

West Virginia Library Commission

Annual Report
2009

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.

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MESSAGE FROM THE SECRETARY J.D. WAGGONER

Public libraries must constantly fight the stereotypes and misconceptions surrounding their very existence. “How great it would be to read all of those new books!” Actually library staffs have the worst track record for overdues because they do not have time to read anything coming through the library. The libraries are far too busy providing for the citizen to take care of personal reading preferences.

FY09 continued a national economic downturn that is being compared to the Great Depression. Just as during the Great Depression, use of public libraries increased. The traffic in West Virginia’s libraries has always been a never ending line, but a bad economy creates the need for new services and programs. Many patrons need to write a resume for the first time and they look to library staff for assistance. They also seek assistance with searching for job opportunities. Many employers will only accept applications filed electronically. A basic knowledge of the computer is needed and the librarian is providing the instruction. The declining economy resulted in more people using computers at the library. West Virginia has always been near the bottom of the list of states whose residents have computer access at home, especially anything close to broadband access. The public library provides that service to all citizens,

at no cost. For the patron who needs to complete an online resume or job application and has slow or nonexistent Internet service from home, the library is the logical alternative.

Still, while the technology burden in libraries has exploded, none of the “traditional” library services have gone away. Young people are still showing up to do their homework. New parents are still checking out books to read to their children. Summer reading programs are more popular than ever. Tax season is coming and many of the libraries provide a place for tax volunteers to work with the public. The public library remains an integral part of the community and serves all people from “cradle to the grave.”

Now allow me to revisit another of the stereotypes, “Government pays to operate the libraries.” It is true that government “creates” public libraries and having created them should fund their operation. However, West Virginia ranks 49th among the states in funding of the local public library. This institution that is so critical to the success of the community is in many instances struggling to survive. Burying the reader in statistics is really not necessary. Only one comparison needs to be given to illustrate the situation in West Virginia’s public libraries. Nationally, the average local per capita support to libraries is \$31.68. In West Virginia the average per capita local support is \$10.77. There are however 55 counties and in many counties the support is dismal. The low is \$0.33 per capita. If public libraries are to serve our citizens they must become a greater priority to local government. How well we support our libraries will have a definite impact on the success of our citizens and our communities.

As you review the rest of this report, please keep this base statistic in mind. You will see descriptions of very successful programs. Services to all ages, socioeconomic groups, and geographic areas will be reported. Shouldn’t local government invest more to recognize the importance of these services and those who serve?

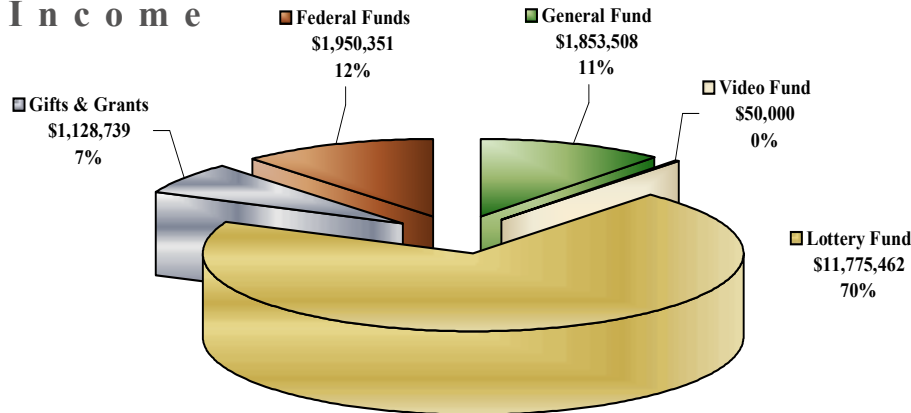


ADMINISTRATIVE SERVICES

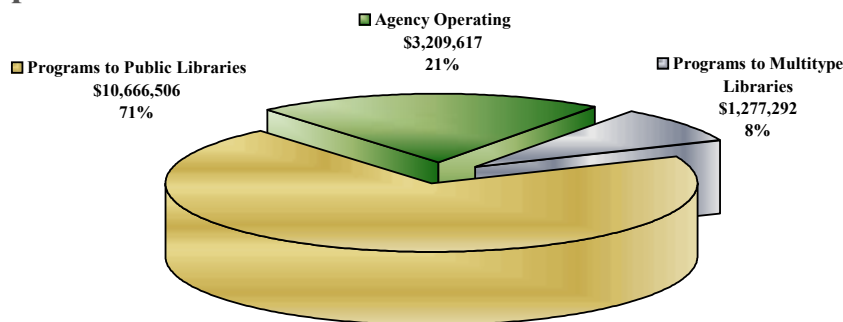
DENISE SEABOLT, DIRECTOR

FY09 All Funds

Income



Expenditures



The Library Commission's \$16.7 million budget includes \$1.9 million in General Revenue, \$1.9 million in Federal funds, \$11.8 million from Lottery funds and \$1.1 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. If the distribution is not in a timely manner, there is an immediate impact on the libraries' abilities to meet their obligations.

The Administrative Services Division employs a state E-Rate Coordinator who is responsible for the training and daily assistance to public libraries statewide regarding the Universal Service Discount program. This service is critical to a state where less than one third of the citizens have computer access in their homes. The Coordinator attends annual train-the-trainer sessions conducted by the Universal Service Schools & Libraries Division (SLD). Upon completion the Coordinator presents statewide training to all public libraries. The training provides libraries with materials and information needed to

The Administrative Services division distributes state and federal funds in order to underwrite, support, and expand library and information services to West Virginia citizens. The Division prepares funding appropriation requests and expenditures schedules to evaluate and allocate the agency budget and works with all agency divisions to meet the requirements of state and federal funding. The division meets the financial and administrative reporting requirements mandated by the Executive and Legislative branches to maintain and support agency programs. Administrative Services staff works with all divisions in the agency in seeking grants and in implementing and administering successful applications. Building Services, Library Television Network, and Clearinghouse programs for drug education and tobacco prevention are also under the purview of the Administrative Services division.

PROGRAM OUTCOMES

Grants to Public Libraries	\$8,348,884
Services to Libraries Grants	\$550,000
Special Projects Grants	\$1,021,900
Other support grants to public libraries	\$745,722

process the current E-Rate funding year. An E-Rate listserv is maintained to keep public libraries informed of current program updates and information as well as posting up to date changes and deadline reminders. The West Virginia Library Commission homepage has an E-Rate Information link to the SLD for libraries as a reference tool. The website also posts an "E-Rate Cycle Calendar" to provide a visual reference for librarians in the application process. Public libraries prepare forms and forward them to the coordinator for review before actual submission to the

ADMINISTRATIVE SERVICES DENISE SEABOLT, DIRECTOR

Quick Library Fact #1:

The combined per capita state and local tax burden for the support of public libraries is less than the price of the hardback version of a current best seller.

SLD. This measure insures accuracy of the form prior to filing and prevents the chance of commitment denial or delayed processing by SLD.

Universal Service E-Rate Program

- 81% participation for plain old telephone service (POTS) for a total reimbursement of \$73,111.84 to public libraries statewide
- 100% participation for Data Circuit and Internet services for a total reimbursement of \$582,983 leveraged to support the Infomine Statewide Library Network
- 100% participation for agency telecom for a total reimbursement of \$14,194

Building Services

- Fleet vehicles traveled 187,714 miles to support Commission programs

Tobacco Prevention & Radar Clearinghouse

- Tobacco Prevention distributed 480,505 items.
- 160,168 went to other grant holders with the Division of Tobacco Prevention.
- 320,337 items going to various health care providers, doctors, teachers, libraries and other concerned individuals.
- A majority of the educational items sent from the Clearinghouse where requested by the school system for use in the classroom or other educational functions. 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.
- The RADAR Clearinghouse distributed 77,985 pamphlets, 2,055 posters, 27,213 activity/comic books and 36,466 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. We also sent out items to schools in WV for Red Ribbon week. This celebration occurs the last week in October. During this time we distributed 132,163 ribbons, 7,482 activity books and 11,486 pencils. We also exhibited at the WV State Fair, Share the Vision Conference and other events throughout the state.

FY09 LSTA Grants

COLLECTION DEVELOPMENT

Cabell Co. PL
Gilmer Co. PL
Hampshire Co. PL
Jackson Co. PL
Kingwood PL
South Jefferson PL
Upshur Co. PL

OUTREACH

Jackson Co. PL
Ritchie Co. PL

READING PROMOTIONS

Belington PL
Cabell Co. PL
Craft Memorial PL
Mason Co. PL
Moundsville-Marshall Co. PL
Martinsburg-Berkeley Co. PL
Roane Co. PL

PROGRAMMING

Cabell Co. PL
Craft Memorial Library
Dora B. Woodyard Memorial Library
Martinsburg-Berkeley Co. PL
Mary H. Weir Public Library
Roane Co. PL
Shepherdstown PL

WIRELESS

Alum Creek PL
Branchland Outpost Library
Calhoun Co. PL
Cameron PL
Durbin PL
Pendleton Co. PL
Paw Paw PL
Mountaintop PL
Salt Rock PL
South Parkersburg PL

TECHNOLOGY

Buffalo Creek Memorial Library
Cabell Co. PL
Craigsville PL
Greenbrier Co. PL
Hamlin - Lincoln Co. PL
Kanawha Co. PL
Lynn Murray Memorial Library
Martinsburg-Berkeley Co. PL
Mary H. Weir PL
Mason Co. PL
Moundsville-Marshall Co. PL
Richwood PL
Sutton PL
Swaney Memorial Library
Tygart Valley Community Library
White Sulphur Springs PL

LIBRARY TELEVISION NETWORK

MARK LANHAM, SUPERVISOR

In 2009, the West Virginia Library Commission Library Television Network (LTN) produced more than 218 shows. Three new programs were started this year including Exploring Long Term Care hosted by the West Virginia Health Care Association, Paws-TV hosted by the Kanawha-Charleston Animal Shelter and West Virginia Coal Seam hosted by the West Virginia Coal Association.

This fiscal year marked the studio's 30th Anniversary. As part of the 30th Anniversary celebration, greetings were produced with the hosts of each show plus a special greeting from the Governor and the First Lady. The second season of the Collegiate Series Performances & Lectures hosted by the Division of Culture and History was also produced. After editing, the productions were subsequently aired on the Library Television Network's channel.

The West Virginia recognition ceremonies for state winners of two national literary competitions, Letters About Literature and Poetry Out Loud are annual events on the LTN calendar. Letters About Literature is sponsored by the West Virginia Center for the Book, a program of the West Virginia Library Commission. Poetry Out Loud is sponsored by the Division of Culture and History.

Another annual event is the presentation of awards to winners of a poster/essay contest sponsored by the Martin Luther King, Jr. West Virginia Holiday Commission. The presentation was taped, encoded for the Commission's website, and DVD copies were sent to the winners.

The Governor's Office requested the West Virginia Library Commission LTN to tape several public service announcements for Governor Joe Manchin that were distributed to television stations around the state. In addition, LTN taped video

messages for 21 events that the Governor and/or the First Lady could not attend due to scheduling conflicts, including a spot for the 65th Miss West Virginia Scholarship Pageant.

A series of audio recordings was produced for the new West Virginia State Museum, including greeting and farewell messages from Governor Joe Manchin.

Other messages were recorded with General Chuck Yeager, former President of West Virginia University David Hardesty, Supreme Court Justice Margaret Workman and Senate President Earl Ray Tomblin for the What West Virginia Means to Me area in the museum. Additional audio files from Senator Jay Rockefeller, Congresswoman Shelley Moore Capito and Senator Robert C. Byrd were received and edited.

A collaborative effort between the Division of Culture and History's Archives Department and the Library Commission Television Studio resulted in a video montage of live music performances from archived films and current

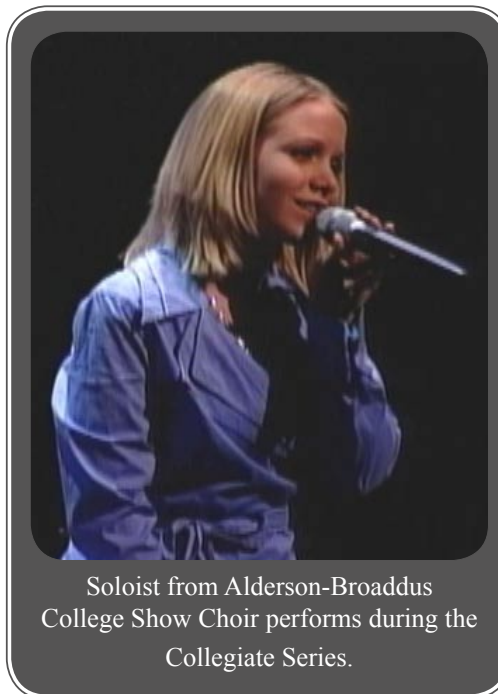
video productions as part of the new museum's music room. There are 21 music performances in the video presentation ranging from bluegrass to jazz.

For the fourth year, Library Television Network assisted the West Virginia Conservation Agency (WVCA) produce a video of the Annual Farm Tour. This is the fourth year that the studio has assisted WVCA with this video which is provided to all of the participants.

LTN continued to assist the Adopt-A-Highway program of the Department on Environmental Protection by responding to a request for 1000 DVD copies of the Adopt-A-Highway video for volunteers around the state.



Library Television Network video taped announcement.



Soloist from Alderson-Broadus College Show Choir performs during the Collegiate Series.

LIBRARY DEVELOPMENT SERVICES

KAREN GOFF, DIRECTOR

In psychology, the display of multiple personalities is considered a cause for alarm. At the Library Commission, the fact that the Library Development Services department displays “multiple distinct identities or personalities, each with its own pattern of perceiving and interacting with the environment” is considered totally normal, even admirable. Some of the “distinct Library Development personalities” identified to date are regulator, cheerleader, educator, service provider, data collector, and communicator. All of these personalities are necessary in order to provide the assistance and consultant services needed to create, improve, and strengthen library, information and literacy services.

Quick Library Fact #2:

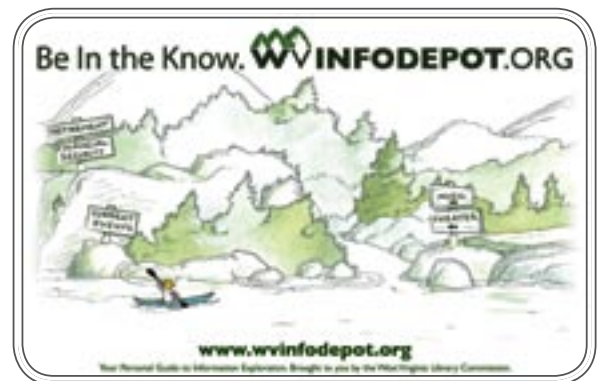
West Virginia's 97 public library systems, 76 branches, and 7 bookmobiles serve 1,808,350 citizens. These libraries serve as community and information centers providing free access to a wealth of resources and services including books, internet access, high value subscription databases, and programming for children, teens, and adults.

Library Development activities include:

- Informing and educating directors, staff, trustees
- Expanding resources/programs
- Encouraging innovation
- Cheering collaboration
 - With other libraries
 - With community organizations and agencies
- Identifying library needs and seeking solutions
- Promoting the use of libraries and recognition of their value
- Collecting data and analyzing its implications

The various grants distributed by the Library Commission require an equal number of alter egos. Grants-in-Aid provide much needed funding for each of the 97 public library systems but, in order to receive Grants-in-Aid, libraries must comply with the requirements of the Library Commission Administrative Rule. Library Development is responsible for verifying that compliance. This verification involves at least four forms, an online survey, and much encouragement, education, and, occasionally, ultimatums. Services to Libraries grants that assist Service Center libraries extend professional library services to smaller libraries require another form as do Community Participation Partnership grants.

The Federal Library Services and Technology Act grant program has its own set of forms, reports, and requirements. However, it is always exciting to provide funds for collection development, outreach, programming, reading promotion and technology projects. After evaluating 96 project applications based on purpose, implementation, and impact, Library Development consultants recommended 40 projects for funding. Six of these awards were for early literacy computers that introduce children as young as three to highly rated educational software. Children who are comfortable with a computer, using the mouse and finding letters on the keyboard, have a distinct advantage when entering school. Two of the early literacy projects included bilingual Spanish programs. Ten additional libraries were awarded equipment grants for wireless internet access. In these libraries, the equipment is purchased and installed by WVLC Network Services. The value of each wireless installation is approximately \$700, not including staff time and travel. Each wireless site was provided a packet of materials to promote the new service throughout the community.



LIBRARY DEVELOPMENT SERVICES

CONTINUED

The most cheerful (some say single-minded) of LD's multiple personalities are involved with the acquisition and promotion of the package of statewide databases provided through WVInfoDepot.org. A joint effort with EBSCO, the primary vendor for the statewide databases, resulted in some exciting new promotional items. These include a new logo for the WVInfoDepot, an exciting screensaver, and customizable flyers, bookmarks, and posters. The idea with the screensaver is that while public computers are not in use they are spreading the word about the availability of the online resources. WVLC Television Services developed a 30 second video promotion based on the screensaver for distribution to local cable stations.

In November, WVLC joined the Paul N. Elbin Library at West Liberty State College, in hosting an afternoon of database discovery. Community leaders, legislators, academic, public and school librarians watched a presentation of the WVInfoDepot databases and then discussed how to encourage more use of these resources what additional databases would be useful. These discussions led directly to the addition in April of two newspaper databases. The NewsBank subscription provides full text coverage of the Charleston Daily Mail (1996-) Charleston Gazette (1997-); Huntington Herald Dispatch (1999-); and Morgantown Dominion Post (Dec. 14, 2006-). WVLC also partnered with ACCESS NewspaperARCHIVE to grant state-wide access to more than 90 million historical newspaper pages. ACCESS NewspaperARCHIVE allows users to search through full-text and

Quick Library Fact #3:

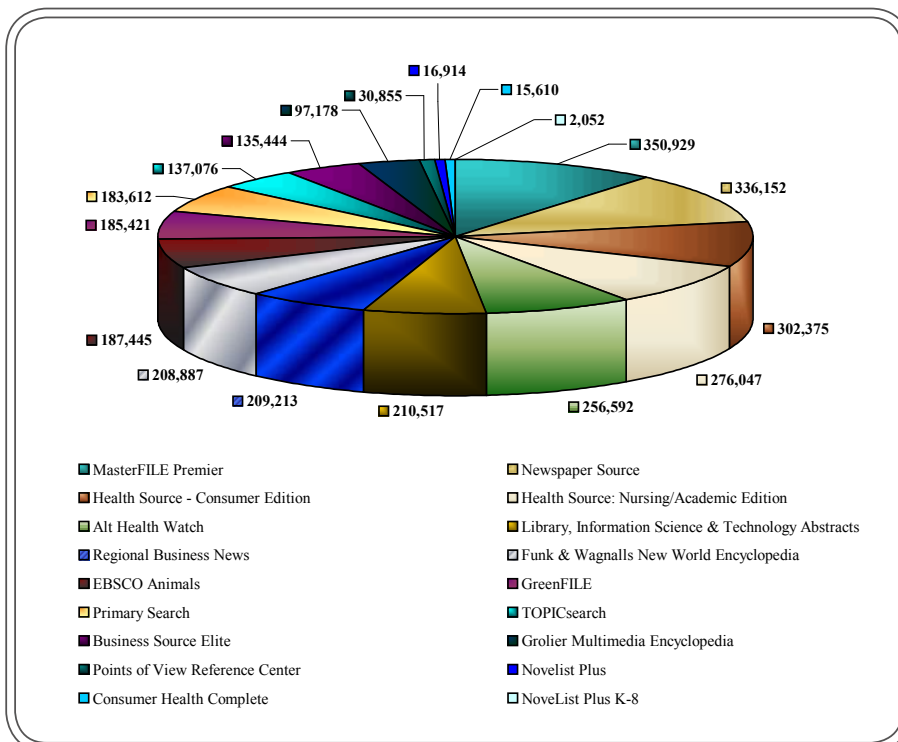
Free programs in West Virginia public libraries entertained and educated 409,517 people. At an average fee of \$10 per program, the cost of programs for residents would total more than \$4 million.

full-image scans of the newspaper pages. Each page is replicated as it was printed, with articles, ads, puzzles, comics, and classifieds intact. To help searchers navigate all the databases, Quick Start Guides were added for Consumer Health Complete, Points of View, Newspaper Archives, and Selected WV Newspapers. The guides for EBSCOhost, Learning Express Library, and Grolier Multimedia Encyclopedia were revised.

Learning Express Library, the interactive test practice database, added new tests to the Jobs and Careers Learning Center including those for the Commercial Driver's License (CDL), Dental Assisting, Medical Assistant, Surgical Technologist, Pharmacy Technician, and Radiography. Also new to the site is GED Preparation for Spanish speakers.

Library Development's multiple personality un-disorder is a distinct advantage when collaborating with other organizations and agencies. If the appropriate personality is not already available, it can easily be created. A sergeant-major type is needed to collaborate with the West Virginia Department of Tax and Revenue. The sergeant-major makes sure that the 125,000 state tax forms that Tax and Revenue ship to WVLC each December are repackaged to meet the demands of patrons at every public library and then delivered to those libraries via the most economical method. The sergeant-major also makes sure that the National Library Week and Children's Book Week posters developed by the Library Commission are printed and mailed in plenty of time for the libraries to celebrate these important weeks.

Database Usage



LIBRARY DEVELOPMENT SERVICES

KAREN GOFF, DIRECTOR

This year's National Library Week poster was a stark reminder of the importance of libraries in difficult economic times.

Adult Services

In theory, assisting libraries in providing and promoting library programs and services for adults sounds simple. In practice, it requires the patience of a saint, a Superman-like compulsion to help others and make the world right, and imagination of the Steven Spielberg variety. A key element of the Adult Services program is making students, teachers, librarians, job seekers and other desperate folks aware of the fact that their desperation can be relieved with the use of the test preparation database Learning Express Library (LXL). In June 2008, WVLC was promoting the site and its resources with the LXL slogan "Test Preparation that Works". Training sessions for librarians and adult educators emphasized use of the school improvement and college entrance exams. By the end of FY 2008-2009, LXL Version 2.0 replaced "Test Preparation That Works" with "Helping Jumpstart Careers and Improve Lives". The new slogan accurately reflects the growing need in schools and public libraries to assist people looking for jobs, making career moves, and returning to school for more education. The new version added 50 new and updated practice tests, including the Commercial Driver's License and certification tests for plumbers, electricians, air traffic controllers, and fast growing career industries. The additions do not lessen the stress on the importance of a high school diploma. The WVLC counterparts of Saint Lawrence, the patron saint of librarians, and Saint Jude the patron saint of desperate cases, remind all who will listen that adults lacking a high school diploma/GED have an unemployment rate 65% higher than those adults that have graduated from high school or have the equivalent GED credential.

The Hispanic population in the state is a very small percentage of the whole, but that does not excuse

the Library Commission from enabling libraries to serve Spanish speaking adults. Determined to "make things right", the superhero developed, promoted and distributed rotating collections of Spanish language materials. Although disappointing circulation figures were reported, the librarians also admitted that they did little to promote the collection even though WVLC sent promotional materials with the collections.



A much more popular adult services program is the Book Discussion Group Collection that provided services to 58 different book discussion groups. In 2009, approximately 720 titles were distributed to 10,800 readers in those groups; an average of 15 people per title. This reflects the addition of 6,060 readers and six groups over last year. The hands-on management of the collection is key to its success. One group wrote to say: "Our local branch library extends our thanks to the Library Commission for this valuable service. We can't wait to dig into the next one.... This is going to be fun!"



The Spielberg character comes into play when the WVLC program collaborates with other agencies and organizations. Collaborations with Literacy West Virginia and The Imagination Library continued and a very successful Literacy Celebration was held in the Great Hall with daycare students, literacy students and tutors, and others involved in Literacy and Lifelong Education.

WVLC and The Division of Culture and History collaborated another year for the Writers' Toolkit classes that provide an opportunity to introduce writers to the Library Commission collections. Students always are surprised and eagerly register for library cards.

Other Adult Services collaborators were with the West Virginia Center on Budget & Policy, Martin Luther King, Jr. WV Holiday Commission, Kanawha County Public Library Foundation Center, West Virginia Humanities Council, West Virginia

LIBRARY DEVELOPMENT SERVICES

CONTINUED

Division of Rehabilitation Services, and the West Virginia Rx program for low income West Virginians.

Children and Youth Services

This program is directed by a consultant who could easily be mistaken for the film version of Mary Poppins although, on occasion, the more acerbic book version is visible in the character of the strict and pompous Mavis May Borem. When the Disney alter ego is primary, she is firm in her use of authority, but kind and gentle as well. One of the major goals of the Children and Youth Services program is to insure that students maintain reading skills during the summer. By being a member of the multi-state Collaborative Summer Library Program (CLSP), the Library Commission provides every library access to high quality programming and promotional materials at a very low cost. The Library Commission purchases a CLSP manual for every public library. To further assist libraries present appealing programs, the Children and Youth Services Consultant held five regional workshops to introduce the 2009 children's theme "Be Creative @ Your Library" and young adult theme "Express Yourself @ Your Library". For the first time an adult theme "Master the Art of Reading" was offered. This year materials were sent to 99 libraries, 73 people attended the regional workshops, and almost 19,000 children attended summer reading programs.



Summer reading is not the only activity of the Children and Youth Services program. "Beyond These Hills: Current West Virginia and Appalachian Children's Literature" is a popular workshop as is the Read Aloud training provided annually to teen volunteers at the Good Zoo in Wheeling. Subject bibliographies were prepared for baby board books, tween girl literature, and tween cliffhangers. More than 3,000 high quality children's books with an approximate retail value of \$47,000, donated by the Lois Lenski Covey Foundation, were distributed to 37 libraries. Recipient libraries are chosen on the basis of need determined by the size of their book budgets.

West Virginia Children's Book Week is celebrated in November in conjunction with West Virginia Read to Me Day. Promotional materials for both events, including a poster developed by the

Library Commission, are mailed to all elementary and middle schools in addition to public libraries. The 2008 Children's Book Week poster featured a mother and child enjoying reading.

Communications

Communications is the public relations arm of the Library Commission. It manages communication between the agency and its publics by keeping library directors, trustees, and staff aware of the activities of the Library Commission, reminding the library community of critical deadlines, and announcing continuing education, grant, and employment opportunities. It produces media releases and designs reports, bookmarks, anthologies, and other materials that promote the use of libraries. At times, this program requires the avuncular authority and creative genius of Walter Cronkite. At other times, it requires the obsessive compulsiveness of Monk.

Few libraries have the luxury of a full-time or even part-time public relations specialist. Uncle Walter assists these libraries with designs and advice concerning the importance of attractive and accurate representations of the library. Monk reminds them, and agency staff, about consistent fonts, margins, verb tenses and other elements of design. A table talk presented by WVLC Communications at the West Virginia Library Association Spring Conference at Flatwoods gave librarians the opportunity to ask

questions about specific promotional problems. The group discussed marketing techniques, when enough is enough, and the importance of quality materials and branding to sustain a library image. Orders stemming from the conference are still arriving, which is a good thing indeed.

Not only libraries but other state agencies recognize Library Commission communications expertise. Connections made during last year's meetings with communication counterparts in Education and the Arts sister agencies have provided many opportunities for collaboration. Working together helps eliminate duplicating other agencies' programs as well as forging new alliances to tackle obstacles such as costly marketing materials, distribution of information, and media coverage areas. In some cases, this alliance allows WVLC to work with programs that increase the awareness of library services even though the program did not originally harbor that intent. In other words, we bring the flashlight and turn it on so others see us more clearly.

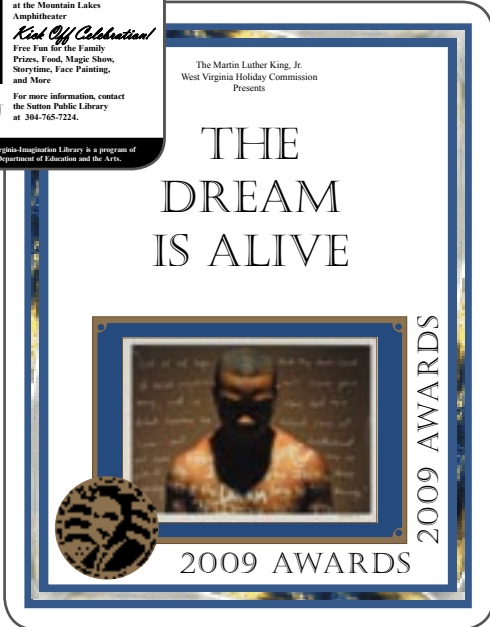
LIBRARY DEVELOPMENT SERVICES KAREN GOFF, DIRECTOR

An ongoing collaborative project is a series of newspaper advertisements announcing the events of Dolly Parton's West Virginia Imagination Library. Said Robin Taylor, program director, "Oh my gosh! This is absolutely wonderful and perfect!! When you called, I was showing it off around the office. You are great!!! Thank you so very much for your hard work!!! And then from a later advertisement design, "Again, thank you for your expertise and help," wrote Keith Spears, Director of Special Programs for the Department of Education and the Arts.

For the fifth year, Communications and the Adult Services Consultant worked with the Martin Luther King, Jr. Holiday Commission to present a booklet of student art and essays. "You have every reason to be especially proud of this year's MLK Commemorative Booklet. It is particularly appealing and will make a great memory for me and others," said Karen K. Larry, Executive Assistant to the State Superintendent of Schools.

Library Operations

Directors of West Virginia's many small, rural libraries are often hired because of their willingness to work, not their library experience. Many library trustees are appointed because they are active in the community or like to read, not their library experience. Advising and encouraging directors and trustees while monitoring compliance with labor law, requirements for state funding, and other laws is the distinct challenge of the Library Operations program. This dichotomy results in various appearances of The Hammer, who is convinced that close adherence to manuals, procedures, and rules will solve problems, The Pillow who wants everyone to be comfortable, and The Velvet Glove, who gently but persistently persuades. All three were present at the Directing for Community Success multi-day workshop



developed to provide 24 new and nearly new library directors instruction on West Virginia library laws, director-trustee relationships, policies and by-laws, collection development, budgeting, funding, levies, audits, and other necessities of successful directing.

New technology, new laws, new services and programs and different ways of delivering traditional services and programs means the new library directors are not the only ones the Library Commission Teachers keep informed. The Administrative Rule of the Library Commission requires every library director to accumulate eight hours of continuing education annually and every full time library support staff to accumulate three. To assist in this requirement, the Library Commission presents workshops, sponsors conference speakers, bulk purchases online library courses, and continually posts continuing education opportunities in the bi-weekly E-Bulletin. The goal of increasing knowledge, expanding horizons, and decreasing the isolation experienced by the staff of one and two-person libraries is to increase the quality of the library services delivered to West Virginians.

Library funding, both increased and decreased, is another Library Operations challenge. Despite almost three years of WVLC staff hosting regional meetings, responding to individual phone calls, developing innumerable spreadsheets, writing letters, and appearing at library board meetings, some trustees and directors remain confused about the "match" requirement of the Library Commission Administrative Rule. They have difficulty with the concept that, effective July 1, 2010, in order to receive the total designated state Grants-in-Aid, each library must match that amount with local funds. At least 50% of the local funds must be tax-based. However, for each library that is still confused, another has asked and received an increase in local funds. One of the most surprising of the efforts was the passage of a library levy by the town of Terra Alta, population 1,456. This levy will provide the library

LIBRARY DEVELOPMENT SERVICES

CONTINUED

\$30,000 per year for the next five years. A review of income data reported by public libraries revealed that in the past three years, 20% of the libraries originally in danger of not meeting the match are now receiving additional funds and are no longer in danger.

This year, the Hammer, in pursuit of the perfect form, made revisions to the package of forms libraries are required to submit annually that resulted in more submitting a budget without being reminded and most using the correct figures for the Maintenance of Effort forms. The Velvet Glove advised the director of the Sutton Public Library on the best way to move a collection into the new building while maintaining a semblance of order. Her advice to the board president of the Pioneer Memorial Library in Harman on building design was actually put into action. Abandoning the allure of forms, the Hammer provided guidance for at least three libraries dealing with incidents of patrons using library computers for illegal or immoral activities and another library where drug paraphernalia was returned in a children's video. The Pillow encouraged two groups interested in organizing Friends of the Library groups and assisted the Hanover Public Library in Wyoming County clean up after a major Spring flood.

Travel Fact:

West Virginia Library Commission employees traveled an average of 15,645 miles by car each month.

level, we would not know that West Virginia's 173 public library buildings are among those of America's 16,604 public library buildings that offer free public access to computers, to the Internet and to trained staff equipped to help library users gain technology skills and find the information they need for school, work, and more. We would not know that, in West Virginia, almost 800,000 people have library cards and

annual library visits are approaching six million. We would not know that West Virginia ranks sixth in the nation in state financial support of public libraries and 49th in local financial support of public libraries.

It is important to collect this data because it provides a basis of comparison but also because it provides a picture of the unique and important role of academic, public, school and special libraries. It is important to collect this data because it highlights needs and suggests solutions. It is certainly not a task for anyone who does not enthusiastically promote and support the cause. In 2009, this program successfully collected, compiled, and published data from all types of libraries. It submitted data to local, state and federal government agencies. The cheerleader was so successful

in encouraging libraries to complete the Public Library Public Access Funding and Technology Survey, a national effort of the American Library Association, that West Virginia had one of the highest response rates in the nation. The bean counter and the cheerleader collaborated to create customized charts and graphs for individual libraries.

Conclusion

The diverse personalities, programs and services of

Library Development play an important role in achieving the goals of the West Virginia Library Commission; continued delivery and improvement of library services to West Virginians.



Greenbank and Poca public libraries are examples of the wide variety of construction designs being used in public library buildings.

Statistics

Answers.com defines a bean counter as a person who is concerned with quantification, especially to the exclusion of other matters. YourDictionary.com defines a cheerleader as a person who enthusiastically promotes or supports a cause. The West Virginia Library Commission statistics program requires both personalities. Collecting library data is tedious for both the collectors (WVLC) and for those from who the data is being collected (libraries). However, without the data collected on a local, state, and national

LIBRARY SERVICES

MARY HOGUE, MANAGER

Interlibrary Loan

This year, interlibrary loan services became the primary focus of departmental activity. The purpose of interlibrary loan is to fill requests for materials that library users can not find in their local libraries. The service involves borrowing from, and lending to, other libraries. There were three major areas of change: The first resulted from the selection of the ILLiad™ interlibrary loan management software to act as the interface with what would become our primary interlibrary loan source, OCLC's WorldCat® Resource Sharing. Adopting ILLiad gave library patrons the ability to request materials from their personal computers and a way to monitor the progress of their loan requests. ILLiad™ is an amazingly dense program that provides valuable information for both librarians and patrons, but that level of sophistication comes with a steep learning curve. After several days of on-site and online instruction, Library Services first rolled out "Lending," to enable other libraries to request materials from WVLC. The Greenbrier County Public Library agreed to serve as the test site after which the service was made available to all libraries. Implementation of the "Borrowing" feature was delayed to allow time for creating and testing a wide variety of patron request forms. The "Library Commission Information Center" was added to the WVLC web site as the portal to direct patrons and libraries to interlibrary forms and practices.

The second major change in interlibrary loan services was the enormous increase in requests from inmates at the Mt. Olive Correctional Center. While almost all libraries routinely use the Internet for communication, this is not the case at the correctional center. Requests from Mt. Olive arrive by fax and surface mail. Library Services then searches for the requested materials, usually books, in the WVLC

online catalog, the online catalogs of other libraries in the state, or WorldCat®. WorldCat® provides access to the collections and services of more than 10,000 libraries worldwide. One exceptionally busy month, Library Services received 120 requests from Mt. Olive.

The third change was noted when reviewing interlibrary loan statistics. Even though the Library Commission became an active lender through the national WorldCat® system, there was a decrease in the number of requests from in-state libraries. Further review verified that in-state libraries that are members of one of the five shared

catalog consortia are filling the majority of interlibrary requests from within the consortium. The in-state libraries are requesting the Library Commission to find locations only for those items that are rare or hard to find. This is exactly the scenario envisioned when the library consortia were being established.

Deposit Collections

Public libraries that have small budgets cannot maintain collections of expensive formats such as audio books or build large collections of popular fiction. Library Services has been able to step in and supply collections of these materials on a long-term basis. These collections expand the number and types of materials available in local libraries. In 2008-2009 43 deposit collections were shipped to 20 libraries; a total of 1,483 items. For the first time this year DVDs were added to the deposit collections, allowing libraries to also supplement small collections in this format.

Reference Collections

Library Services continues to replace paper-based and media-based collections with online based subscriptions and purchases. Several magazines ceased publication in paper, PC being one of the most popular and most

Quick Library Fact #4:
West Virginians can find 5,682,479 print, audio and video items in public libraries.

Quick Library Fact #5:
Annual library visits totaled more than 6 million. This would fill the Jacksonville Municipal Stadium, home of the Gator Bowl, 77 times.

LIBRARY SERVICES

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obvious examples. Increased confidence in using electronic resources led to dropping several other paper titles and adding online versions. Something About the Author, a multivolume resource of primary interest to librarians, is now purchased in online format only.

A thorough review was conducted of the continuations received by the library. Continuations are titles produced as parts of sets or ongoing series. The review indicated that a significant cost savings could be realized by dropping several titles that were no longer useful. The estimated cost savings over three years is \$30,000.

To serve adult new readers and their teachers, Library Services developed a special audio book collection. The small, but frequently used, collection features books with companion audio CDs, classic titles with slow paced narration, and popular children's titles. All of these are beneficial for adults who are improving their reading skills and also for those recovering from certain kinds of strokes.

Library Services diligently endeavors to add books written by West Virginians or about West Virginia to the collection. Because they go in and out of print so quickly, the decision was made to

purchase two copies of most titles that are published by small publishers or are self-published.

Several large maintenance projects were undertaken to bring order and ease of use to the library's shelves and storage areas. The microfilm cabinets were shifted and labeled and the VHS collection was shifted to third floor which resulted in space to expand the Ready Reference collection and to consolidate contractors' manuals, and business sources. A retention list of all newspapers, magazines, annual references sources was created to facilitate access to these materials. This list quickly indicates if the title is retained for two weeks, two years, forever, or somewhere in between.

Collection Development

In addition to providing deposit collections to assist local libraries throughout the state enhance their collections, Library Services also provides advice on building and maintaining collections. The most common request is for advice on weeding. Many librarians approach weeding with great caution, fearful of withdrawing a title that someone might want to read--someday. They need to be reassured that weeding is a standard library practice for maintaining a vital, dynamic collection and that there is a method to be followed.

Credo Reference is just one of many databases offered through WVLC.

CREDOREference

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Through Credo Reference people worldwide can gain access to any of a possible **3,270,127** entries, from **473** titles and **65** publishers

Did you know?
December 30th is: Rizal Day
A national holiday in the Philippines commemorating the execution of the national hero, Dr. José Rizal, on this day in 1896. Flags fly at half-staff throughout the country, and special rites are led by the president at the 500-foot obelisk that is the Rizal Monument in Manila.
Rizal, born in 1861 in the Philippines, was a doctor who studied medicine in Spain, France, and Germany. He was also a botanist, educator, man of letters, and inspiration for the Philippine nationalist movement. Writing from Europe and denouncing the corrupt ruling of the Philippines by Spanish friars, he became known as a leader of the Philippine reform movement.
He wrote the novel, *Noli me tangere* (1886; *The Lost Eden*, 1961), for which the Spanish administration deported him shortly after he had returned to the Philippines in 1887. He again returned to the Philippines in 1892 and

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Chinese School, Sakyamuni, the Buddha, preaching on the Vulture Peak, from Cave 17, Dunhuang, Tang Dynasty, 8th Century (silk embroidery on cloth), from The Bridgeman Art Library Archive, available from Credo Reference

TECHNICAL SERVICES

HEATHER CAMPBELL-SHOCK, MANAGER

Technical Services is the acquisitions and cataloging arm of the Library Commission agents for the Reference Library. This includes completing special projects that result in increased visibility and accessibility to materials that were previously hidden and unattainable. The staff performs its tasks in conditions similar to those experienced by scientists studying Arctic ice samples. The creative layering of woolen mittens, gloves, sweaters, arctic fleece ponchos, leg warmers, boots, and polar fleece "Snuggies" enables this gallant crew to function. Technical Services is not for the faint of heart; only the dedicated elite work here.

To start off the year, Technical Services targeted the microfilm collection. With the assistance of summer interns, updated cataloging and holding information records were created for microfilm materials. Patrons can access the records through the WVLC online catalog and also through the OCLC worldwide catalog, WorldCat. Including the information in WorldCat makes these materials accessible to library patrons throughout the world.

An unforeseen fringe benefit of the microfilm project was the identification of obsolete records for print periodicals that were canceled long ago. After identifying these materials and confirming that the Library Commission did not have the magazines or journals in the collection, the information was removed.

The beginning of the fiscal year always marks the beginning of a period of extreme activity for the Acquisitions Assistant as first quarter funds stimulate selection requests which stimulate orders which stimulate an influx of new material. The Adult Services Consultant adds to the activity by ordering multiple copies of titles to refresh the book discussion collection. The Acquisitions Assistant does her best to place the orders so that the materials are in-house within three to four weeks after the initial requests are received while keeping an alert eye on the balance of funds available.

The Adult Services Consultant presented Technical Services with a unique set of acquisitions and cataloging challenges. In support of the Spanish Language Outreach Program (SLOP), a program designed to provide libraries with materials for its Spanish speaking customers, she needed to acquire a variety of Spanish language fiction and non-fiction. Once the material was identified, ordered, cataloged, and processed, Technical Services became the home of this collection which is

available to all libraries on long-term loan. The Adult Services Librarian notifies the department the collection has been requested and the material is shipped out.

When Reference Services relocated the VHS feature film collection to the third floor stacks area, Technical Services made sure this change was reflected in the online catalog by updating the location record for each of the 1212 VHS recordings.

The backlog of materials accumulated in the department due to the influx of acquisitions was eradicated during the last half of the year. All staff worked diligently to catalog and process this material so it would be accessible by library customers.

Many of the documents received through the Library Commission's status as a Federal Documents Depository Library are now being released in electronic format only. The Information Systems Coordinator in Technical Services worked on adding links to the online library catalog. These links will enable patrons to go directly to the online resource. Although this project will continue into FY2010, 1300 links to Federal documents in electronic format were available through the online library catalog by the end of the year.

Near the end of the year, sharing an existing staff position with Reference Services, permitted Technical Services to create the position of Special Projects Assistant. Her focus for the immediate future is to update the Library Commission authority file. Updating the authority file allows the points of access to the online library catalog material to remain uniform. In the month the Special Projects Assistant has been with the department, 2,900 authority records were added.

Services of the department come in many forms and are not solely directed to Library Commission departments. Services include training sessions to assist libraries in making collections available to its customers; cataloging special collections or difficult materials for requesting libraries; serving as a help desk for cataloging and related questions; and maintaining and shipping rotating collections. The Eastern Panhandle Library Network, or EPLN, was the focus of many training sessions this year as the consortium prepared to upgrade to a new version of its legacy integrated library system. In addition to group training sessions that focused on the fundamentals of cataloging in a consortium environment, one-on-one sessions were offered. This allowed library staff and the

TECHNICAL SERVICES

CONTINUED

Technical Services Manager to focus sessions based on individual library nuances and cataloger knowledge. These sessions proved very beneficial by allowing the trainee to ask specific questions regarding daily cataloging activities and the Technical Services Manager to learn what to add or bring extra attention to during group sessions. Based on the success and requests for additional meetings, this type of training will be offered more and to all the consortia. Bi-yearly training sessions focusing on the basics of cataloging in a consortium environment were also presented to the Mountain and Northern Library networks in addition to new workshops focusing on specific formats, collections, or online catalog maintenance tasks.

Outsourcing, or cataloging library collections for a particular library, provides the Technical Services Manager and Supervisor to work on material not included in the Library Commission collections, keep their skills fine tuned, and provide a service to the community. This year both had the opportunity to work with the Jackson County Public Library to catalog local history items ranging from photographs to newspaper clippings to typed family histories. Cataloging and adding the items to the online library catalog assisted two fold:

1. The library acquired knowledgeable staff for several days whose primary purpose was to catalog a specific collection.
2. The library's catalog now includes records for items in the local history collection, making them more available.

Another outsourcing project occurred at Mountaintop Outpost Public Library. Few of the materials owned by the library were processed in the online library catalog making it equally difficult for the director (this is a one-person library) and customers to locate information. The Technical Services Manager spent several days at the library adding items to the online catalog. This project will be ongoing in the next fiscal year.

Phone and e-mail assistance for catalogers continued this year but exact records of this activity are not kept.

Since the Technical Services Manager has extensive interest and knowledge about graphic novels, she and a colleague with a similar degree of knowledge, are responsible for developing and promoting rotating collections of these materials. Libraries may request collections for 60, 90, or 120 days. A graphic novel is a work whose narrative is related through a combination of text and art, often in comic-strip form. Although this format is very popular with teen and young adult library users, many librarians are reluctant to invest the limited funds available for the purchase of materials in this format. This makes the rotating collections quite

popular with library directors. The Library Commission checked-out 1008 items in this collection to libraries during the past year. Unfortunately not all the libraries are as forthcoming with the collection's circulation numbers. Therefore a true indication on whether or not the collection is assisting to improve circulation was not able to be produced this year. This problematic area will be addressed in the next year.

Circulation numbers that are known show the collection provided 210 additional checkouts for three libraries over three month periods. Amanda Snyder, Hampshire County Public Library director, had this to say regarding the collection, "Our patrons, especially young adults, enjoyed them so much we had complaints when we took them off the shelves."

The Archives and History Library, a department of the Division of Culture and History, is the other member of the WVLC library automation consortium. The records of the Archives library are included in the online catalog and, this year, Archives requested a proposal for initiating the Voyager circulation and call slip features. Both functions would enable the Library to provide users the option to request materials before stepping into the library. The Technical Services Manager and Information Systems Coordinator provided a proposal, but after review, the Archives Library decided now was not the time to provide this type of services.

FY10 Departmental Goals

As always, the Department strives to continue to improve services it provides to library patrons, state government agencies, and libraries throughout the state. The department's focus for the next year is to:

- Complete the microfilm project.
- Enhance continuing education training for Technical Services employees.
- Complete data input of the Library Television Network programs.

TECHNICAL SERVICES STATISTICS

Retro cataloging of federal government documents	1263
Retro cataloging of Microfilm 3rd floor	1491
Cataloging information inquiries from other libraries	0
Cataloging records created for other libraries	0
Workshops presented	27
Total workshop attendees	111
Web-based workshops presented	0
Deposit collections (graphic novel & sci-fi)	13
Document deliveries to Capitol Complex	401
Courier deliveries to Capitol Complex	55
Authority records added to database	2900
Original authority records added to database	111

WEST VIRGINIA CENTER FOR THE BOOK

KAREN GOFF, COORDINATOR

The West Virginia Center for the Book, an affiliate of the Center for the Book in the Library of Congress, is hosted by the West Virginia Library Commission in partnership with the West Virginia Humanities Council. The Center celebrates West Virginia's rich literary heritage by promoting West Virginia writers and encouraging

West Virginians of all ages to expand their horizons through reading.



LETTERS ABOUT LITERATURE

Letters About Literature (LAL), a national reading promotion contest, is the premier activity of the Center. LAL challenges young readers to write a letter of reflection to an author whose work somehow inspired them or changed their view of the world or themselves. Reflection is personal. It is insightful. The letters are written by children, many of whom are struggling with life and learning the power of words. This year 688 students from West Virginia were among more than 54,000 students nationwide who wrote Letters About Literature; 82 West Virginia entries were selected by national screeners to advance to state level judging.

"I hear people say, 'I'm bored,' but I can't understand this. Who can be bored with so many books in the world?"



Pictured above: Cheryl Ware, West Virginia Author & 2009 Letters About Literature Guest Speaker. Pictured below: 2009 LAL Award winners attending ceremony.



WEST VIRGINIA CENTER FOR THE BOOK

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All 82 students were invited to a recognition event held in the Culture Center Theater where they were honored by First Lady Gayle Manchin, representatives from the Library Commission and the Humanities Council, and featured speaker, West Virginia author Cheryl Ware. Students awarded Top Honors were Mitchell Winkie, a 6th grade student at Bridgeport Middle School, John Bolton, an 8th grade student at Taylor County Middle School, and Taylor Landrie, a 12th grade student from Alderson.

Another reading promotion program of the West Virginia Center for the Book is the West Virginia Children's Choice Book Award. A list of fifteen to twenty titles selected by the Children and Youth Services Consultant is sent to public libraries, and to public and private schools with the inclusive grades

To be eligible for selection, a book must be target children in grades three to six, be published in the last three years, and have literary merit. The titles are not required to have a West Virginia or Appalachian themes. Children in the inclusive are invited to read any or all of the nominated titles then vote for their favorite.

Teachers receive official ballots and tally sheets to submit the voting results of classes, but any student in the designated grade levels is eligible to vote.



In 2009 West Virginia students selected the following winners:

- 1st~Maybelle in the Soup
by Katie Speck and Paul Ratz de Tagyos, illus.
- 2nd~Henry's Freedom Box: A True Story of the Underground Railroad
by Ellen Levine and Kadir Nelson, illus.
- 3rd~Rufus the Scrub Does Not Wear a Tutu
by Jamie McEwen and John Margeson, illus.

One Book, One West Virginia is a state-wide book discussion program designed to promote literary dialogue throughout the state. Participants are urged to read the selected title, join book discussion groups and attend related special events, such as meeting the author, character portrayals, movies, and workshops. The program is launched each fall in conjunction with the Appalachian Heritage Writer-in-Residence Project developed by the Department of English at Shepherd University in 1998 to celebrate and honor the work of a distinguished



contemporary Appalachian writer. The 2008-2009 selection was Big Stone Gap by Adriana Trigiani. The collaboration between Shepherd University and the West Virginia Center for the Book also results in the production and distribution of the Anthology of Appalachian Writers, a publication that encourages the long-established tradition of storytelling, the love of language, and creative expression. Although the principal mission of the anthology is to provide a venue for publication of new writers, it also provides a collection of literature and scholarship that contributes to an understanding and appreciation for the region. The Anthology of Appalachian Writers was distributed to every public library in the state.

Annually the West Virginia Center for the Book participates in the National Book Festival on the Mall in Washington, D.C. by hosting a table in the popular Pavilion of the States. In the Pavilion, West Virginia representatives join others from throughout the nation to provide information and answer questions about writers, libraries, book festivals, book awards and reading promotion activities. A popular Pavilion feature, especially among young readers and their families, is "Discover Great Places Through Reading" -- a free map of the United States that can be presented at each table for an appropriate state sticker or stamp. On the back, the map includes "52 Great Reads About Great Places," a reading list of books for young people compiled with a recommendation from each state. The West Virginia selection for the September 2008 festival was Way Down Deep by Ruth White.

A volunteer works at the West Virginia table under the Pavillion of the States during the National Book Festival.



NETWORK SERVICES

HARLAN WHITE, DIRECTOR

Major Projects

- Bill and Melinda Gates Foundation Public Access Computer Hardware Upgrade Grant (PACHUG) Wrap-up
- Network Resources: E-mail; routers; cables and computers, resources affecting all libraries within the Statewide Library network.
- Public Library Services: Catalogs; clients and public access. Services provided at individual sites.

PACHUG Wrap-Up

Although the three-year Public Access Computer Hardware Upgrade Grant was officially completed in 2008, one more project remained in 2009. Near the very end of the grant period, the Bill and Melinda Gates Foundation approved the purchase of laser printers for every public library (173). During the process, which required Network Services staff to visit every public library, a statewide computer inventory was also conducted. All PCs, printers, routers, switches and hubs were inventoried. Once completed, staff updated all library network infrastructure maps and records. Two regional technician vacancies challenged the remaining staff to complete the work on schedule but they not only met the challenge, they finished ahead of schedule.

Network Resources

Early in the year, in an attempt to increase Internet connection speeds, WVLC Network Services worked with Verizon and the Governor's Office of Technology (WVOT) on possible broadband upgrades. As a test, the Library Commission decided to move 11 of 20 libraries in the Eastern panhandle over to the new Verizon MPLS (Multi-Protocol Label Switching) network. After review, it was determined that the change in connection speed was not significant. However, moving the 11 sites alleviated some of the congestion on the Northern route.

The Children's Internet Protection Act (CIPA) is a federal law enacted by Congress to address concerns about access to offensive content over the Internet on school and library computers. CIPA imposes certain types of requirements on any school or library that receives funding for Internet access or internal connections from the E-rate program. This includes all public libraries in West Virginia. The West Virginia Library Commission provides filtering software on the network level, relieving local libraries of both the cost and the need to evaluate and upgrade filtering software. West Virginia was the first state in the nation where all public libraries were CIPA compliant.

After years of use, need outgrew the capabilities of the Library Commission's filtering software. Instead of independently selecting a new product, WVLC worked with the West Virginia Office of Technology and the West Virginia Network (WVNET) on a cost sharing State-wide filtering project. Network Services staff played a major role in determining the specifications; costs and benefits associated with the project. WVNET provides telecommunications and computing services to K-12 schools, government and non-profit agencies. Just three months into the fiscal year, the West Virginia Library Commission moved all public libraries over to the new statewide filtering system. As an indication of the work required of the filtering software, in the 90 days prior to the move, more than 667,000 web pages were filtered.



During the final quarter of FY09, Network Services installed new network monitoring software and hardware to monitor the HP catalog servers located in Clarksburg, Beckley and Huntington. Additional software was installed to monitor individual library bandwidth and router issues. Using four 32" monitors and a new 64bit server system set up in the Network Services suite on the fourth floor Culture Center, staff can quickly identify, and nearly as quickly resolve, telecommunications problems in libraries across the state. Remote access to the monitoring software enables field technicians to diagnose problems on site. Network Services added a Library access page to the Helpdesk software, giving libraries yet another method of creating job tickets and monitoring progress.

Due to many network changes and updates, there were discrepancies between Library Commission paperwork and that of WVNET, the telecommunications service provider. Staff reviewed and corrected all domain names and firewall entries to get back on track. This was project that took a couple of weeks.

WVLC had numerous meetings with staff from the Governor's Office of Technology concerning impending changes in telecommunications delivery for state agencies. Initially there was some confusion about

NETWORK SERVICES

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the organizational status of the libraries. Once the Office of Technology was assured that public libraries were not branch offices of the state agency but local entities established by local governments, the cloud of confusion lifted and changes in telecommunications protocol and support were minimized for 173 public library facilities across the state.

However, Library Commission staff experienced major changes in telecommunications protocol and support. Working with the Office of Technology, Network Services moved the agency's telecommunications from the statewide library network to the state government backbone system. The hardest part of this move was the dreaded e-mail change.

After 10 years of using the statewide library network scheme for e-mail addresses, all Library Commission staff had to adjust as addresses were changed to comply with new state government protocol. The suddenness of this change, even after months of preparation, created two major problems: 1) Librarians, trustees, vendors, contacts in other state and federal library agencies were unable to contact WVLC staff; 2) the WVLC web site now contained pages and pages of unusable contact information. Network Services quickly developed a script that not only forwarded user e-mail to the new address, but also reminded the sender to "make the change". The script ran for six months to keep WVLC in touch with the world and the world in touch with WVLC while web site and other changes were implemented.

The last days of FY09, like the first, were focused on increasing bandwidth in public libraries. The Library Commission is exploring funding that will enable the installation of dual DS3 hookups to the public libraries. This would immediately move the libraries into a modernized high-speed bandwidth scenario.

Public Library Services

Network Services was proud to play a critical role in providing virtual access to a very special collection at the Brooke County Public Library in Wellsburg. The American Defenders of Bataan and Corregidor (ADBC) chose the Brooke County Public Library as its official depository. The museum in the library houses books, documents, and artifacts of this select group. Network Services was asked to spec, build and maintain the server that provides online access to this amazing collection. Providing online access also required Network Services to convert hundreds of documents into a computer format so these treasures could be displayed online.

After installing replacement computers for three years, Network Services needed to find a way to dispose of the older generation computers that were removed. The careful management of funds made it possible to hire a company to dispose of the machines legally and ethically. Obsolete computers were picked up at regional sites across the state then delivered to the single vendor for surplus. Network Services rehabilitated computers that were still serviceable for use by library staff.

Every year Network Services provides computer training in individual libraries in addition to providing training and technical support at statewide library conferences.



Quick Library Fact #6 :

1,608,829 people used the 1,280 public access computers available in public libraries. Calculating the value of this service at \$9 per hour, libraries statewide provided \$14.4 million in computer service.

Conclusion

The West Virginia Library Commission and the public libraries in our state do not have the dollars to purchase a new computer each time one fails. Network Services constantly strives to identify creative and cost effective ways to maintain the statewide library network infrastructure and provide upgraded equipment for the public's use. Below are some examples of creative cost savings.

- The Bill and Melinda Gates Foundation PACHUG grant awarded each library funds to purchase a PC package (monitor, PC and software). Purchasing from the state contract saved \$500 per package. This savings resulted in there being enough grant funds to buy each library in the state system a new high-end HP LaserJet printer for public use.
- To save on future travel cost and tech time, each PACHUG computer was pre-loaded with a complete recovery package on the hard drive, including all applications, anti-virus, and security. Should the unit become corrupted, it can be restored to out-of-the box status in just a few minutes (over the phone). This feature

NETWORK SERVICES

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is complemented by an emergency recovery disk that allows a Library Commission technician access to the computer over the network even if the unit's operating system will not load. There is no way to measure the entire cost savings this package.

- Upgrades to the integrated library software systems used for circulation and cataloging required greater capability of the computers in the libraries. Rather than replace the libraries' circulation/cataloging computers, (which were originally purchased with the 2004 Gates Staying Connected Grant) Network Services upgraded each computer's RAM to 1.5 GB and updated the operating system and other software in preparation for the 2008 release of client software. This was done at no cost to the individual library. Basically 171 "new" PCs were placed in libraries for the cost of a \$40.00 memory chip in each.
- After the warranty expired, ten Dell circulation/cataloging machines that had hardware failures were repaired using spare parts purchased from state surplus. Five used machines were purchased (at \$ 75.00 each) and the parts were spread throughout the 10 failed units. The net result was ten PCs repaired for less than \$40.00 each.
- Instead of replacing out-of-warranty failed Dell monitors, Network Services has been repairing them using about \$2.00 in parts and 20 minutes labor. These monitors cost \$250.00 each when purchased. The repaired monitors are returned and installed at no charge to the library.
- Sixty-five aging Gateway PCs (originally purchased through an Appalachian Regional Commission grant) were brought into the Network

Services shop, physically cleaned, updated with one GB RAM, a clean copy of Windows operating system and new security and Ghost software. These machines were then returned to the libraries as additional public access, circulation and online public access computers. Again, 65 PCs slated for surplus were updated and upgraded to perfectly usable PCs for about \$40.00 each.

Network Services works tirelessly to make the Statewide Library Network the best and most secure in the state. Considering budget issues and the fact that "public" and "secure" go together like oil and water, this is not a task for the faint-hearted.

Job Requests	4,561
Site Visits	677
VNC	767
Mileage	41,560



Travel Fact:
Network Service Technicians traveled enough miles of road in West Virginia to make 32 round trips to the Gator Bowl in Jacksonville, Florida!

SPECIAL SERVICES

DONNA CALVERT, DIRECTOR

Special Services, a regional library of the National Library Service/Library of Congress (NLS), provides library services to the blind and physically handicapped in the state of West Virginia. Books, magazines, newspapers, newsletters and other materials are provided to library patrons in Braille, large print, electronic format, and, for over thirty-five years, on four-track audio cassettes. Three Sub-regional libraries, Cabell County Public Library, Parkersburg/Wood County Public Library and Romney School for the Blind, also provide services in their home and surrounding counties.

Beginning next fiscal year, National Library Service will produce all new audio books on flash memory chips embedded in a plastic cartridge. After 2010 all audio books will be produced solely in digital book format. Existing audio books on cassette will remain a part of the circulating collection.

The new digital format requires new digital players. In May 2009 West Virginia received eight digital machines for training and demonstration so that library staff would be familiar with the machines and be able to assist patrons. Delivery of digital machine allotments for patron loan will begin early next fiscal year. This past year has been one of training, learning and preparing for the major change from cassette to digital format.

Patron Information and Satisfaction Survey

To assist with decisions surrounding issuing machines and digital titles to patrons, Special Services designed and distributed a patron satisfaction survey and then analyzed the results.

The survey gathered information on service satisfaction, how patrons used the service, and willingness to use the new digital format, as well as suggestions and comments. The survey was announced in the quarterly newsletter with options to call in and take the survey on the telephone or to use the version on

the WVLC website. Patrons with computer access and e-mail capabilities were sent the survey electronically. To make sure that every patron had the opportunity to participate in the survey, a large print version was also available.

Twenty-eight percent of patrons responded to the survey. Ninety-eight per cent of respondents rated service as good to very good. Eighty one per cent were eagerly waiting for the new machines. The survey also resulted in contacts with patrons who wanted to make changes in their reading interest profiles. The survey provided critical planning information for the distribution of the new machines. Production capabilities will limit the number of digital machines and books available for at least a year. Federal law requires veterans be given priority.

In order to match patrons with the appropriate machine, Digital Standard 1 (DS1) or Digital Advanced 1 (DA1), staff needed to know what types of books patrons read and how patrons need to navigate through the book. If patrons read primarily fiction, which is usually read from beginning to end, only pausing to resume where one left off, a DS1 is most appropriate. However, patrons involved in research or study involving non-fiction materials need the ability to read sections that may not be sequential. These patrons need a DA1, which allows extensive navigation throughout the book.

Braille and Audio Reading Download (BARD)

BARD service allows patrons with high speed internet access and an e-mail address to download National Library Service titles to a computer and then to a secure digital card to play on a compatible commercial portable audio player. Over 15,000 titles and 44 magazines are available from the NLS BARD Website. Additional titles are added weekly. In 2008, 11 patrons downloaded 361 books. In 2009, 51 patrons downloaded 2,698 titles.

"The new digital talking book format provides in a most convenient manner literally fingertip access to countless books. As a professor with a visual limitation I was finding it more and more difficult and consequently very frustrating to access materials that supported my academic discipline, research and teaching.

With the development of the new digital talking book program and your agencies high quality support of the program many of my difficulties in supporting my career are now ameliorated.

Personally I cannot thank you and your staff enough for the time and help that was given me when I first entered into the program. On a professional level please know if there is any way that I can assist you in conveying to the West Virginia legislators or any interested individuals the tremendous benefits this program offers those of us who are visually impaired please do not hesitate to contact me." ~Wheeling male in his 50's

SPECIAL SERVICES

DONNA CALVERT, DIRECTOR

Special Services staff downloads titles from BARD and copies them to secure digital (SD) cards for patrons who do not have computers or internet access. The new NLS digital machines will support the BARD service. Patrons will be able to download the book to a memory stick and attach this to a port on the digital machine.

Volunteers

Special Services has dedicated volunteers that assist with tasks on a regular basis. They provide assistance in the areas of materials inspection, machine repair, and narrating.

Special Education students from Capitol High School and their teachers daily inspect items returned in the mail.

These are books on cassette that need to be checked to assure that the correct items are in the correct containers, the correct number of cassettes are in the container, the cassettes are in the correct place order and all cassettes are rewind to the start position. This is of great value to our patrons and a time saver for staff.

Three retired engineers provide 100% of cassette machine inspection and repair. There have been no new cassette machines produced for two years, so the existing machine inventory needs to last until the new digital machines arrive in enough quantity to serve all patrons. A volunteer picks up the machines and brings back the repaired ones weekly. This past year they repaired 895 machines.

Two volunteer narrators work with Special Services staff in the audio studio to record the state magazines, *Wonderful West Virginia* and *Goldenseal*. They devote hours to produce the quarterly issues of *Goldenseal* and the monthly issues of *Wonderful West Virginia*. To fulfill patron requests, these volunteers

have also narrated two full length novels and one family history volume that were not available from any of the standard sources.

All these projects resulted in 51 studio hours of narration in the past year. Patrons appreciate the local information of the state magazines, the quality of the narrators, and the extraordinary dedication of staff and volunteers to record needed materials.

"...I had a question this morning. I called the Library Commission, and as usual, I got the answer that I needed.

As technical as I am, I still rely on the wonderful staff at the Library to answer any questions that I have from time to time."

~~Romney female in her 50's

NFB-Newsline®

Special Services patrons also have access to state and national newspapers through a subscription to NFB-Newsline®, a newspaper service accessed by our patrons through the telephone. State funding has enabled Special Services to provide visually impaired patrons

access to not only the more than 300 magazines and newspapers available through NFB-Newsline® but also to add eleven West Virginia newspapers to the service. Staff focused on geographic diversity when seeking access to the following West Virginia titles: Beckley Register-Herald, Charleston Gazette, Elkins Inter-Mountain, Fairmont Times West Virginia, Huntington Herald Dispatch, Martinsburg Journal,

Morgantown Dominion Post, Parkersburg News Sentinel, State Journal, Wheeling News-Register Intelligencer and, just this fiscal year, Hampshire Review. Use of the NFB-Newsline® service, as measured in minutes, increased by 22.5% from last fiscal year to this fiscal year.

"Well I am most appreciative that Goldenseal and Wonderful West Virginia have been added to the information channel of Newsline. It's nice to maintain a link with the land I love that is as strong as the land I live in. Cheers."

~~Clarksburg male in his 40's (temporarily residing in New Zealand)

NFB-Newsline® provides an enhanced option to patrons with access to the internet and assistive technology such as screen readers. These patrons can get their favorite newspapers e-mailed to them, and, as of Spring 2009, can read content online or download selected newspapers to a compatible portable audio player. Transferring the content of the newspapers to a portable audio player gives patrons the freedom to take their newspaper

SPECIAL SERVICES

CONTINUED

with them as they go about their day. Staff anticipates these new features will result in decreased use of the telephone as the method by which our patrons access their news. In FY09 e-mails accounted for between 20% and 41% of the monthly usage of NFB-Newsline®.

One portion of NFB-Newsline®, the local channel, allows Special Services to distribute pertinent local content to patrons. This year, the local channel was used to announce contact information for patrons to gain access to tax documents in alternative format. Prior to the national election the local channel provided patrons with information about voter registration, early voting dates, and voting booths with audio ballots that were available at every precinct. The local channel is also used to alert patrons about delays in the production of Talking Book Topics, the bimonthly circular that informs them of the most current audio books available in our library.

The Special Services newsletter is now a regular feature of the local channel. NFB-Newsline® patrons may refer to both the current issue and recent back issues.

Other publications of statewide interest available on the local channel include *Goldenseal* and *Wonderful West Virginia*. These popular magazines were previously only available on audio cassette. While the NFB-Newsline® version does not offer the personal touch the volunteer narrators' voices provide on the cassette, it does allow patrons to have access to the magazines about the same time as a sighted person. Patrons find this timeliness particularly useful with regard to the Statewide Events calendar in every issue of *Wonderful West Virginia*. Now, even if patrons prefer listening to the articles on the cassette, they can still check the Statewide Events section for events of interest and make plans to attend.

"...this service has been invaluable. It has provided reading material that has not only entertained, but that has been educational, as well.... If this service was not available, I as well as countless individuals would miss out on a wonderful world of books that just are not always available in Braille or commercial audio book. Thank you, everyone for all you do."

~Cedar Grove female in her 30's

REGIONAL LIBRARY STATISTICS 2008- 2009

Circulation	
Recorded Cassettes & Records	81,212
Catalogs	17,483
Large Print Books	14,988
Descriptive Videos	1,922
Magazines	4,194
Interlibrary Loans	875
Direct Circulation Magazines (NLS)	29,912
Braille Books	4,860
Newsletters	6,087
Telephone Calls & Emails from Patrons	6,418
NLS Downloadable Books	2,698
TOTAL CIRCULATION	167,603

SUBREGIONAL LIBRARY STATISTICS 2008-2009

Circulation	
Recorded Cassettes and Records	41,667
Circulation	212,395

GRAND TOTALS

New Patrons	336
All Patrons	2,354

"I have found the services of the Library to be excellent and prompt. The staff seems to go out of their way to assist patrons in finding books and magazines needed for research, etc. The newsletters are very informative and now that Newsline is up and running, we have a world of information available to us."

~ Morgantown female in her 70's

PHOTOGRAPHS
EVENTS, PROGRAMS AND SERVICES ACROSS THE STATE



*Quick Library Fact #7:
The 762,339
West Virginians with library cards
checked out an average of
9.75 items during the year.
Children's materials
were checked out 1,956, 474 times.*



*294,029
children
attended
programs.*



PHOTOGRAPHS

EVENTS, PROGRAMS AND SERVICES ACROSS THE STATE



Suzy McGinley joins author Anna Egan Smucker and Harrison County Commissioner Frank Angotti as they celebrate a day honoring the author.



West Virginia Department of Education and the Arts Secretary, Kay Goodwin, addresses literacy volunteers assembled in the Great Hall of the Culture Center.

Education and the Arts employees, Robin Taylor and Rachel Gray, share information about Dolly Parton's Imagination Library.



Some libraries erected signs announcing wireless availability.



Technical Services employees say their department is the coolest and they provided photographic evidence.



WVLC on display.

Brooke County Public Library sets up a nice display for Library Day at the Legislature.



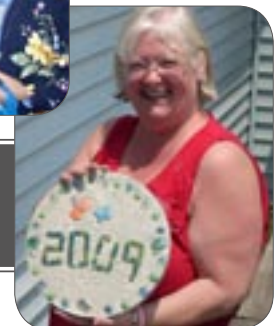
Everyone seems to enjoy the Letters About Literature Ceremonies, even the presenters. Pictured left to right: Ken Sullivan of the Humanities Council, author Cheryl Ware, WVLC Youth Services Consultant Suzy McGinley, and First Lady Gayle Manchin.



This Pine View book discussion group is just one example of library programming for all age groups. Projects like the one pictured here are funded in part through grants from the Library Services and Technology Act.



The young and young at heart were encouraged to Make Waves @ the library.



DIRECTORY



Location:

**Culture Center
1900 Kanawha Blvd. E.
Charleston, WV 25305**

On the Web:

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

Hours:

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

Contacts:

**In-state Toll Free
800.642.9021**

**Administrative Services
304.558.2041**

**Library Development
304.558.3978**

**Network Services
304.558.3577**

**Reference Library
304.558.2045**

**Special Services
304.558.4061**

The West Virginia Library Commission is a Division of West Virginia Department of Education and the Arts
Kay Goodwin, Cabinet Secretary
Building 5, Room 205
1900 Kanawha Blvd. E.
Charleston, WV 25305
304.558.2440
<http://www.wvosea.org>

KAY GOODWIN,
West Virginia Education & the Arts
Cabinet Secretary



"West Virginians have weathered another year of tough economic times. Thanks to their local libraries they could still enjoy free computer use and internet access; entertaining and educational programs for people of all ages; information and reference services; and, of course, great books. From Winnie the Pooh to Wikipedia, Scarlett at Tara to tax forms, West Virginia public libraries continue to offer the citizens of our state access to the world."