



WEST VIRGINIA LIBRARY COMMISSION

~ 2007 Annual Report ~

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MISSION STATEMENT

The mission of the West Virginia Library Commission is to promote, assist, and support the development of effective and efficient library services that ensure all citizens in the state access to the highest quality library services and information resources to meet their needs.

TABLE OF CONTENTS

MESSAGE FROM THE SECRETARY	2
ADMINISTRATION	2
Building Services	3
Library Television Network	3
Tobacco Prevention & RADAR Clearinghouses	4
LIBRARY DEVELOPMENT	5
Adult Services	5
Children & Young Adult Services	7
Communications	7
Library Operations	8
Statistics	9
West Virginia Center for the Book	11
Library Services	12
NETWORK SERVICES	16
SPECIAL SERVICES	19
Technical Services	14
PHOTO GALLERY	20
DIRECTORY	22



MESSAGE FROM THE SECRETARY,

James D. Waggoner

The 2007 year proved to be in many instances a landmark year for West Virginia’s libraries and the West Virginia Library Commission. Following several years of drafting, meeting, revising and redrafting the Library Commission’s new Administrative Rule cleared all hurdles, passed the Legislature and received the Governor’s signature.

Why is this so significant? The Administrative Rule had not been seriously reviewed since 1971. In a world of libraries mapping the information highways, the Rule still addressed the use of teletypes! Many issues were addressed but central to the Rule was a change in the requirements for local funding. Year after year West Virginia in national rankings sits at 50th in local funding. As critical as the libraries are to their communities and to the education of our citizens, funding has always limited their ability to serve.

Passing the Rule and highlighting the problem is however of no value unless the funding increases. The Rule was a first step. Now the Library Commission must work with libraries, local governments, the Executive and the Legislature to provide the opportunities for the increased funds.

We speak often in our state of the need for economic development, an educated workforce, improving our culture to bring investment into West Virginia. Libraries are an anchor point in achieving these goals and must be funded at a level that allows our state to compete in the global market.

ADMINISTRATIVE SERVICES

The Administrative Services distributes state and federal funds in to underwrite, support, and expand library and information services to West Virginia citizens.

The Division prepares funding appropriation requests and expenditures schedules to allocate the agency budget. Administrative Services staff works closely with all divisions in the agency in seeking, implementing and administering grants from public and private sources. The division also supervises Building Services, the Library Television Network and clearinghouse programs for drug education and tobacco prevention.

The Library Commission’s \$15.5 million budget is made up of \$1.8 million in General Revenue, \$1.9 in Federal funds, \$10.5 million from Lottery funds and \$1.3 million in gifts and grants. Major program areas are Grants to Public Libraries, the InfoMine Statewide Library Network, Services to Libraries, and Special Projects. The distribution of grants to public libraries enables the libraries to maintain staff, purchase materials and meet other operating costs. Timely

distribution of the funds is essential to enable libraries to meet financial obligations.

<p>2007 Funds Distributed to Public Libraries</p> <p>Grants to Public Libraries--\$7,348,884</p> <p>Services to Libraries Grants--\$500,000</p> <p>Special Projects Grants--\$800,000</p> <p>Other Support Grants to Public Libraries--\$608,461</p>

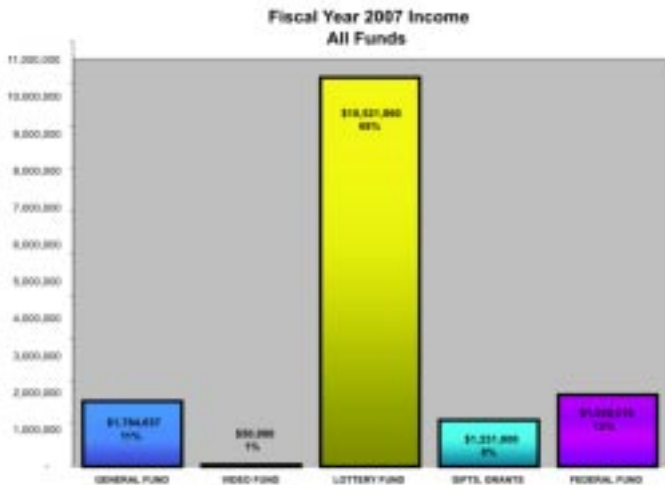
ADMINISTRATIVE SERVICES

The Administrative Services staff includes a state E-Rate Coordinator who is responsible for the training, coordination and daily assistance to public libraries statewide regarding the Universal Service Discount program administered by the Universal Service Administrative Company (USAC) Schools & Libraries Division (SLD). This service is critical in West Virginia where less than one third of

the citizens have computer access in their homes. The Coordinator provides statewide training to all public libraries. The training provides libraries with all materials and information needed to process the current E-Rate funding year. An E-Rate listserv is maintained to keep all public libraries informed of current program updates and information as well as posting up to date changes and deadline reminders. Public libraries prepare

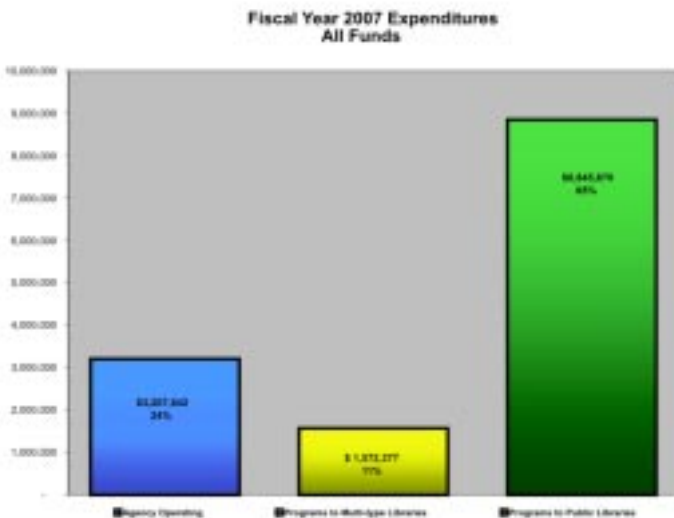
Service	Participation	Reimbursement
Plain Old Telephone Service (POTS)	77%	\$ 121,680
Data Circuits and Internet	100%	\$ 590,978
Agency Telecom	100%	\$ 10,912

forms and fax them to the coordinator for approval before the actual mailing or submission to SLD. This measure insures accuracy of the form prior to filing and prevents the chance of commitment denial or delayed processing by SLD.



Building Services

Building Services keeps the mail moving, and also the staff. This division schedules and maintains the Library Commission's fleet of three vehicles. In 2007, fleet vehicles traveled 86,868 miles to support Commission programs. In addition, Building Services is responsible for the agency inventory, basic maintenance, and heavy lifting in general.



Library Television Network

The West Virginia Library Commission's Library Television Network (LTN) produced 227 shows in an 11-month period. Two new programs, *West Virginia Legacy* hosted by the Division of Culture and History and *Extension Matters* hosted by the West Virginia State University Extension, began this year.

LTN expanded its coverage area with two new affiliates. The Summersville Community Television, channel 98 in Nicholas County has approximately 2,800 households in its coverage area and airs 105

ADMINISTRATIVE SERVICES

hours of LTN programs. The second new affiliate, WLSC-TV at West Liberty State College's Media Arts Center, covers all of Ohio County, and roughly one-half of Marshall County including the towns of Benwood, McMechen, Glen Dale, and Moundsville reaching approximately 30,000 households.

Public Services Announcements produced throughout the year included the @ *Your Library* series promoting libraries through the means of advertising on statewide television distribution. The Governor's Office requested several PSA tapings that were distributed to television stations around the state, in addition to video messages taped for events that the Governor could not attend due to scheduling conflicts. Additionally, LTN worked with First Lady Gayle Manchin to produce *Pod Chats*, interviews about education and health related issues made accessible on the First Lady's web page.

Other 2007 clients included the Ethics Commission, the Secretary of State's Office, the Treasurer's Office, and Legislative Services. The Legislative Services project was a short video that debuted in Utah at the 2006 meeting of the National Conference of State Legislatures to welcome the participants to the conference at the Charleston Marriott on September 2007.

A collaborative effort between the Library Commission's LTN, the American Heart Association, the West Virginia University Extension Service and the Prevention Research Center sought to educate the women around the mountain state about

heart health and stroke awareness by providing every public library a promotional poster and DVD of a video series called *Heart of the Mountains*. A second video, *Go Red for Women*, was produced using segments from the *Heart of the Mountains* video. The Heart Association showed and distributed this video at several conferences.



Another production, *Videotaping Your Family History*, presented by Jennifer Sias from the Marshall University Library was mastered on DVD and placed in the libraries around the state.

Tobacco Prevention & RADAR Clearinghouses

The Library Commission administers two clearinghouse programs with grants from the West Virginia Department of Health and Human Resources (DHHR). These programs purchase and distribute materials to state agencies, schools, libraries, social service agencies and other organizations.

In 2007, the Tobacco Prevention Clearinghouse distributed 257,830 items; 67,033 went to other grant holders with the Division of Tobacco Prevention; 190,797 items were distributed to various health care providers, doctors, teachers, libraries and other concerned individuals. A majority of the educational items sent from the Clearinghouse were requested by the school system for use in the classroom or other educational functions.

The Regional Alcohol and Drug Awareness Resource (RADAR) clearinghouse distributed 81,000 pamphlets, 3,767 posters, 32,280 activity/comic books and 44,516 educational incentives that included pencils, fortune cookies, drug awareness bands, bookmarks and stickers. The items were sent to schools, churches, prisons, libraries, hospitals and other organizations as well as concerned individuals. This program also distributes Red Ribbon Week materials. Red Ribbon Week, celebrated annually in October, is a national celebration that encourages individuals, families,

and communities to take a stand against abuse of alcohol, tobacco, and illegal drug use.

This celebration occurs the last week in October. During this time we distributed 146,977 ribbons, 30,618 activity books and 14,830 pencils. We also exhibited at the WV State Fair, Share the Vision Conference and other events throughout the state.

The educational materials were also exhibited at various events around the state such as the Albright Power Station Health Fair and Tobacco Free Day held at the State Capitol.

LIBRARY DEVELOPMENT

Library Development provides leadership and guidance in the development of library programs and facilities; administers funds for improvement of library services; conducts on-site visits to attend programs and discuss activities; and collaborates with local, state and federal agencies to develop and implement library programs. The department also collects, compiles and disseminates statistics on West Virginia libraries; develops and supports training opportunities for librarians and trustees; publishes directories, manuals, posters and brochures; and facilitates statewide library planning efforts. The program divisions of Library Development are Adult Services, Children and Young Adult Services, Communications, Library Operations, and Statistics. The department also, in partnership with the West Virginia Humanities Council, coordinates the activities of the West Virginia Center for the Book, an affiliate of the Center for the Book in the Library of Congress.

Federal funds appropriated to state library agencies under the authority of the Library Services and Technology Act (LSTA) are used to support the programs of the Library Development department. In March of 2007 a report of the activities of the Library Commission that were funded wholly or in part with Library Services and Technology Act funds during the 2003-2007 evaluation period was submitted to the Institute of Museum and Library Services (IMLS),

the agency that administers LSTA. All target activity goals except one were met or exceeded.

A new five-year plan was developed by the Library Commission, submitted, and approved by the Institute of Museum and Library Services. The plan enhances services by connecting libraries to libraries, libraries to information, and libraries to people through the Statewide Library Network. The plan enhances collections by providing a package of online databases in academic, public, and school libraries. Cooperation among libraries is encouraged with grants for the development and support of consortia that share a common library system. An active continuing education program and regional and statewide professional assistance guarantees a skilled library workforce, knowledgeable trustees, and well run facilities. Partnerships with public and private agencies and organizations expand programming and a comprehensive communications program promotes the services and value of libraries. Learning is not an end product but a lifeong process in which West Virginia's libraries must be equipped to play a key role.

For the first time in several years, WVLC was able to offer libraries the opportunity to apply for LSTA grants in the areas of technology, collection development, summer reading enhancement, programming, and community analysis. As a result,

LIBRARY DEVELOPMENT

Grants to Libraries

Type	Number of Libraries	Total
Book Establishment	5	\$ 13,200
Collection Development	20	\$ 40,000
Continuing Education	12	\$ 2,400
Grants-in-Aid	97	\$ 7,348,884
Other	18	\$ 502,113
Programming	7	\$ 7,000
Services to Libraries	13	\$ 500,000
Special Projects	94	\$ 800,000
Summer Reading	10	\$ 10,000
Technology*	53	\$ 32,484
TOTAL		\$ 9,256,081

*Value of equipment granted to libraries

Adult Services

This program of the West Virginia Library Commission advises libraries on all aspects of services to adults and develops programs both independently and in cooperation with numerous other agencies and organizations that enable

wireless internet access equipment was placed in 70 libraries, 20 libraries each received grants to improve collections, 7 libraries received grants to add programming for teens and/or adults, 10 libraries received Summer reading program enhancement grants, and one library was awarded \$5,000 for a community analysis project. In addition, 5 libraries completing major construction or renovation projects received grants to add new materials to the new or expanded facilities.

libraries to meet the needs of adults in their communities.

Although much of the advice is to individual librarians, including assisting in the writing of grant proposals, other advice involves presenting workshops on topics such as problem patrons in the library, customer service in libraries, and the organization and maintenance of book discussion groups.

Access to the package of online databases available to all WV residents was simplified with the development of the WVInfoDepot.org web site. Adding the Points of View Reference Center and the Consumer Health Complete database enhanced the package. Access to the test preparation database, Learning Express Library, was improved by removing the requirement that initial access to the database had to be in a public library.

One of the most popular activities of the Adult Services program is the Book Discussion Group Collection. This is a



collection of multiple copies of fiction and non-fiction titles chosen specifically for discussion groups. In 2007, a total of 229 shipments

were sent to 56 book discussion groups representing 3,435 adult readers. Each shipment is accompanied by a packet of

LIBRARY DEVELOPMENT

book reviews, discussion questions, suggested further reading, and, if applicable, movie links prepared by a professional librarian.

Recognizing that many adults do not have the reading skills they need to function well in an information society the Library Commission works with library based literacy programs, state agencies, non-profit organizations, and local literacy councils. A poster promoting literacy awareness is produced annually in September and distributed to public, academic, middle school and high school libraries, literacy councils, Even Start program offices, West Virginia Workforce satellites, and other appropriate outlets. The 2007 theme was "Hit the Literacy Highway".

Adult Services activities also included collaboration with the West Virginia Alzheimer's Association, and the West Virginia Treasurer's Office to place information produced by these agencies in all public libraries, and participation in the planning and development of the West Virginia Book Festival with the Kanawha County Public Library. Another collaborative project is participation in the activities of the West Virginia Martin Luther King, Jr. Holiday Commission. The Library Commission produces a commemorative booklet of the event's essay and poster contest award winners that is distributed to approximately 300 libraries, schools, awardees, and teachers.



Children and Young Adult Services

The purpose of this program is to improve library services to children and young adults by enhancing the skills of library staff, advising libraries on the topic, and by creating and distributing materials that can be used to provide youth services.



This year the Library Commission joined the Collaborative Summer Library Program (CSLP) made up 45 state library systems nationwide. The Collaborative contracts with a publisher to produce and distribute summer reading

manuals, promotional material and incentives at a reduced price to members. The theme for the 2007 Summer Reading Program was "Get a Clue @ Your Library". WVLC purchased and distributed 97 copies of the "Get a Clue" manuals for all the library systems in the state. Librarians were able to order the promotional materials much earlier and had a wider choice of high quality materials and incentives than when materials were produced in house. Annually, more than

17,000 children enroll in summer reading programs in West Virginia public libraries. In 2007, more than half of West Virginia libraries used the "Get a Clue" materials.

The Services For Children and Young Adults pages on the WVLC web site were expanded to include holiday bibliographies, an election bibliography, and a "Colors at the Zoo" book list originally developed for use at the Oglebay Zoo's summer program. The web page further supported summer reading activities with a "Get a Clue" Read Aloud book list and a handout titled "CSIdeas", containing programming ideas based on crime scene investigation. Links were provided to sites as

LIBRARY DEVELOPMENT

diverse as the WV State Medical Examiners Office, the FBI, and *Nancy Drew, the Movie*.

To assist small and rural libraries with limited or nonexistent book budgets, quality children's books, donated by a private foundation and review copies received from publishers were distributed to 19 libraries, schools and other agencies — 1,778 titles for a retail total of \$24,996.

The Library Commission promotes Children's Book Week in November by annually designing and distributing a poster to schools and libraries along with promotional material for Read To Me Day sponsored by Education Alliance. The theme of the 2006 poster was "More Books Please".

Other 2007 Services For Children and Young Adults activities included participation in Young Reader's Day at Birch River Elementary School; teaching read aloud skills to students in Ravenswood and Wheeling; presenting "Beyond These Hills; Current West Virginia and Appalachian Children's Authors" at the West Virginia Education Association Professional Seminar; and serving on the Children's Programming Committee of the West Virginia Book Festival.

Communications

The Library Commission Communications team keeps the library community informed of Commission activities, produces statewide library promotion materials, and provides libraries with quality, high-end marketing and graphic designs for individual promotions.

Major graphics projects include the design, production, and distribution of posters to celebrate National Library Week, Literacy Month, and Children's Book Week.



This year's National Library Week poster featured Governor and Mrs. Manchin. The Literacy Month poster, "Hit the Literacy Superhighway", highlighted the many helpful stopping places on the way to better literacy skills. The theme of the Children's Book Week poster was "More Books, Please".

WVLC Communications also produced the Annual Report, the Statistical Report, an anthology of the winning Letters About Literature entries, and a commemorative booklet for the West Virginia Martin Luther King, Jr. Commission. In addition, certificates, brochures, bookmarks, business cards, bookplates, forms, table tents, and stationary were designed and produced for both the agency and individual libraries. Press releases announcing library activities were prepared and distributed to the state media. A generic press release was developed and posted on the web site for the use of libraries that received wireless access grants from the Library Commission.

The *WVLC News Bulletin*, emailed to more than 500 readers every two weeks is another project of the Communications team. This bulletin features announcements, reminders, continuing education events, and grant opportunities.

Outside of the normal activities, Communications assists in the development

LIBRARY DEVELOPMENT

and promotion of deposit collections for fantasy, science fiction, graphic novels, comics and manga. A presentation at the West Virginia Library Association Spring Fling conference included tips for marketing and displaying graphic novels. The presentation led to many new design requests, additional holds placed on the collection. As word about the designs from WVLC Communications spreads, so do outside requests increase. Communications staff takes pride in providing libraries, as well as other state agencies, with creative designs thereby increasing the requestor's visibility in the community.

Library Operations

This project encourages and assists public library development throughout the state by providing expert assistance in the areas of library operations and administration to the directors, staff, and trustees of public libraries, and by researching information on specific library development and management issues. The project works autonomously and also in collaboration with the state library association to develop, present, and sponsor programs and workshops concerning library administration and management and to compile information and programming resources for directors and trustees.

Workshop topics in FY 2007 included the role of library trustees, strategies for coping with problem patrons, background checks, retention of personnel records, meeting room policies, board bylaws, and telling the library story. In order to make sure all library directors were aware of the requirements of the new Library Commission Administrative Rule for receiving state Grants-in-Aid, staff held one meeting with directors of Service Center libraries and another meeting with the directors of libraries not affiliated with Service Center libraries. The directors were asked to comment on the new requirements, associated new forms, and implementation plans. To make sure library directors

and trustees were further informed about the local funding matching requirement for state Grants-in-Aid, three regional meetings were held in this fiscal year with three more planned for the next. The local funding matching requirement goes into effect July 1, 2010. The meetings presented attendees with various strategies for meeting the requirement and offered WVLC assistance in implementing the strategies.

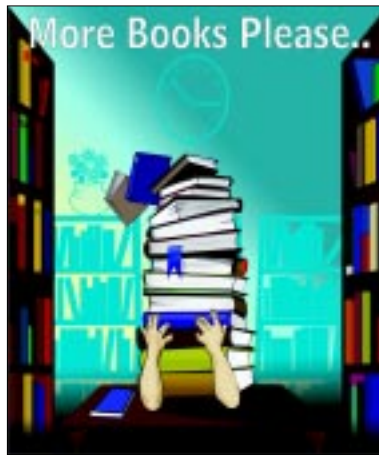
Much of the activity of this program involves one-on-one consultation with individual library directors. Some of these sessions introduce new library directors to

the services available from the Library Commission; others deal with problems. These problems often apply to finances including inadequate financial management skills and even misappropriation of funds. Others, such as retirement, leave, and discipline apply to personnel management.

Other activities involve making sure that library trustees and directors have easy access to information resources. This year, the *Trustee Manual*, formerly only available in print, was revised and posted on the WVLC web site.

Information sheets were developed on nonprofit status, levy elections, and development plans. In addition, each library's annual report and audit was reviewed.

Occasionally the statewide scope of the Library Operations program results in connecting a need in one library with an opportunity in another library. A site visit at the Ohio County Public Library revealed that the library was interested in selling its bookmobile. Another site visit at the Marion County Public library revealed an interest in providing bookmobile service to unserved areas of the county. A few phone calls put the librarians in touch with each other and resulted in satisfaction in both counties.



LIBRARY DEVELOPMENT

Statistics

This program collects library statistics on public, academic, and special libraries. *Bibliostat*, a web-based computer program, is used by the 97 public library systems while an annual paper-based survey is used to collect statistics on academic and special libraries. The data is formatted and published in both print and electronic formats. The data is also submitted to the Federal State Cooperative System (FSCS). The Federal State Cooperative System for public libraries is a cooperative program between the federal government and the states. Each state is responsible for funding data collection from its public libraries, and for submitting that data. This program also collects state library agency information that is used to submit an agency report to the U.S. Center for Education Statistics.

Preparations for data collection begin in April when the previous year's survey is reviewed for needed changes to the data elements and the explanations of these elements. The Library Commission works with *Bibliostat* to pre-fill as much data in the survey as possible. The reporting window for public libraries opens on July 1 and closes 45 days later. In mid June, the Library Commission hosts a workshop to explain the process to new library directors

and others responsible for completing the survey. During the reporting period, staff responds to many calls for assistance. As each library completes and submits its report, staff reviews the report for any problems. When this review is complete, usually in September, the *Bibliostat* provides the Library Commission with a master spreadsheet of all responses. This spreadsheet, enhanced and re-formatted, becomes the main part of the annual West Virginia Library Commission *Statistical Report*. Data from the paper surveys of academic and special libraries provide the balance of the *Statistical Report*. The data from the current and previous surveys is also used to create customized reports for individual libraries. These reports may show funding and service changes over a number of years or may compare the data in libraries of similar size in the state and in the nation.

The Library Commission recognizes early submission of reports with the Shirley Smith Award. Twenty-four public libraries, six academic libraries, and thirty special libraries received the award for submission of FY 2006 data. West Virginia is the only state library agency in the country with a statewide statistical award.

Statewide Database Use www.wvinfodepot.org

Database	Searches
EBSCO	1,701,704
Grolier	39,996
Learning Express	9,723
TOTAL	1,751,423

LIBRARY DEVELOPMENT

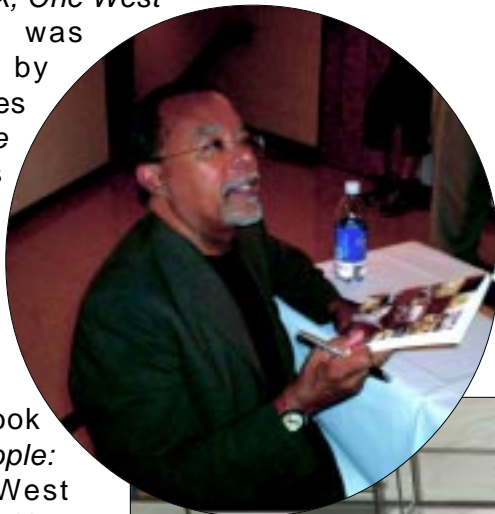
West Virginia Center for the Book

The primary activities of the West Virginia Center for the Book, hosted by the West Virginia Library Commission in partnership with the West Virginia Humanities Council, were the Letters About Literature project, the *One Book, One West Virginia* program, and participation in the National Book Festival and the West Virginia Book Festival.

This year, more than 56,000 students in grades 4-12 nationwide wrote Letters About Literature, including 785 students from West Virginia. Of the 56,000 letters received, the national screeners for state level judging selected only 5,000; 159 were from West Virginia. The recognition event in the Cultural Center Theater, attended by more than 200, featured remarks by First Lady Gayle Manchin and West Virginia author Anna Smucker.

The 2006 *One Book, One West Virginia* project was promoted by purchasing 75 copies of *The Night of the Hunter* by Davis Grubb, providing web support on the home page, and offering program support.

The 2007 *One Book* title is *Colored People: A Memoir* by West Virginia native Dr. Henry Louis Gates, Jr. A partnership with the Appalachian Heritage Writer-in-Residence Program at Shepherd University, featuring book discussions and an appearance by Dr. Gates launched the 2007 project.



On the last Saturday in September always finds West Virginia Library Commission staff standing in a big tent giving out rocks, or dog biscuits or maybe fish. That means it must be the National Book Festival on the Mall in Washington D.C. The fish were actually fished shaped key chains, stickers and small bags of Goldfish crackers. They were to promote Robert Tennell's *The Feast of the Seven Fishes* West Virginia's featured book at the Pavilion of States. All fifty states and the American territories have a table in the Pavilion and each chooses a book to represent them on the Map of States. The 2007 choice, *The Feast of the Seven Fishes* is a graphic novel about a Christmas Eve celebration of an Italian-American family much like the author's in a northern West Virginia town much like Fairmont.

Besides goodies associated with each year's book selection, the West Virginia contingent offers fliers about West Virginia authors, publications, and literary events such as the West Virginia Book Festival, Ohio River Festival of Books, and the West Virginia Book Faire. West Virginia publishers, authors and writer's groups are encouraged to send information to the Library Commission to be distributed.



Library Services

Library Services provides information services to other libraries, to state government, and to the general public. Services to libraries include researching tough reference questions and locating and borrowing hard-to-find materials. Interlibrary loan (ILL) is the process by which a library requests material from, or supplies material to, another library. Library Services annually lends more materials on interlibrary loans than it receives. This year lending increased by 21% to 1,925 requests, with 1,317 of those filled. The majority of those requests, 78%, were for books. Treating the public library community as a primary clientele, Library Services has an extremely liberal interlibrary loan policy and readily lends new materials and audiovisual materials. Recognizing that libraries in correctional institutions often are unable to take full advantage of the interlibrary loan process, Library Services acts as the ILL broker for these libraries.

Services to libraries goes beyond information services, though, to include assistance in building, weeding, and enhancing collections. Building a collection of audio books is beyond the reach of the materials budget of many libraries. To help libraries offer high quality, recent titles in the popular audio format, Library Services creates deposit collections customized to each requesting library's needs. This year 24 collections totaling 796 audio books were shipped to small and medium-sized libraries throughout the state.

Playaways, digitized audio books that come embedded in their own credit-card sized media player, were introduced to the library world as an "interim" technology. However, their ease of use and portability make them, in the words of a Pocahontas County patron, "the most logical step for audio books." Once again, many libraries do not have the funds to try a new technology. Mid year Library Services created a 60-item collection of Playaways. During the second half of the year, 11 collections totaling 187 Playaways were delivered to libraries. Promotional material, including an instruction sheet, a press release, table tents and bookmarks accompanied each shipment.



The State Publications Clearinghouse, a little-known but significant information program managed by Library Services, collects materials published by state agencies and distributes them to 13 depository collections housed in public and academic libraries. These libraries agree to retain and make available to the public all the publications sent to them. In this fiscal year there were 90 shipments to the 13 depository libraries. During the Regular Session of the Legislature alone 61,000 copies of bills and journals were shipped.

State government has diverse information needs that often require a thorough and immediate response. A generous appropriation from the Legislature enables Library Services to develop a collection of print

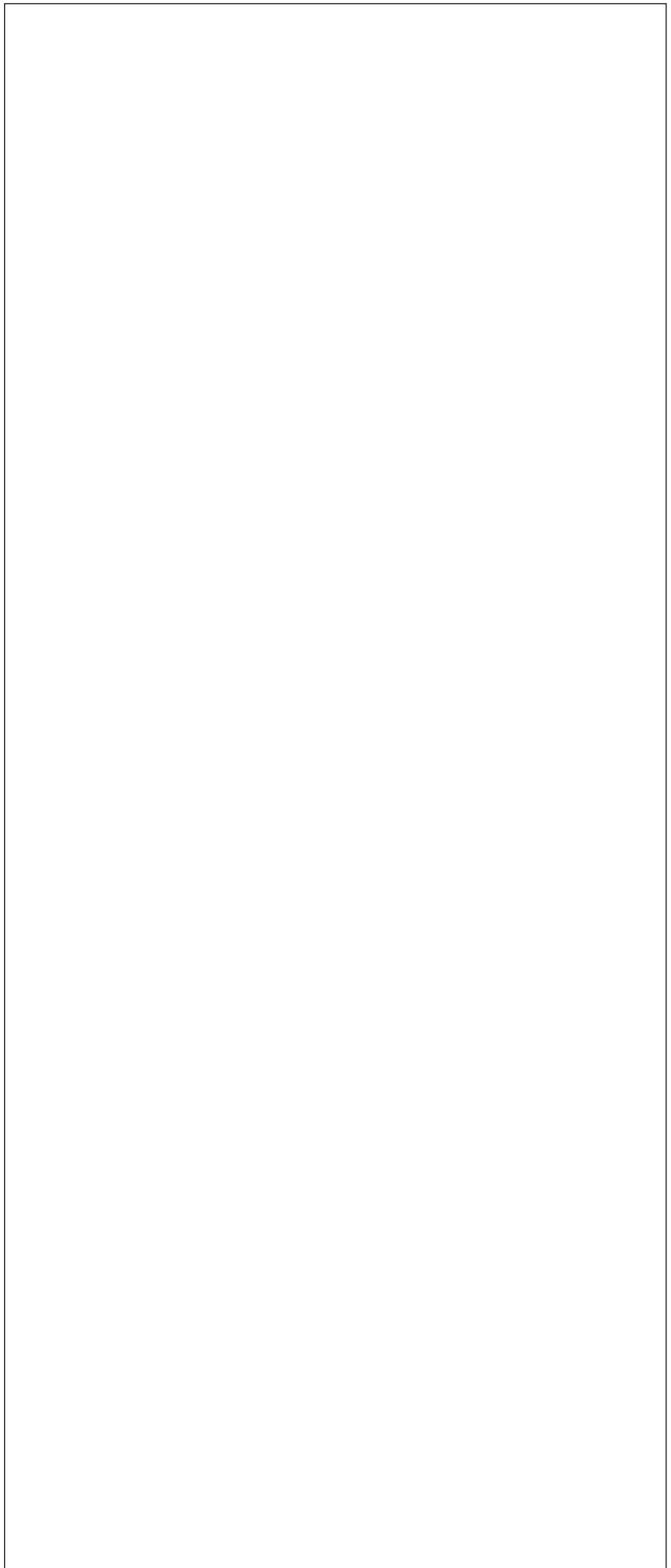
Library Services

and non-print sources to provide this response. A total of 8,057 new print items were added in 2007. In addition, a number of online databases were added to meet the research needs of state government employees. New titles included *Historical Statistics of the United States*, *Foundation Directory Online*, *OneSource* business database, and *Statistical Universe*. Since no library collection is completely self sufficient, interlibrary loan also plays a vital role in services to state government. This year, Library Services requested 355 items on interlibrary loan for state employees.

For years, the Library Commission has looked forward to migrating to a state of the art integrated library system. As that vision became reality, an inventory of the entire collection was undertaken to ensure that every item on the shelves had a record and that every record in the catalog was for an item on the shelf. To enhance access to the federal documents collection in the new system, as many documents as possible were bar-coded to guarantee that document records would migrate to the new system.

Reference questions from libraries, from state government, and from the public continue to rise. There was a 31% increase in reference desk questions to 6,397 for this year. The patron count also increased rising 15%.

Users often comment to the Library Services staff that the library "is the best kept secret at the Capitol." To help promote awareness of Library Services, a Courier Service was initiated to deliver and pick up library material throughout the Capitol Complex. Delivery and pick-up requests can be initiated by e-mail, by telephone or through the online catalog. Other innovative services are in the planning stages.



Technical Services

The Technical Services Department provides the Reference Library and other departments within the Commission prompt and timely service in acquiring and cataloging materials for their collections and provides the state's public libraries with continuing education opportunities, resources, and assistance in relation to acquisitions and cataloging.

Change was the theme in Technical Services this year. In August, three bids for a new integrated library system were finally accepted, causing the realization that a new system was on the horizon. In April, Purchasing informed the Library Commission that the contract was awarded to Ex Libris for the Voyager product.

This news prompted even more record clean-up activities, a detailed review of policies and procedures, and the assignment of new responsibilities. It also prompted many, many meetings. The new system will serve the library system needs of both the Library Commission Reference Library and the Archives and History Library. The challenge of customizing the product to fit the needs of a lending/general reference library AND a non-lending archival/research library required many hours of discussion and hard work on the part of librarians. Making sure all the technology was going to work required an equal number of hours on the part of the information technology staff.

Difficulty points were added to the challenge when the Commission's legacy server developed issues. In January the warranties expired causing the Commission to begin a monthly system back-up. In March, Network Services and the VTLS System Administrator moved the VTLS software from the server to a newer server no longer needed by the Kanawha County Public Library. The back-ups proved extremely useful once the contract

was signed, for we could immediately provide a copy of our database for processing to Ex Libris.

When not meeting, the Technical Services staff worked feverishly to catalog and process the materials backlog in order to provide the Reference Library users access to the materials already in-house. To meet this goal, the Technical Services Supervisor was provided additional cataloging training on book cataloging, video recording cataloging, sound recording cataloging, assigning subject headings, and using the Dewey Decimal classification system. A five-week online workshop sponsored by the American Library Association provided key personnel with additional training in acquisitions work.

Annual statistics indicate that, although preparation for migration to a new system added activities and intensity, the Technical Services team also kept up with normal acquisitions, cataloging and processing activities.

The statistics also indicate that services to libraries throughout the state were not only maintained, but increased. Three specialized training sessions on creating finding-aids and cataloging photographs and realia helped the Fayette County Public Library expand access to its extensive local history collection. Besides the training sessions, follow-up visits occurred on a bi-monthly basis to address the many new cataloging issues for materials donated to the library. Twenty-four cataloging workshops were presented to the Mountain Library Network and Northern Library Network staff. As these catalogers become more advanced and quality conscious, their workshop needs become more specialized.

Technical Services

New workshops this year included:

- Access control and maintenance
- Genealogy and local history cataloging
- Creating finding aids in MARC

statistics were skewed because patrons passed the books around to their friends before returning them to the library. Dora B. Woodward Memorial Library, Pilot Collection B, reported that the collection was more

Library Collections

Material Type	Added To The Collection	Withdrawn From the Collection
<i>Print Materials</i>	5,438	379
<i>Audiobooks</i>	1,214	162
<i>Video Recordings</i>	1,264	4
<i>CD-ROMs</i>	3	
<i>Microforms</i>	288	0
<i>Newspapers (issues)</i>	6,083	5,573
<i>Serials (issues)</i>	3,822	3,312
<i>Government Documents</i>	0	208
<i>Large Print Books</i>	860	68
<i>TV Studio Productions</i>	65	0
Totals:	19,037	9,709

Other Services

<i>Cataloging information inquiries from other libraries</i>		115
<i>Cataloging records created for other libraries</i>		444
<i>Workshops presented</i>		24
<i>Total workshop attendees</i>	219	
<i>Web-based workshops presented</i>		1

An additional project, unrelated to Technical Services, but developed to meet a definite need in libraries, involved graphic novel deposit collections. Pilot Collection A, at the Summersville Public Library, reported that the deposit collection was more popular among boys, ages 9 to 11, and non-fiction selections were preferred. The Library Director reported an influx of new readers while the collection was at the library. Pilot Collection A had a total of seventy-six checkouts. The Director did note that the circulation

popular among boys, ages 9 to 11, and superhero and fiction selections were preferred. Pilot Collection B had a total of thirty-seven checkouts. Summersville Public Library and Dora B. Woodward Memorial Library Directors provided suggestions to improve the collections. Overall, the pilot libraries were pleased with the collections and formulated ideas on how to develop a similar collection in their respective library and the libraries provided useful feedback.

NETWORK SERVICES

Major Projects:

- Bill and Melinda Gates Foundation Public Access Computer Hardware Upgrade Grant (PACHUG)
- Training
- Online resources
- Web pages

Statistics

- PACHUG Installations:
 - Northern area:
 - 8 days
 - 4,810 miles
 - 67 libraries
 - 161 computers
 - Southern area took
 - 12 days
 - 5,627 miles
 - 104 libraries
 - 320 computers
- Technical Assistance
 - 5,887 jobs
 - 722 Library visits
 - 688 PC problems fixed via virtual network connection
 - 52,553 miles logged in support of libraries
- Server Statistics (statewide)
 - 9,765,177 Email messages
 - 1,336,474,826 Web requests

PACHUG: Secure and universal online access in every public library is the goal of each Network Services activity. Implementing the PACHUG grant took a large chunk of time this year, including as much time on paperwork as on installations. However, WVLC was able complete the upgrades in record time, and, serve as an example of how to do it right. During Phase I (PAC 1) of the grant, 171 libraries received 481 new computers.

To keep the new machines from filling with junk, slowing down, and virus free, staff created an "all" profile that purges current user data each time the machine is logged off.

- To keep calls and wait times to a minimum, staff created a client login on the helpdesk server. This allowed libraries the ability to open and track their own jobs via a web page.
- One of the highlights early in the project was a call from the Microsoft

foundation asking for tech volunteers to analyze their new "Shared computer tool kit" software. Network personnel took on the task and spent hours bench testing and finding all the bugs (yes, bugs). As a show of thanks, we were honored with the Alpha version of the software (not released to the public). More bench testing and more bugs. Once the project was completed, our findings were published in a national technical/library publication.

- John Bertot, a professor at Florida State University, was hired by the Gates foundation to visit State libraries and get a sense of problems they face dealing with the IT side of the PACHUG grants, called the Maintain IT project. After compiling all the information, WVLC was rated with the best overall tech support program of any state library system he visited and was the only state identified by name in the report.

NETWORK SERVICES

enhanced security and updates, then created a Norton ghost image on laptops to “update” the new image on PAC I computers as we visited those sites. There have been no reported problems since the upgrade.

- After completed phase I, we received calls from Tech Soup (a nonprofit technical assistance group helping volunteers, schools, and nonprofits work together to solve computer problems) requesting a synopsis of the WVLC rollout from step A to Z. It was apparent that WVLC was ahead of the curve and these folks felt we would be a major player helping other State Library systems with future grants. Different parts of that synopsis have been published over time on the Tech Soup web page.

- Before beginning Phase II of the grant, Network Services built on its Phase I success with lockdown and virus tools. This time a DVD was created for each library that allows us to perform a full system restore on both PAC I and II machines remotely. This has been a huge success. Not only saving the libraries down time, but also travel money. Another West Virginia Library Commission first.

Tech Training: Information technology is a rapidly changing body of knowledge that requires constant attention to keeping current. Each year the department budgets as much as possible for training. This year was no exception. Thanks in part to grant money, Network Services staff participated in the following courses:

- Microsoft certified desktop support
- Managing and maintaining Windows server 2003 support
- Server 2003 introduction
- Windows 2003 Network

infrastructure course

- Implementing and supporting XP pro
- SQL server
- Microsoft certified system admin 2003
- Management productivity
- SQL server 2005 database class

Network Services shared its knowledge by presenting Front Page training for those libraries that attended the Rural Sustainability Workshop hosted by Library Development. Staff and by presenting a tech forum at the annual Spring Fling conference of the West Virginia Library Association.

Online Services: Other issues that filled the 2006-07 calendar included:

- Implementing a statewide LSTA grant, staff installed wireless access units in 52 public libraries. This program has been a huge success. Where patrons used to have to wait on a handful of machines, they can now securely “login” and sit outside or in different parts of the library and enjoy the same services on their own laptop computers. The staff is already working on another wireless grant for FY 07-08.



NETWORK SERVICES

- Due to the sheer mass of Email users, staff created a new automated email entry system that allows field techs the ability to add / delete / change email users and look up passwords immediately from their PCs.
- Another big plus for the WVLC was fixing an email problem that had plagued State government for years. This glitch affected incoming/outgoing emails to a major communications service provider in the state. Although it was not a Statewide Library Network problem, the WVLC UNIX administrator took on the challenge of fixing it, and succeeded. The fix improved email for all of state government.
- Ever aware of security issues, staff enhanced security on the servers hosting the catalogs of the Mountain Library Network and the Northern Library Network by installing Secure Shell RSA public/private key with Pass Phrase authentication as a complement to the Virtual Private Network connection.

Web Pages: Recognizing the importance of the web page as a gateway to services and information, the Library Commission completely redesigned its online face this year.

- Network staff created an attractive site that includes public access and staff calendars, a full source search engine and an interactive state map. The entire page was written in code thereby assuring uninterrupted access for all

browsers including specialized software used by the visually impaired. The new page debuted at the annual conference of the West Virginia Library Association.

- During the year, 15 more library web sites were added to Linux server, bringing the total to 103. The new sites being hosted include the some of the largest library systems in the state: Cabell County; Clarksburg-Harrison County; Kanawha County Public Library, Putnam County; Raleigh County; and Weirton. Offering these services has resulted in several advantages. Old NT Web servers have been removed from individual libraries, each site has its own login with FTP capabilities, the main server

is backed up daily, and individual libraries have been relieved of the burden of duties involving software updates and virus' protection.

- Recognizing Network Services web page design skills, First Lady Gayle Manchin and Secretary of Education and the Arts Kay Goodwin asked the Library Commission to create and host a new web page for West Virginia Partnerships to Assure Student Success (WVPASS). WVPASS is a state initiative of national and state partners that supports West Virginia communities by providing them training, technical assistance and resources for youth and community development. The Library Commission is proud to host such an important site.

SPECIAL SERVICES

Special Services delivers library services to blind, visually impaired and physically disabled residents of West Virginia. As a regional library of the National Library Services/Library of Congress network of libraries, Special Services maintains a core collection of recorded cassettes supplemented with Braille, large print, commercial audio, descriptive VHS, electronic audio, and online databases. Staff utilize all the databases licensed by the West Virginia Library Commission as well as databases available as part of the National Library Services/Library of Congress network of libraries to find requested titles and information sources in formats appropriate to each patron.

Total 2007 circulation for the WVLC Special Services regional library was 158,356. West Virginia patrons are also served through four subregional libraries serving multiple surrounding counties. These subregional libraries are located at the Cabell County Public Library, Ohio County Public Library, Parkersburg-Wood County Public Library, and Romney School for the Blind. The circulation for the subregionals was 54,518. Nationally the average circulation per capita was 42.2 for libraries serving the blind. This past year the circulation from the WVLC regional library was 56.38 circulations per capita.

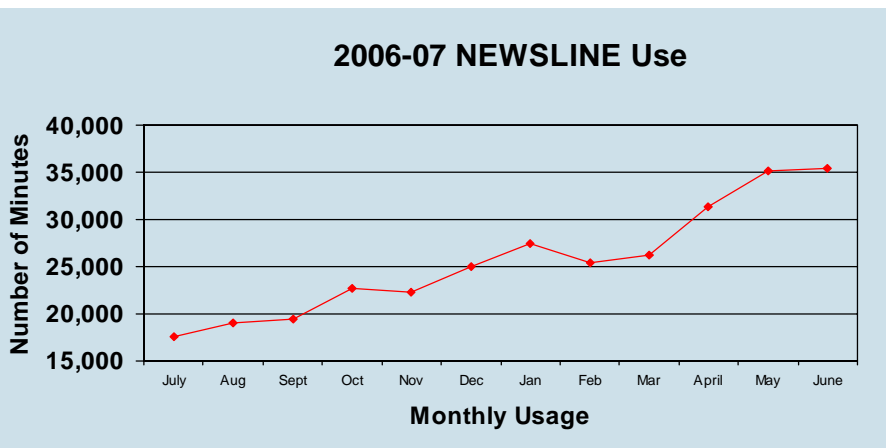
Special Services is blessed with truly dedicated volunteers with a variety of talents. Students from area high schools inspect all recorded cassettes returned in the mail to be sure each is ready for the next patron. This wonderful service saves countless

staff hours. Students also assist with re-shelving and pulling requested titles.

Two Telephone Pioneers volunteer time and expertise to make needed repairs on cassette players provided to patrons by Special Services through the National Library Services/Library of Congress. During 2006 - 2007 these volunteers spent 269 hours repairing 785 machines. Volunteers spent 64.3 hours in the Special Services audio studio to record 13 issues of two state magazines, Goldenseal and Wonderful West Virginia. Several long-term adult volunteers have developed skill and expertise in the area of collection maintenance. They donated 1,796 hours to assist staff with inspections, shelving, pulling titles and mailing.

This year, an appropriation from the West Virginia Legislature, enabled WVLC Special Services to assume state administration of NFB-NEWSLINE®, a service that makes it possible for blind individuals to gain access to newspapers via a toll-free telephone number. The funding supported the hiring of a librarian to coordinate and administer the program, annual membership, and additional of state newspapers. The Coordinator is responsible for training, outreach and awareness.

Six regional state newspapers were added to the existing Charleston Gazette and Huntington Herald Dispatch. Consideration was given to include regions of the state and populations of patrons in each area. The six new selections are, Beckley Register Herald, Elkins Inter-Mountain, Martinsburg Journal, Morgantown Dominion Post, Parkersburg News-Sentinel and Wheeling New-Register/Intelligencer. The addition of these papers tripled the usage in the first month.



The number of total national newspapers is constantly increasing as states add new newspapers. Two hundred forty papers and five magazines are available.

PHOTO GALLERY

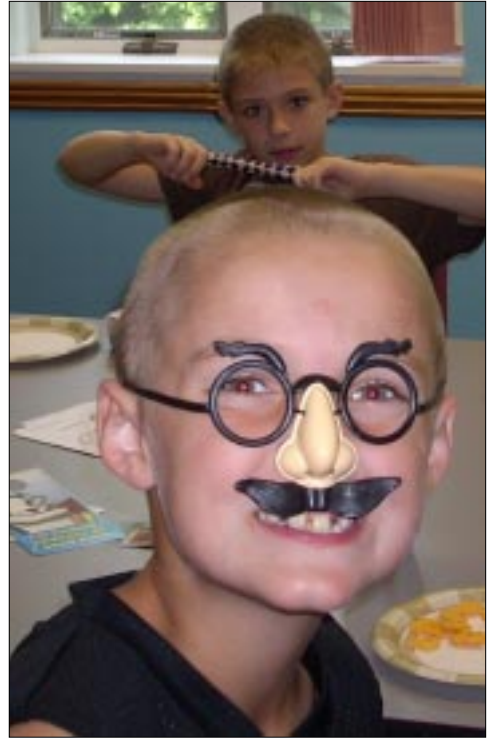


PHOTO GALLERY



DIRECTORY



Location:

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1900 Kanawha Blvd. E.
Charleston, WV 25301**

On the Web:

<http://librarycommission.lib.wv.us>

Hours:

**8:30 a.m. - 5:00 p.m.
Closed on State holidays**

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**Library Development
304.558.3978**

**Network Services
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**Reference Library
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**Special Services
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KAY GOODWIN,

**West Virginia Education & the Arts
Cabinet Secretary**



"Vital public libraries are essential to vital communities and a vital state. Free access to books, ideas, resources and information is imperative for the education, employment, enjoyment and self-government of all citizens. West Virginia's public libraries offer everyone the heritage of the past and the promise of the future."