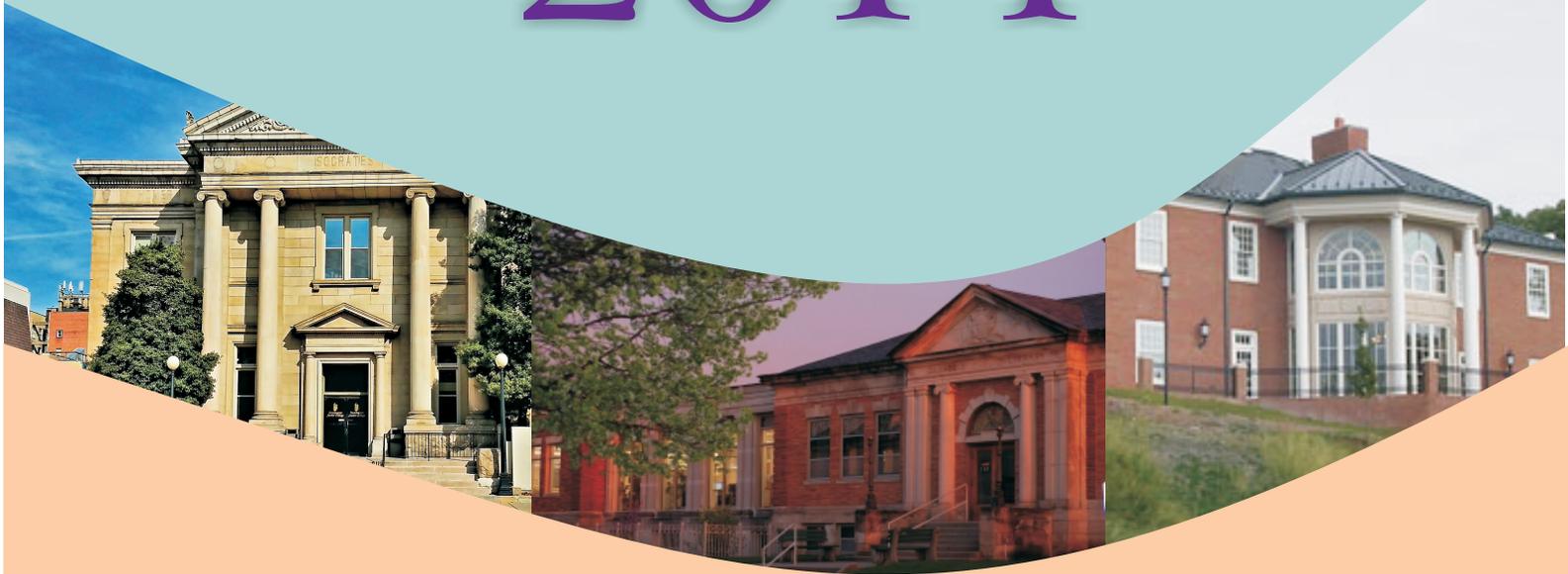


# West Virginia Library Commission

# 2014



# Annual Report



## West Virginia Library Commission Annual Report 2014

WVLC is a division of the West Virginia Department of Education and the Arts

### Commissioners

Betty Gunnoe, Chair  
Second Congressional District

David B. Dalzell, Jr.  
First Congressional District

Mary B. Strickland  
First Congressional District

Dennis C. Taylor  
Second Congressional District

Katy White  
Second Congressional District

Dennis C. Altizer  
Third Congressional District

Connie Shumate  
Third Congressional District

VACANT  
First Congressional District

VACANT  
Third Congressional District

<p>West Virginia Library Commission 1900 Kanawha Boulevard East, Culture Center, Bldg. 9, Charleston West Virginia 25305</p>													
<p>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.</p> <p>This report is available electronically at: <b><a href="http://www.librarycommission.wv.gov">www.librarycommission.wv.gov</a></b>.</p>	<table> <tr> <td>In-State Toll Free</td> <td>1.800.642.9021</td> </tr> <tr> <td>Administration</td> <td>304.558.2041</td> </tr> <tr> <td>Library Development</td> <td>304.558.3978</td> </tr> <tr> <td>Network Services</td> <td>304.558.3577</td> </tr> <tr> <td>Special Services</td> <td>304.558.4061</td> </tr> <tr> <td>State Library Services</td> <td>304.558.2045</td> </tr> </table>	In-State Toll Free	1.800.642.9021	Administration	304.558.2041	Library Development	304.558.3978	Network Services	304.558.3577	Special Services	304.558.4061	State Library Services	304.558.2045
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# West Virginia Library Commission: Enhancing Library Services for All West Virginians

The Library Commission is comprised of five departments that, under the direction of the Executive Secretary and nine Commissioners appointed by the Governor, collaborate to achieve the goals outlined in this report.

**Administrative Services** monitors the agency's budget to ensure that all programs enhance and expand library and information services in West Virginia, and that they are implemented in accordance with state and federal regulations. Administrative Services includes Human Resources, Purchasing, State Library E-Rate Services, Building Services and Television Services.



**Library Development** assists libraries throughout the state by providing consulting services in library management, adult services, youth services and program planning. Library Development also provides professional development for library staff and public programs through collaborations and partnerships.



**Network Services** designs, evaluates and maintains the State Library Network, which provides public libraries with Internet access, e-mail, website hosting and consortia-based, shared catalogs and patron databases. Network Services provides daily technical support to public libraries throughout the state.

**Special Services** provides library services to West Virginians who cannot read standard print due to visual, physical or intellectual impairments. A regional library of the National Library Services for the Blind and Physically Handicapped, Library of Congress national network, Special Services connects West Virginians with disabilities with resources for everyday living, including Braille materials, audiobooks, descriptive video, news reports, currency readers and more.



**State Library Services** serves state agencies, the legislature, libraries across the state and the public. State Library Services provides traditional library amenities through a service point in the Culture Center, including lending materials, Internet access and programs. It also manages electronic resources, government documents, social media, consumer technology training and cataloging services.



## From the WVLC Executive Secretary, Karen Goff

Traditionally, libraries are seen as book warehouses, or places for kids, or sometimes, places for smart people, staffed with stern librarians in buns and sensible shoes. I'm not sure that picture was ever accurate and it certainly isn't now.



Karen Goff

In communities large and small, all across the state, public libraries provide safe, creative community spaces. Places where West Virginians connect to information and each other. Places where dedicated, knowledgeable friendly staff, often in jeans and trendy shoes, helps users find what they need to solve problems, enhance their lives and be productive citizens.

Libraries are places to sit down, learn, strengthen civic life, understand and respond to community needs and knit community members together through common experiences and shared interests.

The current Library Commission five-year plan captures these elements in its title, ***Creating a State of Learners***. Library Commission programs and services give the plan legs.

Learning and education are closely related, but not the same. Education is what someone else does (or tries to do) **for** you. Learning is what you do for yourself. Public libraries provide learning opportunities for everybody: the child who wants to know; the adult who can't read; the senior citizen looking for intellectual stimulation.

While the format of library materials is changing and technology for accessing library materials has changed and will continue to change, the mission of the public library – to inform, to share and to gather – will not. Neither will the mission of the West Virginia Library Commission – to enhance library services for all West Virginians.

## From the Cabinet Secretary, West Virginia Department of Education and the Arts, Kay Goodwin

Each year I look forward to reviewing the accomplishments of the West Virginia Library Commission which, like the other divisions of the West Virginia Department of Education and the Arts, enriches the lives of West Virginians and ultimately improves our communities and our state.



Kay Goodwin

This report demonstrates how the Library Commission is meeting the goals outlined in its five year plan, ***Creating a State of Learners***.

The Library Commission works with public libraries so West Virginians can walk through the doors or visit library websites and find ways of making their lives better – maybe learning how to stay healthy or learning new skills that lead to a better job.

The Library Commission supports public libraries so that kids can get homework help via the Internet and their parents can take online courses to pass the GED or prepare for college.

West Virginia's public libraries are not just buildings full of books – they are information centers for children, teens and adults where well-trained staff open doors to learning, self-improvement, a better way of life and the joy of the written word. I invite you to read this report to learn how the West Virginia Library Commission makes that happen.

# Public Libraries Require Public Investment

The Library Commission managed a FY 2014 budget of \$17.2 million, including \$1.7 million in General Revenue funds, \$12.9 million in Lottery funds, \$1.9 million in federal funds, and \$1 million in gifts and grants. Major programs are Grants to Public Libraries (Grants in Aid), Services to Libraries, Special Projects and the State Library Network (also known as InfoMine). Many public libraries depend on Grants in Aid to maintain staff, purchase materials and meet operating costs.

Direct support to libraries included:

\$9,188,413 in **Grants to Public Libraries/Grants-In-Aid**, that, combined with local support, is used for basic operations.

\$550,000 in **Services to Libraries Grants** for regional library service centers that support small and rural libraries.

\$100,918 in **Special Projects/Community Participation Projects Grants** mandated by Legislative intent.

\$356,719 in **Federal Sub-Recipient Grants** for support of West Virginia’s five cooperative library networks which share software and online catalogs.

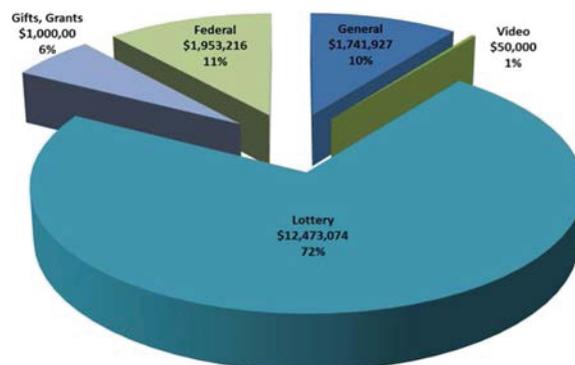
\$252,352 in **Supplemental Grants** for renovation, construction and ADA compliance.

Indirect assistance totaling \$1,212,840 included:

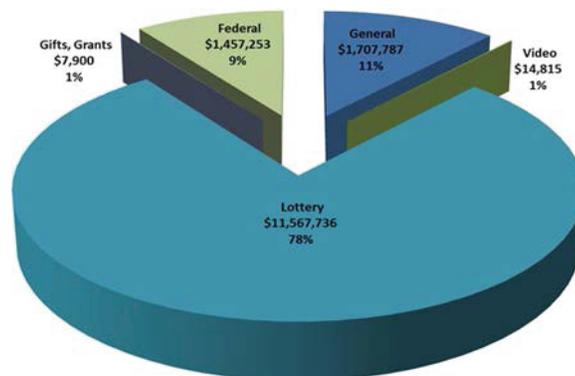
\$765,492 in state and federal dollars for full-text databases that provide libraries and schools with access to more than 2,000 magazine and newspaper titles.

\$447,348 for books and periodicals for the Reference Library and materials for Special Services to support the needs of the state’s blind and physically handicapped patrons.

\$771,000 in E-Rate Reimbursement for the State Library Network (also known as InfoMine) that WVLC reinvested.



Income by Source



Expenditures by Source

**72.4%**  
Of Expenditures  
are for Programs  
to Public Libraries

# Libraries Meet Educational and Informational Needs

The Library Commission helps West Virginians access up-to-date information quickly and easily through on-site services at the Culture Center and through local school and public libraries.

**Interlibrary loan**, a service through which a user of one library can borrow materials owned by another library, enables WVLC to lend titles to patrons of libraries across the state. **Deposit Collections** are especially useful to schools. They helped Philip Barbour High School students write special topic papers, Lincoln High School students experience Medieval Europe and Preston County High School students study for the immigration exam.

State Library Services continuously updates and modernizes its collections to better serve West Virginia libraries. Of the 9,893 books and other resources added this year, 7,275 items were digital, a dramatic shift that embraces the future. The shift allows students, educators, state employees and other West Virginians to access online information from the convenience of their homes, offices, schools and local public libraries.

To address a broad range of literacies – traditional, financial, medical and occupational – WVLC provides **WVInfoDepot.org**, a robust collection of information resources that helps young West Virginians complete homework and adults make better informed decisions. West Virginians can access WVInfoDepot.org via the Internet from any location, on any device – computer, e-reader, tablet or phone.

The Library Commission helps West Virginia libraries improve their collections too. WVLC distributed hundreds of books donated by the Children’s Book Council/Lois Lenski Covey Foundation to public libraries with a critical need for quality literature for young people.

The Library Commission provides West Virginians with information through other means as well, such as the Library Television Network. *Serving Those Who Served*, a new WVLC TV program hosted by the West Virginia Department of Veterans Assistance, features programs and opportunities available to West Virginia veterans.

In short, the Library Commission met the educational and informational needs of West Virginians this year by working with libraries of all kinds, modernizing and expanding collections, and strengthening relationships with schools.

## 156%

Increase in interlibrary loan requests to WVLC

*“My students enjoyed the collection of graphic novels you allowed us to borrow. Bone was a big hit as well as the super hero books.” – School Librarian, Bridgeport Middle School*



## 74%

New WVLC in materials digital format



## 6,372,141

InfoDepot.org Searches

# Libraries Develop Early Childhood Literacy Skills and Sustain Lifelong-Learning

WVLC's **Book Discussion Collection** supports communities across the state, lending multiple copies of thought-provoking titles to nearly 100 book groups.

The **West Virginia Center for the Book at the West Virginia Library Commission** offers the state's citizens creative learning experiences. **One Book One West Virginia** takes the concept of a local book discussion group statewide. In cooperation with the Appalachian Heritage Program at Shepherd University, this year's One Book project encouraged West Virginians to read and discuss poet Frank Walker's *Affrilachia*.

The **Black History Month Celebration** featured the vibrant poetry of notable African American poet, Norman Jordan.

The West Virginia Center for the Book also sponsors **Letters About Literature**, a contest for students in grades 4 through 12 who read a book, poem or speech and write to the author about how the work affected them personally. At the awards ceremony in May, prize-winning West Virginia author Colleen Anderson read her own Letter about Literature to the attendees.

One hundred fifty-four libraries helped prevent the loss of reading skills over the summer by participating in the science-themed summer reading program **Fizz Boom Read**, presenting programs that support STEM (Science, Technology, Engineering, Mathematics) education.

Reading proficiency is a key predictor of high school graduation and career success. WVLC is partnering with the West Virginia Department of Education to make reading achievement a priority and to improve school readiness, attendance and summer learning.

WVLC's Special Services department serves people who cannot use standard print due to a visual impairment, physical problem or learning disability. Many services are electronic, such as the free **BARD** (Braille and Audio Reading Download) mobile app.

In order to add more titles for visually impaired children, West Virginia author Sarah Sullivan narrated two of her children's books, *Once Upon a Baby Brother* and *Dear Baby* for WVLC.

*"WVLC has... supplied a wide variety of titles for our members to read and discuss. Without this service...we would have to request titles through interlibrary loan from 15-20 different libraries."* –  
Raleigh County Public Library

## 776

West Virginia children participated in Letters About Literature, an initiative of the Library of Congress



## 17,188

Titles downloaded via BARD by 223 patrons, an average of 77 per patron

## 142,848

Items provided to blind & visually impaired West Virginians

# Libraries Develop the State's Economy

WVLC helps West Virginia's 172 public libraries offer services to job seekers in places not reached by WorkForce WV's 21 Career Centers and at times the centers are not available.

The Region 2 WorkForce Investment Board presented the Library Commission its Partner Agency Award for a project that gave Region 2 instructors and clients access to Workforce Skills for 21st Century Success, an interactive, self-paced learning platform that provides resources to boost basic workplace and job search skills. The Board's students took over 2,200 tests and tutorials during the year, equaling over 1,100 hours of study.

LearningExpress Library™, one of the WVInfoDepot.org databases available statewide, produced several success stories:

- A Weirton student completed LearningExpress writing courses and got better grades.
- A mother of two passed her US Citizenship test.
- Three young men from Hancock County passed the Armed Services Vocational Aptitude Battery (ASVAB) after studying the LearningExpress ASVAB module.
- Two laid-off bank employees studied the system's Civil Service module and secured state government jobs.

WVLC participated in the 2<sup>nd</sup> annual State Government Career Fair, providing attendees with information on the agency's employment-related resources, such as the Job & Career Accelerator™ resume builder and the job search database.

WVLC encouraged all libraries to participate in Money Smart Week @ Your Library, a national initiative of the American Library Association and the Federal Reserve Bank to help people learn better ways of managing their finances. More than 370 Money Smart events were held throughout the state, most in partnership with public libraries.



**33,096**  
LearningExpress  
and Job & Career  
Accelerator sessions

**2,200**  
Tests and tutorials  
taken by WorkForce  
Clients

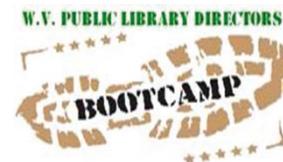


**370**  
Money Smart  
Week events  
across the state

# Libraries Offer Professional, Responsive Services

The Library Commission provides in-person and online continuing education opportunities to library staff and trustees.

**Library Director's Boot Camp**, a three-day webinar, provided basic training to new and seasoned library directors across the state. Participants could attend the whole presentation or log in to those of particular relevance.



WVLC presented training sessions on cataloging, Resource Description and Access (RDA), and collection maintenance on-site and via webinar.

The **WVLC Tech Zoo** introduced staff and patrons to the joys and challenges of various e-readers, tablets and other e-devices.

K-12 teachers and school librarians learned about WVLC's digital offerings at the Statewide Technology Conference and the Statewide Higher Education Conference.

WVLC partnered with West Virginians for Affordable Health Care (WVAHC) and the West Virginia Insurance Commissioner to provide libraries with ACA booklets and forms in advance of the opening date of the ACA enrollment period.

**Library Lookout**, a monthly email newsletter, features library news, continuing education information and grant opportunities

**Library Update**, a monthly television show produced by WVLC Library Services, discusses trends and topics of interest to the library community.

WVLC produced TV and radio spots to promote National Library Week, Library Card Sign-Up Month and Banned Books Week.

Although most WVLC services are for the sighted population, not all information seekers are sighted. WVLC is vigilant in making sure its website and databases are usable by those who have no or low vision. Each week, WVLC Special Services provides skilled, individualized services to more than 70 visually impaired West Virginians.

**2,840**  
Continuing education  
credit hours earned  
by 473 full-time library  
staff members

**2,392**  
Contacts made by  
WVLC Consultants



**75**  
Training sessions  
presented to

**1,795**  
attendees

# Libraries Provide Internet Access and Technology-Based Services

WVLC provides 156 West Virginia public library facilities with Internet access, wireless service, e-mail and shared catalog support via the **State Library Network**. Regional technicians maintain, update and trouble shoot more than 1,800 staff and public computers hosted on the network.

The Statewide Broadband Infrastructure Project provided an opportunity to upgrade the state's libraries to ultra-fast fiber optic connections. Network Services upgraded 10 libraries with the highest network traffic to fiber this year. Building on that success, WVLC will upgrade 22 more libraries to fiber in the next fiscal year.

WVLC's quick response to Microsoft's decision to end support for Windows XP resulted in a plan to update all vulnerable computers to Windows 7 before the curtain dropped on Windows XP. WVLC directed libraries to the nonprofit organization TechSoup for discounted Windows 7 software, which the agency then installed.

The agency purchased a drive duplicator to create Windows 7 hard drives for each computer to be upgraded. Field technicians swapped the upgraded drives for the older ones, upgraded memory if needed, and avoided the laborious, time-consuming task of upgrading each computer manually. Network Services finished updating all upgradable computers to Windows 7 five days before the end of Windows XP support.

WVLC converted older PCs that could not be upgraded to catalog-only machines, making the most of their functionality without posing a risk to the library and the State Library Network.

WVLC provided funds, hardware and technical support to upgrade 110 library facilities served by the Mountain Library Network and the Northern Library Network to new integrated library system software. In the face of unexpected complications from the software vendor, WVLC completed the Mountain Library Network this year and will complete the Northern Library Network upgrade early in FY 2015.

This past year, WVLC Special Services introduced patrons to a free BARD (Braille and Audio Reading Download) Mobile app. Some patrons utilized the process with ease. Other patrons, less experienced with mobile apps, needed assistance from staff. Two hundred twenty-three patrons registered for BARD and downloaded 17,188 titles this past year, an average of 77 per patron.

10

High-use libraries upgraded to fiber



1800+

Computers upgraded from Windows XP

11,546

Help Desk requests received

*"The WVLC technical support is . . . definitely an asset to the libraries in this state. I owe more chocolate for all the help provided than I could possibly haul in my car!" – Amy Lilly, Director, Raleigh County Public Library*

# West Virginia Library Commission Staff Directory

Dial 1.800.642.9021 for in-state toll-free calls, and then select the department number (#).

<b># 1 Administrative Services</b>		<b>Phone: 304.558.2041</b>	<b>Fax: 304.558.2044</b>
Karen E. Goff	2084	karen.e.goff@wv.gov	Secretary
Denise R. Seabolt	2087	denise.r.seabolt@wv.gov	Library Admin. Services Director
Vacant	2085		Personnel Officer
Vanesse Myers	2086	vanesse.myers@wv.gov	Procurement Officer
Rebecca J. Rice	2080	rebecca.j.rice@wv.gov	E-rate Coordinator
<b>#2 Library Development</b>		<b>Phone: 304.5583978</b>	<b>Fax: 304.558.1612</b>
Molly Krichten	2040	molly.l.krichten@wv.gov	Library Development Director
Robert Gibson	2027	robert.l.gibson@wv.gov	Office Assistant
Susan G. Hayden	2015	susan.g.hayden@wv.gov	Adult Services Consultant
Susan P. Hoskins	2014	susan.p.hoskins@wv.gov	Planning and Programs Consultant
Suzy McGinley	2019	suzy.s.mcginley@wv.gov	Youth Services Consultant
Preston Richardson	2010	preston.i.richardson@wv.gov	Public Information Specialist
<b>#3 State Library Services</b>		<b>Phone: 304.558.2045</b>	<b>Fax: 304.558.2044</b>
Heather S. Campbell	2069	heather.s.campbell@wv.gov	State Library Services Director
Janice L. Bickham	2073	janice.l.bickham@wv.gov	Reference Librarian
Michelle L. Kubiak	2078	michelle.l.kubiak@wv.gov	Cataloging Librarian
Vickie L. Morris	2037	vickie.l.morris@wv.gov	Special Projects Cataloger
LeAna Paxson	2035	leana.m.paxson@wv.gov	Library Assistant
Geoff M. Richardson	2036	geoff.m.richardson@wv.gov	Information Systems Coordinator
Megan H. Tarbett	2070	megan.h.tarbett@wv.gov	Digital Resource Librarian
Peter Triplett	2034	peter.triplett@wv.gov	Office Assistant
Susan R. Ward	2076	susan.r.ward@wv.gov	Office Assistant
David Yost	2032	david.yost@wv.gov	Office Assistant
<b>#4 TV Studio</b>		<b>Phone: 304.558.2531</b>	<b>Fax: 304.558.4340</b>
Mark A. Lanham	2045	mark.a.lanham@wv.gov	Supervisor
Lino S. Demarchi	2044	lino.s.demarchi@wv.gov	Television/Video Technician
Michael B. Shock	2043	michael.b.shock@wv.gov	Television/Video Technician
James R. White	2042	jimmy.r.white@wv.gov	Graphic Artist
<b>#5 Network Services</b>		<b>Phone: 304.558.3577</b>	<b>Fax: 304.558.3693</b>
Harlan F. White	2002	whiteh@wvlc.lib.wv.us	Director
Larry Arnold	1.800.642.9021	arnold@wvlc.lib.wv.us	Unix/Linux Sys. Admin., MLN, NorLN
Scott Birchfield	1.304.255.9317	birchs@wvlc.lib.wv.us	Raleigh Co Area Field Technician
Barbara England	2001	englandb@wvlc.lib.wv.us	Office Assistant
Carl Hackworth	2009	carl@wvlc.lib.wv.us	Information Systems Coordinator
Kelly Klein	1.304.797.8510	kelly.klein@weirton.lib.wv.us	Weirton Area Field Technician
Tammy Richards	1.304.627.2236	richards@clark.lib.wv.us	Millennium App. for MLN, NorLN
Tina Snyder	1.304.267.8933	tina.snyder@martin.lib.wv.us	Martinsburg Area Field Technician
Cris Spradling	2004	cris@wvlc.lib.wv.us	Information Systems Specialist
Vacant	1.304.627.2236		Clarksburg Area Field Technician
Frederick C. Vickers	2005	vickersf@wvlc.lib.wv.us	Information Systems Coordinator
Vacant	1.304.420.4587, Ext 14		Parkersburg Area Field Technician
Sean Frazee	1.304.528.5700	sean.frazee@wvlc.lib.wv.us	Cabell County Area Field Technician
<b>#7 Building Services</b>		<b>Phone: 304.558.3422</b>	<b>Fax: 304.558.2044</b>
Steven G. Tyler	2046	steven.g.tyler@wv.gov	Supervisor
Woodie J. Dorsen	2028	woodie.j.dorsen@wv.gov	Maintenance Worker
David Kinser	2049	david.kinser@wv.gov	Driver
<b>#9 Special Services</b>		<b>Phone: 304.558.4061</b>	<b>Fax: 304.558.6016</b>
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Jordan T. Frederick	2057	jordan.t.frederick@wv.gov	Office Assistant
Vacant	2117		Resource Librarian
Vacant	2059		Office Assistant
Shawn N. Lemieux	2058	shawn.n.lemieux@wv.gov	Technology Librarian
Terry L. Matheny	2051	terry.l.matheny@wv.gov	Library Assistant

