge of collection- maybe a bookmark or basic info graph with you resources would be helpful.

Appendix H: Most Difficult Online Resources to Use

Census data

Title/ author don't go hand in hand

The search function doesn't find checked out books even when the filters are off.

Books in a series aren't grouped together

Doesn't pick up certain wording

I struggle just to find available books

Finding books

Searching for books and series

Training and Webinar

As the collection gets bigger, it is more time consuming to browse a particular genre.

When trying to find most / use things

Good syfy.

Cloud Library App is sometimes temperamental

Browsing by category

The card catalog can be difficult to search an author's name

I've listened to books that mention downloadable resources but never find them

Just founding out about the app

I can not download the app to my pc any more, its too difficult to use now.

If you don't log off when listening to my books you don't see the new book.

I had trouble finding the Digital Library at all at first and getting registered to use it I had to have someone else do for me.

First time user. Would like to know how to search for books wanting to read.

When you want to find say book Flix it's hard to find it without clicking on a lot of different places.

wish it would be easier to find without a lot of steps.

The search feature

I would like to be able to search by subject.

Genealogy, newspapers, ebooks without help

ILL

Cannot get to author or titles easily, constant fight as to where to go and how to put in the information plus I want audio books and they are hard to bring up.

Reading recommendations, databases

Initial setup is multi-step, and is different for each service. This is confusing, and creates a barrier for less technical patrons.

I am not too good with computers, can't teach a dog new tricks, as soon as the Covid mess is over I want to go visit with someone at my local library for help.

The query tool is very poor. For example, I checked out a book by David Barton. When I checked to find other books by this author it said he didn't exist.

Search bar

eBooks search

The Online book app

The Great Courses

Have trouble finding particular authors and titles.

The search function consistently returns 0 matches for a specific book or author even though I'm sure the library has it.

Not really

Search

Don't list the books on hold first

Learning new system

Finding the complete series of novels by author.

Search. I can search on my iPad for books I know you have but search shows "no match".

Books that aren't left biased, it shows!

Audiobooks

Audiobooks by category

If I don't finish a book and need to renew it, I can't always find it to renew.

Searching for book that are similar/haven't read

Author spelling ...could give suggestions if not close

Author series do not show up when you click on the link.

Christian authors

I keep getting unauthorized messages and I have to delete the app and reload it.

Freeding, Cloud Library

Just my local library never even told me about a state library card and ability to use this to rent free audiobooks and such. Got lucky going to go a bigger city telling them why i was from out of town getting a card to use with Libby app and the librian told me about the state card and this feature.

Audio books

Enki and Freereading are not set up on aps so must use browser. This is why i rarely use them, i just forget abt them.

Audiobooks

The multiple platforms make keeping which resources are available on which platform difficult

Magazines

Appendix I: Suggestions for Improving Downloadable Resources

More apps

Have a direct link.

It would be nice if your filters would be saved so you don't have to reset them each time you log in.

You are doing so well to improve all the time.

When you type in Book name get an answer that makes sense

I would like an easier genre search

Being able to search by genre would be great! Especially if you know you want something but not for sure on what book.

I'm happy with the service

Since last update the scroll bar at bottom of page is not available making it more difficult to find current page if opens on wrong page

To see the whole collection, available and to be reserved by authors.

When an author writes a series, put them in order

I think it's great!

No I love how it works now

I don't know enough about ebooks to make any helpful suggestions.

Easy

Search engine could be a little better at finding broad topics

Logging in fails too many times. Give an error message when it happens, don't just pop up a login retry

I am a retired school librarian so natural for me, but I believe there needs to be an effort to educate teachers about the resources. Many no longer have a school librarian.

The website can be intimidating for laypeople.

Would like a sub-category in fiction of "cozy."

Easier to search by author

More search options.

Allow user to enter title already read. Suggest title to add

The menus on the state website can be overwhelming with the amount of text. Possibly keeping only the orange headers in the menus, and put the individual pages somewhere else?

Less pixelated images when looking at online covers for books and audiobooks.

I'm a librarian and I've never really been trained on what is there or how to use it.

I would like to be able to search topics, for example, psychology, physics, horror, fantasy.

More curated lists to help you find new content that's popular by genre.

Make the search for audiobooks a little simpler.

Training, Webinar and promotional material about the same subject on the same same

Because this is separate from local libraries, it's almost a hidden gem. If there could be a link or advertisement on each local library website, it would help.

Most of the lists have to be scrolled to vs top third of page. The left menu is clearly visible but top menu might be more so. I don't have difficulty but can see where other users might.

Would like access to a bigger collection

It seems like going to the website directly has more titles than on the app.

Allow users to personalize searches by excluding authors. Please review the collection for errors: there are instances of books in the wrong genre.

I would love it if I could sort things by date of check out, authors' names, title, publication date all over the site.

All collections in the same location

No. Are already easy to find and use.

List book series by date order

Local libraries need to do periodic classes for all age groups

Better search engine

Combine with Sunflower Library.

It would be nice to search by author

The filter and search actions should be easier

I only use audiobooks. Some times a book I would like to listen to are only ebooks.

Number the books in a series. Also being able to search for non series books would be nice.

The app just isn't very intuitive

The app just doesn't work on a real regular basis.

Sometime book show up under different names if they're in a series.

Have where you can rate books, so it can show you more books you like. And have an "already read" tab.

I would like to type in an author's name to find their books. Right now I type in their name, find nothing, Google the author, find a title, enter the title & then click the name from that page. Then there are several options.

Finding audiobooks is the difficult part I have

I would like to see more services like Kanopy available

I have a hard time sorting romances to find the newest ones added to the library

When I enter learning Spanish nothing comes up yet there is a book. Make items match more words.

Maybe a poster

Add the app for computers back

Get more audiobook selections

Can I sign up for all libraries, or am I restricted to only one?

Have more book copies.

Make the website and collection more accessible.

When your server is down, don't tell the user that the problem is their library card.

No I like it just fine

Not really. Works well.

More of the resources searched for by patrons

Finding is easy! Would love to be able to send e-books to my Kindle!!

The current app is pretty awful. I wish there were search filters to make the search process easier and quicker

Establish a method to search by subject and genre.

When you've found an audio book I would like to be able to search for the next in the series by clicking on the authors name. Having it then auto populate the books would be helpful.

Having multiple of one book so more than one person can borrow it at a time

No but often you don't have authors I want

Tag clouds maybe? With this much information it would be great to have a universal search that generates a cloud based on results

Make the search for audio books a little simpler.

More evangelical Christian titles available.

Add a place you can request books

Consistency

It would be nice to have the original publication date when sorting so I wouldn't have to Google "books in order"" to figure out which to checkout next

No-I use the library fire books and they are easy to find.

No not really it's pretty plain and simple.

If I want a certain author or book just give me an answer "we don't have that book" instead of the loops I have to go through.

Better search engine

The website is so jam packed with info, it's overwhelming.i often don't know where to begin.

The ebooks do not work well with text-to-voice. They are useable, but not flawless since they usually stop between chapters. If someone blind were trying to use, it would be very difficult.

The SLK website can be cumbersome.. multiple tabs often open making navigation more difficult

I we be glad to let you know once I get help figuring out what I am doing.

Smooth out the downloads. Can't find a book using keywords if you are not sure of a title.

Audiobooks. Ebooks

The find option frequently doesn't work. The data base needs cleaned up with titles and authors.

The difficulty I have is finding the names of the books are in a series. I want to read them in order but I have to go to other sources to find that information.

No idea

The hold list on the app seems to error out often. Sometimes it only shows 20 items when there are more than that saved.

Audiobooks, books because if kids like listening to books instead of reading them it will work with them the best .

I would like more non audio books available. I am reading a Patterson series and all are not available.

ADD ACCESS TO KINDLE

Give the ability to sort material by author's name (list, first, Mid; date, title, call number as appropriate; make it easier to access one's history.

I prefer just read itself and there is only bit of that so pls put more of them

Implement a choice of search by author

I wish you could click on an author when viewing one of their books and it would bring up all of their books rather than the other books by this artist feature below

Once you find the link to log on (and it's not hard), everything is super easy to download. Thank you for the great resources!

No - I spread the word.

Make more books available. So many times the books I want aren't available. Now, today, your sight says something is wrong with my KS Library Card.

Author search only allows for last, first. Would be easier the other way around.

Does the Kansas library collection differ from the Cloud library collection?

Catalog them as a series so I can see all of them at once and don't have to dig for them

Have a sort option to List audiobooks in order of original publication. Then one wouldn't have to Google ba "books in order" list to figure out which to checkout next.

I would love to see my history in a list with dates returned. It would be great to indicate on books that I I am searching if I read it and when.

Available to read on kindle.

When I find a book in a series I like, I t would be nice to pull up the rest of the series from the books detail page.

Regional training for public, school and speciality librarians.

I have no issues with it at this time

To search for all books in the database

Would like to be able to sort browsing pages using varied criteria. For example, sort by author, by reader, by title (a-z or z-a)

Books are often categorized wrong.

A widget would be helpful for a android phone

If a book is part of a series that should be included with the book description.

Possible a few different categories like New authors, Pulitzer winners, Edgar award, Booker prize...etc.

New titles

I would like to see in the books that have several in the fairies all be on your website. Sometimes you're missing a book or two

Perhaps an explanation that the audiobooks and e-books are noted differently. I have checked out e-books not recognizing they were not all audiobooks in a collection more than one time. Of course the error is mine, But I doubt on the only one making it.

Well actually right now the update kicked me out so I can't download anything. It took me quite a while to find an email address to contact someone for support. So I guess making the support either would be very helpful. I did look at all the tutorials but none of them apply to my situation.

Add a listing for all books in a collection.

The search must improve in order to improve use

Making the general public more aware these resources exist.

List books by date published on the author list

When the author has a series of books, please include all the books in the series.

Are there online resources other than ebooks and audiobooks? Where? How do I find them?

I think it would be good to offer a way from individuals to recommend a book that you do not currently own. That would allow you to see what people are interested in when you purchase more books. Especially audio books.

Maybe a spell check that gives items close to that spelling or suggestions close to it.

Categorize "already read" so they stop showing up.

I get aggravated when the pages jump and I have to back up multiple times to get to the next page. I update CL but it does no good.

Not have to sign in every time I want to borrow on Freeding

Libby and overdrive and Hoopla are easier apps to use rather than Cloud app

Have available the complete set. Audiobook.

Listing series in order of reading

Work with "fuzzy" title & author searches esp. fiction

It would be nice to be able to click on the whole series of a book series from each book and know their order.

Having the back button go to the previous tab rather than closing the app

Put online books in a series together

Search function isn't super user-friendly

Add more books to audio. But when requested, you do a great job adding them in! Better access to databases for journal articles

Sometimes it seems like searches have to be very specific

Your search list is squirrally. You search and it jumps around!

I am more referencing the selection available. Many times KS does not have the book.

The most challenging area was when first getting on to the site. I guess that would be my suggestion.

Ability to search by category

I only wish there were more ebooks

More book options

Some authors' books don't appear on a search: J.A. Jance audiobooks.

More search options i.e. search by Genre

Showing book series in order= book 1,2,3 etc.

Better search, more titles

Show if you've checked them out previously

Able to like and dislike books or authors

Many books are misclassified.

I think it works just fine.

Mark the books that we have read or don't suggest book i have already read

Wish you could get more books. Seems like takes awhile to get more ebooks. Seems like its always
same books.

Make request

Have an option that shows if we have checked the book out already without having to look in our
history.

Maybe additional sort or filter functions. Like for author it sorts it a to z, but there does not seem to be
an option to switch to z to a, which is a problem when you have all the books on a single page
and you need to repeatedly click the "show more" at the bottom. Or do multiple pages of results
instead. Maybe also a sort by popularity? Sorting out passably decent fiction is often a problem
and sometimes I really don't want to sift through a ton of books from people I've never heard of
because I'm not in the mood to roll the dice, I just want something reliably decent.

Yes. Create categories of books, rating them like movies. For me, i am not interested in violence, foul
language and gratuitous sex

Fix cause of the error message not authorized.

Maybe the state library could have an app to access the resources

AudioBooks be able to search for book series

Some books have series links that go nowhere when clicked on to find out what all books are available
in a series.

Buy all titles in a series. There have been many audiobooks that I've read and couldn't read the rest in the series because they're not in your holdings.

More attention to the books with Cloud Library, some won't download

It would be wonderful if there were somehow a way to search all different ebook sources at once.

I wish in the app there was a way to request an ebook

Make a book mark , or last point u were at in book option available, sometimes it plays without me knowing.

Take out doubles add in books that are missing from a series

Maybe making all librarians in the state be more aware and put up more posters or something so people can know about it better.

The prior providers system seemed more user friendly

The search function is could use an update to return more info

Make every author's books on the app.

More granular genre filters

Set up of site could be better. Would be nice to be able to search all resources at once and that multiple libraries use the same ap.

No everything's good

Make sortable by publication date or even better series order.

When I place a hold I don't always get notifications that the book is available. (This may be a user issue!)

The search feature could be easier. Ive found authors in "genre" section that did not come up on general search.

I wish it would tell me if I have already checked the book out in the past.

Appendix J: Sources of Dissatisfaction with eBooks

Do not use ebooks

The collection seems to be limited and doesn't always have the most current histories, mysteries or biographies

I just don't tend to want to spend more time on screens

When moving from away from epub files, my Nook book quit working. The upgrade in software doesn't work.

Just prefer audiobooks

The search is difficult for me to use. I've made several attempts.

I use autobooks.

I'm not dissatisfied with them, I just don't choose to use them.

I prefer reading actual books.

Can't get as specific as I'd like

App is confusing as you have to filter first to make sure you get book or audio

I prefer audiobooks

I prefer books and not audio books. Many books I want to read are only available in audio format

Lack of time to read

No reason it's hard to see and do ebooks so I use audio

Can't use on Kindle. I know it's not your fault, but Amazon's. wish there could be some change in that.

The search process is awful. We need a way to filter by genre, audience, etc

Don't like reading on e-devices

Not dissatisfied I prefer audio books

I just don't have the time to use eBooks

It's hard for me to find the types of books I like to read

The search interface for each vendor is different, and many do not produce quality results in consistent ways. Researchers have to be very familiar with the collection, and willing to search across multiple platforms to get comprehensive results. A federated, standardized search interface that provides one stop shopping, with the ability to easily filter for desired results would be something worth working toward.

I'm not dissatisfied, I just don't read eBooks. I've never checked out an Ebook

I just prefer audio books as I have Bluetooth hearing aids.

Not dissatisfied. I just don't use them. I use the audiobooks in Cloud library.

I don't use ebooks

Not enough non fiction. With all the archeological discoveries, there is a terrible scarcity of ebooks. Too many audiobooks & not enough regular ebooks

I'm not dissatisfied. I mainly use audio books

When I am reading a series, sometimes I can't read them in order.

I just prefer audiobooks.

Please by published date

It's hard to find certain catagories like thrillers

Formatting of table of contents and navigation

I like e-books i prefer audiobooks

I prefer audiobooks to ebooks

Search is very frustrating, as mentioned previously.

I prefer audiobooks

Same as I wrote above...need ratings or some indication that books are not offensive.

I live in Johnson Co. so I only have access to the Cloud audiobooks

Not dissatisfied- I just don't use them

I am greatly satisfied

Hard to find

Not enough titles available

I use Audio

Appendix K: Sources of Dissatisfaction with Audiobooks

Text too small

Just don't care for them and there to many of them and not enough of thr readables

I don't like to be read to. I much prefer reading to myself and being able to go back and re-read a passage.

I found titles available in audio book but not print. I might try one to see if I like it.

I haven't tried an audio book, I'm afraid I would be distracted while listening. I may try one some time.

I wish th3 audiobooks were not mixed with the ebooks.

Don't use them.

I do not like audiobooks. It has nothing to with the library audiobooks.

Just don't listen to them

The choices are limited. I stated using audiobooks in your collection before any others. I have not found the books I want to listen to avaIt skips. I just doesn't work sometimes. When I open the app, it makes me pick a language, which library; as though I have just downloaded the app. When all I want to do is bring the book up I've been reading

Want to search by subject and genre. Can only search by title or author.

Want more filters, easier search capabilities, subject, author, Variety of providers not working on different platforms

Include original publication date sort. Also frustrating, missing books in a series. :)

You do not keep up with the latest mystery audiobooks; way behind in selections

Again searching is clunky, and results often feel hit and miss

I don't enjoy being read to, prefer to read myself, may try again later. I think it is a great option.

Not as user friendly as I would like.

I had to do some working and guessing at first because I did not find instructions. It is fairly easy now.

Don't like them at all. Rather read. I can see and have enough people always talking to me.

I don't use them therefore I have no opinion.

I don't have any I just find it very hard to concentrate with audiobooks

I am not dissatisfied, I just don't use audiobooks.

I' not dissatisfied i just don't use them.

I prefer reading

Many of books I've searched for are not in the library

Not enough books available.

Just like to read myself

Some series are incomplete. You find try something new and then there is only the one or two books available in that series available. I find the whole collection pretty limited, outside of the best sellers list.

I cannot find the Great Courses on the RBDigital app easily

I have no dissatisfaction w audiobooks

Finding authors. And titles can be challenging at times

poor sci-fi collection

The selection seems limited. So many series only have a few titles available as audio!

Not having enough titles especially in a series. Also would like new titles faster

The search feature is not intuitive

I don't like listening to others read—it's more interesting to me when I choose to read on my own.

Rather read the book.

When im able to read, i cant listen to an audio book

Hard to search

I'd rather read than listen.

The search filters aren't robust enough. Also, it would be very helpful to those that listen to or read many books to know (by color or icon) which you've already read. I would also like to have the ability to rate the books I've read just for my own information. Did I like that author, did I like that series, what was that book I really liked

I feel you need a broader selection. My go to reas/audio is a cozy mystery, and you don't offer a great variety. I am finding more audio books in fiction and regular mystery though.

No chapter titles to refer to.

I don't listen to audiobooks.

I find it difficult to always find specific books or categories of books.

I am not dissatisfied, I just do not use them at this time in my life

SEARCH, as mentioned twice already.

Not dissatisfied, I just forget to search for them

Limited search ability

Prefer ebooks

Search function is not accurate or user Same as above. Also availability is sometimes limited

I missed a button and this survey doesn't allow the user to go back. I LOVE THE AUDIO BOOK

The app keeps crashing and needs more variety.

Searching

Hard to find

Not enough titles available

I've tried to listen but it just isnt my "cup of tea".

Selection, offline Availability

The new app has wayless selection than the old one. There are many books not available or the wait time is very long.