



2018

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# Annual Report

*The 2018 Library Commission Annual and Statistical  
reports are available online at:*

*[www.librarycommission.wv.gov](http://www.librarycommission.wv.gov)*

*and*

*[www.legis.state.wv.us/Reports/Agency\\_Reports/agencylist\\_all.cfm](http://www.legis.state.wv.us/Reports/Agency_Reports/agencylist_all.cfm)*



West Virginia  
**Library Commission**  
Explore • Discover • Create

# WEST VIRGINIA LIBRARY COMMISSION

## 2018 Annual Report

*Explore. Discover. Create* in West Virginia Libraries

### COMMISSIONERS

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**Sean Duffy**  
First Congressional District

**Charles A. Julian, Ph.D.**  
First Congressional District

**Mary B. Strickland**  
First Congressional District

**Betty Gunnoe, Chair**  
Second Congressional District

**Debra K. Sullivan**  
Second Congressional District

**Katy White**  
Second Congressional District

**David Nalker**  
Third Congressional District

**Connie Shumate**  
Third Congressional District

**Dennis C. Taylor**  
Third Congressional District

### West Virginia Library Commission

1900 Kanawha Boulevard East | Culture Center, Building 9 | Charleston, WV 25305

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*The West Virginia Library Commission encourages lifelong learning, individual empowerment, civic engagement and an enriched quality of life by enhancing library and information services for all West Virginians.*

In-State Toll Free: 1.800.642.9021  
Administration: 304.558.2041  
Library & Development Services: 304.558.2045  
Network Services: 304.558.3577  
Special Services: 304.558.4061



## FROM THE SECRETARY

KAREN GOFF, EXECUTIVE SECRETARY



This year, the **LIBRARY COMMISSION** launched a new five-year initiative that simultaneously encourages West Virginians to Explore, Discover, and Create in libraries and libraries to Explore, Discover, and Create the spaces, resources, skills, and knowledge required to support this initiative.

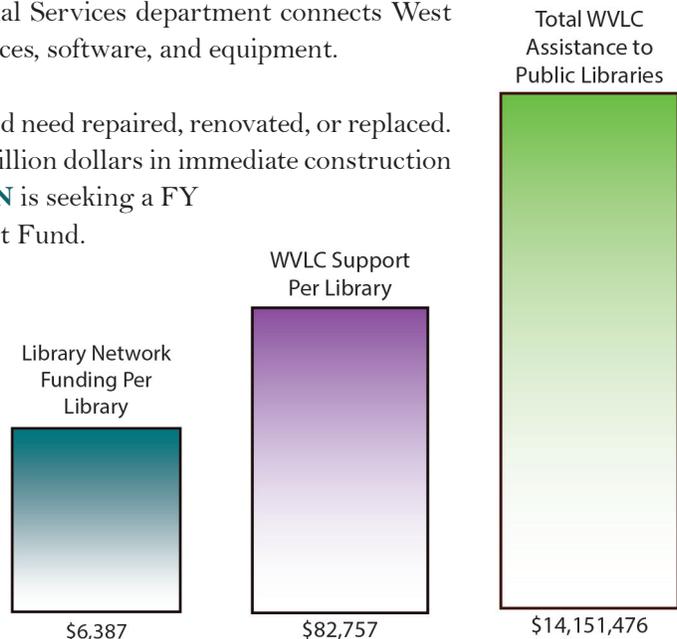
**LIBRARY COMMISSION** programs ensure that users of every public library have access to the Internet. When it discovered that more than 400 of the computers hosted on the State Library Network were 10 years old or older, allies were sought. The WV Dept. of Education's Project Second Launch expanded to include public libraries. This project refurbishes retired computers that are less than three years old, then loads them with current software and gives them away to schools, and now, libraries. Discovering information requires adequate, affordable, reliable broadband. This remains a challenge that the **LIBRARY COMMISSION** continues to address. Libraries cannot provide more technology-based operations, resources, and services without it.

The **LIBRARY COMMISSION** is a premier advocate for the important and critical role of libraries. West Virginia's state support of public libraries ranks 6th in the nation. Without adequate funding libraries cannot attract and retain dynamic, creative library directors and staff or properly compensate the dynamic, creative staff already in place. They cannot expand collections. 60 of the state's 97 public library systems spend less than the state average of 14% of operating expenditures on materials. To help libraries help library users discover reliable information, the **LIBRARY COMMISSION** provides **WVInfoDepot.org**, the West Virginia eLibrary, an anywhere, anytime library accessible from home and library computers or mobile devices. WVInfoDepot.org is the portal to millions of magazine and newspaper articles, eBooks, digital images, practice tests, and more.

The **LIBRARY COMMISSION** enables public and school libraries to refresh their physical collections with special topic or general deposit collections of print books, audiobooks, and videos. Most local libraries struggle to serve patrons with special needs. The Special Services department connects West Virginians who cannot utilize standard print with resources, software, and equipment.

Many West Virginia's libraries were built in the 1970's and need repaired, renovated, or replaced. The **2017 Facilities Assessment Survey** revealed 56 million dollars in immediate construction needs in public libraries. The **LIBRARY COMMISSION** is seeking a FY 2019 appropriation to the Library Facilities Improvement Fund.

In FY 2018 **LIBRARY COMMISSION** direct financial support to libraries was **\$10,602,950**. Indirect services saved local libraries hundreds of thousands of dollars while enabling those libraries to provide places to Explore, Discover, and Create. The investment is essential for a vital West Virginia. The **WEST VIRGINIA LIBRARY COMMISSION** is proud to be a catalyst in the process.





## WEST VIRGINIA LIBRARY COMMISSION

Under the direction of the Executive Secretary and nine Commissioners appointed by the Governor, the Library Commission is comprised of four departments that assist, advise, and counsel public libraries in developing a culture that values reading, education, and freedom of access to information.

### ADMINISTRATIVE SERVICES



#### **Jennifer Johnson - Director**

Administrative Services plans, prepares, and administers the agency budget and meets all financial and administrative reporting requirements mandated by State and Federal regulations. The Division includes Human Resources, Communications and Media Services, State Library E-Rate Service, Building Services, and Television Services.

### LIBRARY & DEVELOPMENT SERVICES



#### **Heather Campbell-Shock - Director**

Library and Development Services supports all aspects of library operations through consulting, professional development, resources, and administration of Library Services and Technology Act funds for statewide library services. The department functions as a library for state agencies, the legislature, and libraries. It is also home to the WV Center for the Book, an affiliate of the National Center for the Book at the Library of Congress.

### NETWORK SERVICES



#### **Cris Spradling - Director**

Network Services designs, evaluates, and maintains the State Library Network that provides public libraries with software/hardware installation, internet access, e-mail, FTP and website hosting, firewall support, shared catalogs, and patron databases. In addition, Network Services provides daily technical support to public libraries throughout the state.

### SPECIAL SERVICES



#### **Donna Calvert - Director**

Special Services is the regional library of the National Library Services for the Blind and Physically Handicapped and is part of the Library of Congress national network. Special Services connects West Virginians that cannot utilize standard print with resources for everyday living including braille materials, audiobooks, digital talking book machines and more.



# ADMINISTRATIVE SERVICES

**ADMINISTRATIVE SERVICES** works directly with the Executive Secretary in the **PLANNING AND SUPPORT OF ALL AGENCY PROGRAMS** to enhance and expand library and information services in West Virginia. The department is responsible for planning, preparing and administering the agency budget and meeting all financial and administrative reporting requirements mandated by State and Federal regulations. Administrative Services includes Human Resources, Communications and Media Services, State Library E-Rate Service, Building Services, and Television Services.

The Division managed the agency's **\$16,331,182 BUDGET**, including **\$1,530,657** in General Revenue appropriations, **\$11,797,309** from Lottery fund appropriations, spending authority of **\$1 million** in gifts and grants, **\$50,000** in Video Fund, and **\$1,953,216** in Federal Funds. **TOTAL REVENUE** received for FY 2018 was **\$13,952,461**. **TOTAL EXPENDITURES** for FY 2018 were **\$14,151,476**.

Of the \$11.7 million in the Lottery Fund, \$374,233 was re-appropriated Community Participation Project Grant moneys from FY 2011, 2012, and 2013. The increase in Gifts, Grants, and Donations fund in revenue and expenditures reflects the partnership between the Library Commission and the Community and Technical Colleges to purchase additional databases that are made available to the CTCs.

### DIRECT SUPPORT TO LIBRARIES

In FY 2018 the Division processed and distributed 251 grants to public libraries totaling **\$10,602,905**.

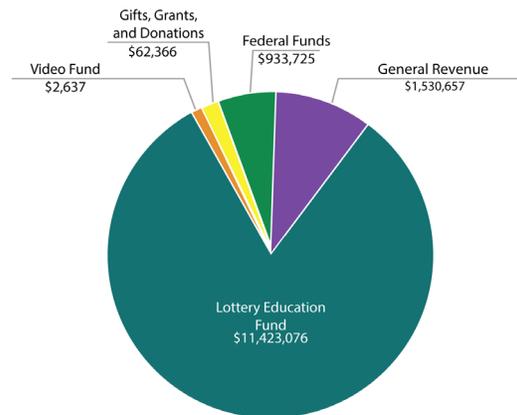
The distribution of grants to public libraries is critical to maintaining staff, purchasing materials and meeting operating costs. Any disruption or delay in the grants distribution adversely affects library operations.

### INDIRECT SUPPORT TO LIBRARIES

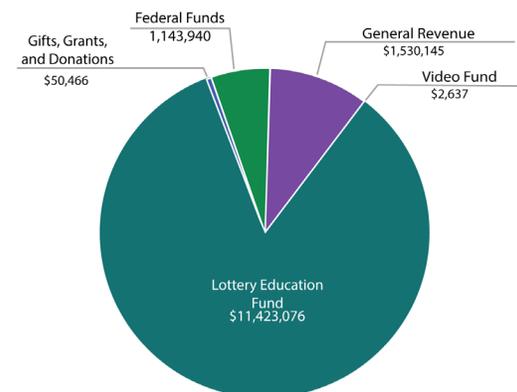
The Division also processed and distributed support totaling **\$3,548,571** in programs to libraries:

- Digital Resources - **\$612,277**
- Library Commission Reference Library - **\$674,192**
- Blind & Physically Handicapped - **\$346,605**
- Statewide Library Network - **\$945,289**
- Library Development Services - **\$181,097**
- Administrative Services - **\$789,111**

Revenue by Source



Expenditure by Source





## LIBRARY & DEVELOPMENT SERVICES

**LIBRARY & DEVELOPMENT SERVICES** provides **SUPPORT** for **171 PUBLIC LIBRARIES** and their staff, as well as serving as the state library for the state legislature and the public.

**CONSULTATION SERVICES** aid libraries in the ability to plan, implement, and evaluate their capacity to provide outstanding library services to communities across West Virginia. Library Commission consultants guide library directors, staff, and trustees through best library practices; policy making; management and other HR issues; and programming/service delivery. Services are provided to K12 libraries, as well. Consulting services are provided through in-person site visits, email, phone, and with a closed Facebook group.

The department's **CONTINUING EDUCATION** programs provide training for librarians, paraprofessionals, and trustees. Key programs ensure up-to-date training on library trends, practices, and data necessary for planning and operations. **CONTINUING EDUCATION** grants allow public library staff and trustees to attend conferences at the state and national level that may otherwise be cost prohibitive. As part of the grant, attendees are required to either submit a written report that is used to summarize the conference for the monthly newsletter or provide a program at the state library association conference.



The **NEW DIRECTOR ACADEMY** provides training and instruction for new public library directors. Sessions focus on how to budget public and state funds, a review of the West Virginia library administrative regulations, an overview of the agency and its services, and basic library management. **NEW DIRECTOR TRAINING** is required for library directors without a Masters of Library Science (MLS) degree. A 12 month mentoring and education program will be added to the curriculum in 2019.

The department developed a three-level voluntary **PUBLIC LIBRARY CERTIFICATION PROGRAM**, comprised of online courses, archived webinars, workshops, and special institutes. The first-level program is for library personnel without formal training in library science, and includes introductory coursework in these core areas: Fundamentals of Librarianship, Collection Development, Organization of Materials, Management, Programming & Services, and Technology.

**WVInfoDepot.org** continues to provide statewide access to licensed, full-text periodicals and reference resources on a wide variety of topics such as current events, social issues, health information, reading suggestions, and more at no charge to users. It is available to all citizens from any internet connected device and helps lessen the impact of low local public library funding throughout West Virginia.



Be In the Know. **WVINFODEPOT.ORG**  
Your Personal Guide to Information Exploration. Brought to you by the West Virginia Library Commission.

As part of the Library Commission's **SCHOOL, JOB, AND CAREER READINESS INITIATIVE**, Library & Development Services furnishes **LEARNING EXPRESS LIBRARY** and **JOB & CAREER ACCELERATOR** to help West Virginia students and adult learners improve the skills required for academic and career success. These online services provide access to computer skill tutorials, practice exams for K12, undergraduate, graduate, professional, and employment tests, electronic books, complete job search functionality, and application assistance for free to all West Virginians.



## NETWORK SERVICES

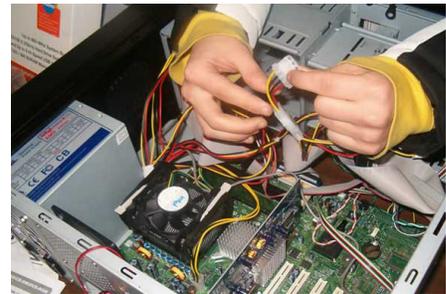
**92 PUBLIC LIBRARY SYSTEMS** in West Virginia, representing 154 facilities, depend on the **STATE LIBRARY NETWORK** for internet accessibility and hardware/software support. **NETWORK SERVICES** technicians continually explore ways to create better service for library electronic users and provide technical assistance to the libraries, their staffs, and their patrons.



**2018 WAS A BUSY YEAR** with changes to the network infrastructure, testing and demonstrating various content filter vendors, and working on replacing library computers and operating systems that have aged beyond their usefulness.

A **NEW STATEWIDE MULTI PROTOCOL LABEL SWITCHING CONTRACT** was awarded in 2017 and put into place in 2018. Using multiple vendors and various technologies, Verizon and the Office of Technology have successfully assimilated the Library Network into the MPLS engine. However, reliability has become an issue as the contract vendors continue to establish the new network.

**DEMAND FOR INCREASED NETWORK BANDWIDTH** is the overriding concern for most libraries. Due to constraints stemming from the new statewide contract, the majority of libraries on the network are **LIMITED TO SPEEDS OF 3-5 Mbps**. With demand increasing steadily, the ability to affordably increase network speeds is the primary challenge for **NETWORK SERVICES**.



**NETWORK SERVICES** chose the EdgeWave iPrism Internet content filtering system to replace the Office of Technology provided Net Sweeper. Hardware devices are located at each of the two network aggregation points, Charleston, and Morgantown. The units are installed and final configuration will begin in the fall of 2018 with expected **FULL IMPLEMENTATION BY DECEMBER 31, 2018**.



In 2018, **NETWORK SERVICES** partnered with the **DEPARTMENT OF EDUCATION'S SECOND LAUNCH PROGRAM**. This project allows schools and libraries to weed out older, obsolete hardware and software and upgrade them with newer technology. Through this program, Network Services has **REPLACED 158 OLDER PCs** in 27 libraries across the state. Second Launch will continue through 2019 with more replacement PCs, monitors, and laptops being provided to state libraries.

A major part of the **NETWORK SERVICES** mission is to provide the public with quality Internet accessibility, and **100%** of the state's public libraries offer **WiFi CONNECTIVITY** and PCs for public use. In addition, **NETWORK TECHNICIANS** traveled nearly **68,000 MILES** in 2018, made more than **800 SITE VISITS**, and performed **1,390 REMOTE REPAIRS**, ensuring that West Virginia libraries continue to provide their patrons with state-of-the-art communications services.

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## SPECIAL SERVICES

The **SPECIAL SERVICES DEPARTMENT** is the regional library serving West Virginia for the National Library Service for the Blind and Physically Handicapped (NLS), a division of the Library of Congress. **SPECIAL SERVICES** provides direct library services to West Virginians who cannot utilize standard size print because of blindness, visual impairment, learning disability or physical disability.



**SPECIAL SERVICES** loans talking book machines, audio books, descriptive videos, Braille books, adaptive technology, and audio newspapers and magazines to patrons across the state. Subregional libraries are located in Cabell County Public Library, Parkersburg/Wood County Public Library, and West Virginia School for the Blind.

**SPECIAL SERVICES** houses a collection of 117,093 items, including 83,101 **TALKING BOOKS**, 13,358 large print books, and 660 descriptive videos. In addition to the physical collection, Special Services has access to 104,000 downloadable books from the **BRaille AND AUDIO READING DOWNLOAD (BARD)** program. These books are available for download in audio format or in refreshable Braille.

**MAGAZINES** are available through Special Services, as well. 194 magazines are produced in audio for download or on cartridge. These magazine titles are also available in refreshable Braille, while some titles can be obtained in print Braille. **SPECIAL SERVICES** patrons increased their usage of downloadable magazines this year by 56%.

In 2018, **SPECIAL SERVICES** circulated 161,707 items to 2606 patrons, an average of 63 items per patron for the year. Large print circulation increased dramatically in 2018 with 4,837 items circulated, a 49% increase over 2018. The cost of circulation dropped from \$5.69 to \$3.83.



The **BARD MOBILE APP** received several much-needed updates in 2018. This allows patrons to download books from BARD on their Android or Apple device, making BARD more accessible to users. 14% of **SPECIAL SERVICES** patrons are downloading from BARD, a 2% increase from 2017. In addition, 426 new mobile app downloads were made in 2018, a 28% increase year over year.



NATIONAL FEDERATION  
OF THE BLIND  
NEWSLINE®  
Live the life you want.

**NFB Newsline®** is the audio newspaper available to West Virginians with visual and physical disabilities. This service brings newspapers from across the state, nation, and world to users by phone, email, or mobile app. In 2018, patrons logged 24,360 phone calls, 90,236 web and app sessions, and 21,321 email deliveries. **NFB Newsline®** users state that this service allows them to remain connected to their communities. Users can read obituaries and local news and sports, they can choose national newspapers for major events, or even international papers to get a different points of view. **NFB Newsline®** is a vital source of current events information for users.



## OTHER SERVICES

### TELEVISION SERVICES

2018 marked the **40th ANNIVERSARY OF THE WVLC LIBRARY TELEVISION NETWORK**, and LTN continues to produce informative, interesting and educational programming for the citizens of West Virginia. The staff made 2018 a yearlong celebration with social media postings, public service announcements, and station identification spots and graphics.



The **LIBRARY TELEVISION NETWORK** produced more than **200 TELEVISION SHOWS** during the year, including two new programs - *Solutions, Services & Serenity*, hosted by Susie Mullens, a licensed psychologist; and *City Scope*, hosted by the City of Charleston.

During the year, several special guests appeared, including **Chiho Feindler**, the Senior Director of

Programs and Policy from the VH1 Save the Music Foundation; **Tom Simplot**, the Senior Advisor for the National Endowment for the Arts; and **Carla Hayden**, the U.S. Librarian of Congress.

In addition to adding new shows, the **LIBRARY TELEVISION NETWORK** is currently moving its catalog of programs to the **WVLC YOUTUBE CHANNEL**, allowing access to the shows via any device, 24 hours a day from anywhere in the world.



### COMMUNICATIONS AND MEDIA SERVICES

**COMMUNICATIONS AND MEDIA SERVICES** provides advertising and marketing assistance to the agency and public libraries in the state. This includes the design and production of promotional materials, such as flyers and posters, aid in writing and producing press releases, the production of public service announcements, and advice and guidance in placing advertising.

### HUMAN RESOURCES

**HUMAN RESOURCES** works in partnership with division directors and individual employees to aid with hiring, benefit coordination, payroll, employee performance reviews, and other HR/Personnel matters, programs, and services to create a work environment that allows employees to successfully carry out the mission of the agency. In FY2018 the agency hired 7 new staff members, while 6 employees resigned or retired during the year.

### BUILDING SERVICES

The unit supports the agency's daily workplace needs and oversees inventory and records management in accordance with state guidelines. In addition, the unit maintains three agency vehicles. In FY2018, employees logged 33,932 miles in support of library technology and programming operations statewide. **BUILDING SERVICES** also distributed more than 37,000 state tax forms to public libraries during the 2018 tax season.

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## 2018 SPECIAL PROGRAMS

### YOUTH SERVICES

#### Letters About Literature

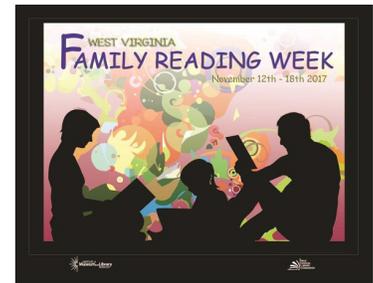
Letters About Literature is a national writing and reading competition for students in grades four through twelve, sponsored by the Library of Congress and the West Virginia Library Commission. Nearly 700 West Virginia students took part in the program in 2018.

#### Family Reading Week

The agency provided each library with a promotional poster and activity packet for West Virginia Family Reading Week, November 12-18, 2017.

#### National Book Festival

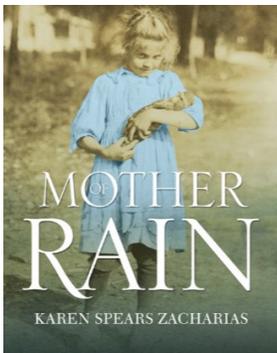
The agency sent two Consultants to meet with attendees and to promote West Virginia at the National Book Festival. This year the book that represented the state was *Close to Famous* by Joan Bauer.



### SUMMER READING

Summer reading/learning programs offered by the state's public libraries encourage children and families to read for learning and entertainment, and maintain reading skills during school vacations. The **2018 SUMMER READING THEME** was "**LIBRARIES ROCK**". Based on that theme, the Library Commission distributed materials produced through the Collaborative Summer Library Program (CSLP), of which it is a member. In 2019, the program will provide each public library with materials and training to implement summer reading activities.

### ADULT SERVICES



#### One Book, One West Virginia

One Book, One West Virginia is a state-wide book discussion group sponsored jointly by the Appalachian Heritage Writer-in-Residence Program at Shepherd University and the West Virginia Center for the Book, a program of the West Virginia Library Commission. This past year, *Mother of Rain* by Karen Spears Zacharias was selected for the program. Copies of the book and supplemental discussion guides were made available for community discussion through the Adult Reading Program.

#### Adult Reading Program/Book Discussion Group

The Adult Reading Program continues to bring West Virginia communities together to discuss works of literature in their public libraries.

### LIBRARIAN OF THE YEAR & LIBRARY CHAMPION AWARDS



In 2018, the Library Commission introduced two new awards - **LIBRARIAN OF THE YEAR** and **LIBRARY CHAMPIONS**. **Paulette Kirby**, the director of the Monroe County Public Library was recipient of the first WVLC Librarian of the Year award, while **Jim Morgan** of Cabell County, **Mina Goodrich** of Jefferson County, and **Jeff Pyle** of Mineral County were named Library Champions for their efforts in promoting public libraries in West Virginia.



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