

WHAT'S NEXT,

West Virginia Libraries?



WEST VIRGINIA LIBRARY COMMISSION **2015 Annual Report**

This report is available online at: www.librarycommission.wv.gov

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<http://www.whatsnextwv.org/>

<http://wvciviclifewv.org/>



WEST VIRGINIA LIBRARY COMMISSION **2015 Annual Report**

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

COMMISSIONERS

David B. Dalzell, Jr.
First Congressional District

Mary B. Strickland
First Congressional District

VACANT
First Congressional District

Betty Gunnoe, Chair
Second 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
Third Congressional District

West Virginia Library Commission

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

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.

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Library Development: 304.558.3978
Library Services: 304.558.2045
Network Services: 304.558.3577
Special Services: 304.558.4061



Karen Goff
Executive Secretary
WV Library
Commission

COMMENTS FROM OUR LEADERS

What's Next, West Virginia? encourages community conversations and action on ideas for building a more vibrant and diverse economy. Several librarians attended the initial training workshops. Brian Raitz, Director of the Parkersburg/Wood County Public Library told his colleagues, "If you want the library to be a voice in your community, then this is your window of opportunity".

The Library Commission adopted the What's Next? theme for this report because it is a question libraries are asking about themselves as well as about their communities. As the needs of communities change, as the very nature of information access changes, public libraries must also change.

The Library Commission helps libraries address the challenges of funding, information technology, recruiting, training, and promoting the development of a culture that values reading, education and freedom of access to information.

As the Library Commission continues to meet the goals of its Creating a State of Learners plan, it constantly seeks answers. What's Next for shared library resources? What's Next for telecommunications? What's Next for literacy, lifelong learning, business and workforce support? What's Next for library services?

The Library Commission is committed to working with libraries, communities, state agencies and other partners to find the answers and ensure a vital future for this great state.

"A library outranks any other one thing a community can do to benefit its people. It is a never failing spring in the desert." ~ Andrew Carnegie

The value of public libraries is often overlooked and their services severely undervalued. In an increasingly digital world, libraries matter more than ever. More than just rows and rows of books, libraries are places to learn; they are places to share ideas; they are places to create. Libraries introduce babies and toddlers to the rhythm of words, the first rung on the ladder of literacy. They introduce young children to the joy of reading, students to self-directed learning, and adults to ideas and opinions. They provide all this to everyone – to those who can afford to buy information access and to those who cannot. They preserve the past and open doors to the future. Libraries are not static. They constantly change to meet the evolving information landscape and the needs of the communities they serve. West Virginia's libraries are community assets that deserve to be valued, supported, and sustained.

The West Virginia Library Commission assists public libraries across the state with funding, technical support, and consultation services to ensure that West Virginians have access to library services that enhance their lives and their communities. I am proud of the work of the Library Commission and public libraries.



Kay Goodwin
Cabinet Secretary
WV Department
of Education and
the Arts



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 information services in West Virginia and that they are implemented in accordance with state and federal regulations. Administrative Services includes Human Resources, Public Information, Purchasing, State Library E-Rate Services, Building Services and Television Services.

LIBRARY DEVELOPMENT supports public libraries throughout the state in all aspects of public library operation with consulting services, professional development, maintenance of wvinfodepot.org, and administration of LSTA funds for statewide library services. Library Development 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 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 and consortia-based, shared catalogs and patron databases. Network Services provides daily technical support to public libraries throughout the state.

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.

STATE LIBRARY SERVICES serves state agencies, the legislature, libraries across the state and the public. It provides traditional and digital library amenities, internet access and programs. Services provided include research assistance, access to federal government documents, social media, consumer technology training and library collection assistance.



WVLC DIRECTORS

Jennifer Johnson
Library Administrative Services

Molly Krichten
Library Development Services

Harlan F. White
Network Services

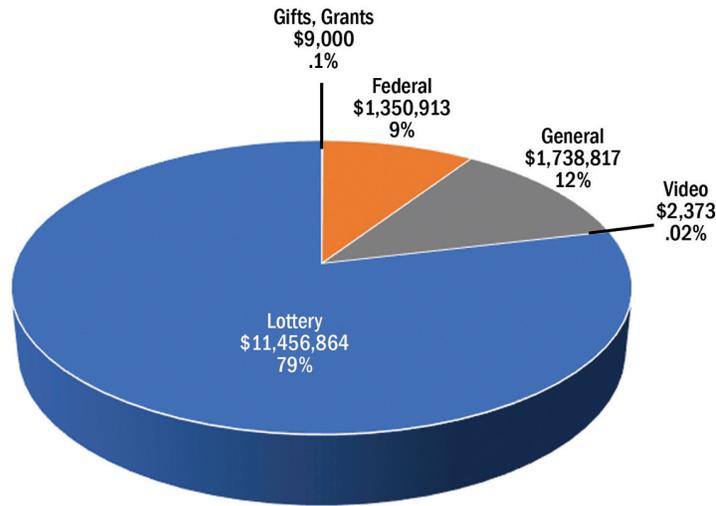
Donna B. Calvert
Special Services

Heather Campbell Shock
State Library Services

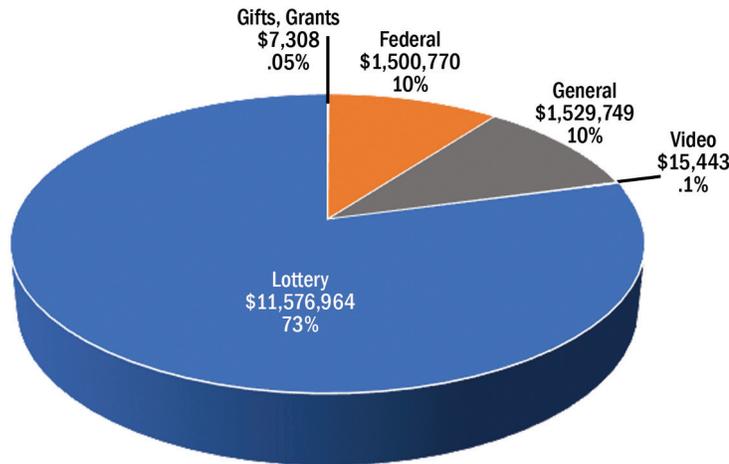


ADMINISTRATIVE SERVICES

The Library Commission managed a FY 2015 budget of \$17.2 million, including \$1.7 million in General Revenue funds, \$11.4 million in Lottery funds, and \$1.9 million in Federal funds. 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.



Income by Source



Expenditures by Source

DIRECT SUPPORT TO LIBRARIES INCLUDED:

- \$9,439,571 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.
- \$130,500 in Special Projects/Community Participation Projects Grants mandated by Legislative intent.
- \$233,281 in Federal Sub-Recipient Grants for support of West Virginia's five cooperative library networks which share software and online catalogs.
- \$302,548 in Supplemental Grants for continuing education, technology and service enhancement.
- \$690,278 in Digital Resources support.

INDIRECT ASSISTANCE TOTALING \$1,677,060 INCLUDED:

- \$690,278 in state and federal dollars for full-text databases (wvinfo depot.org) that provide libraries and schools with access to more than 2,000 magazine and newspaper titles.
- \$306,366 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.
- \$680,416 in E-Rate Reimbursement for the State Library Network (also known as *InfoMine*) that WVLC reinvested.



LIBRARY DEVELOPMENT

Advocating for **YOUTH SERVICES** is a major role of Library Development. The WV Library Commission partnered with the WV Department of Education in order to reach school age children through the National Campaign for Grade Level Learning. The main goal of this initiative is to have elementary school students reach and maintain their reading level throughout the year. Fourteen additional libraries have been included in this initiative since FY 2014.

As a supporter of **LIFELONG LEARNING**, Library Development maintains wvinfo depot.org to provide all WV residents with resources to promote literacy, job readiness, and academic success.

Library Development annually **DISTRIBUTES** approximately 4,000 children's books to libraries across the state. These books, with a retail value of \$48,000 are donated by the LLC Foundation and children's book publishers. Distributed to libraries with limited ability to add new books, these titles help them develop their collection of picture books, nonfiction books, juvenile fiction, and literature for teens.

The **WV CENTER FOR THE BOOK** at the WV Library Commission sponsors the annual Letters About Literature writing contest in collaboration with the National Center for the Book at the Library of Congress and WV Humanities Council. WVLC was also represented by Library Development staff at the Ohio River Festival of Books held in Marietta, OH and at the National Book Festival held in Washington, D.C. in September.

HIGHLIGHTED ACHIEVEMENTS:

- 92 out of 97 libraries participated in the Statewide Summer Reading Program, "Every Hero Has a Story"
- Through the Association of Library Services to Children and Lego, 15 sets of Legos were distributed to 10 libraries with active/interested Lego clubs
- The Book Discussion Group program provided 5,692 books to 68 active book groups
- Library Development assisted local libraries with writing and implementing strategic plans to improve services and comply with requirements for state aid

What's Next?

Enhance Continuing Education offerings by utilizing online tools as well as the expertise of a Continuing Education Consultant

CONTINUING EDUCATION FOR LIBRARIANS

CONTINUING EDUCATION IS A SIGNIFICANT AND IMPORTANT PART OF WHAT LIBRARY DEVELOPMENT PROVIDES

OUR CHALLENGE

Continue to Educate ALL Librarians Regardless of Their Education Level

- Provide Onsite Consultation Services Annually
- Provide Special Support for New Library Directors Through New Directors Academy Training Offered Biannually

WVINFODEPOT.ORG

PROVIDE ALL WV RESIDENTS WITH RESOURCES TO PROMOTE LITERACY, JOB READINESS, AND ACADEMIC SUCCESS.

7,263,755 Database Searches

LEARNING EXPRESS LIBRARY

RESOURCES FOR THOSE SEEKING SELF IMPROVEMENT SKILLS

14,687 SESSIONS

3,695 SESSIONS ON JOB & CAREER ACCELERATOR



NETWORK SERVICES

MISSION STATEMENT:

Networking Services designs, implements and maintains the Statewide Library Network infrastructure consisting of eight metropolitan area networks, as well as ninety-two library systems representing 154 facilities.

SERVICES PROVIDED:

- Wide and local area networking
- Internet and email filtering
- Email, domain name services, FTP and webpage hosting
- Internet firewall support
- Help desk phone email and online support
- Catalog support and maintenance
- Router installation and maintenance
- PC software/hardware replacement and maintenance
- UNIX/Linux hardware and software
- ILL
- Hubs, switches, and associated cabling (install and maintenance)
- Equipment contract support
- Data circuit installation and maintenance
- Network monitoring
- E-Rate support

Fiscal Year 2015

Helpdesk Requests	11,645
Onsite Visits	1,172
Virtual Connections	1,514
Total Milage	79,590

NETWORK SERVICES

Through the West Virginia Broadband Infrastructure Project, each library facility received a CISCO 3600 series router and a fiber optics line for **FASTER INTERNET CONNECTIVITY**. In FY 2015, 22 additional libraries were moved from the slower T1 lines to fiber optic lines. To prepare for moving the remaining libraries to fiber in FY 2016, Network Services ran a secondary cable to each CISCO router so that switching from the T1 line to fiber will be seamless with no downtime. Anticipated completion date is December 2015.

With an increase in patrons using their own mobile devices in libraries, Network Services is updating the **WIRELESS NETWORK TECHNOLOGY** (Wi-Fi) at each library to improve patron internet login and connection. Staff is replacing old Wi-Fi units with new ones.

Network Services supports the operations of the state's five library automation consortia. Staff was sent to the **NATIONAL USER CONFERENCES** hosted by the vendors of the systems that support the Eastern Panhandle Network, the Mountain Library Network, and the Northern Library Network. The team came away from each conference with a better understanding of the systems and how to be effective liaisons between the libraries and the vendors.

ADDITIONAL HIGHLIGHTS:

- Network Services Director assisted in preparing a report published by COSLA (Chief Officers of State Library Agencies) detailing current approaches used by State Library Agencies and their partners to monitor and upgrade Local Area Networks and managed services including Wi-Fi for local libraries.
- Network Services Director spoke at the Schools Health and Library Broadband Coalition in Washington D.C. about broadband for libraries and network support. The topic of discussion was: Enhancing Broadband Through Innovation, Investment and Inclusion.
- A request from a small library system in Crewe, VA was received to evaluate and improve their system to replicate ours.

What's Next?

Move all 154 libraries to fiber, terminate all T1 and DS3 lines, and upgrade the two 100MB connections to 2 Gigabit connections.



SPECIAL SERVICES

The Special Services' **LARGE PRINT COLLECTION** accommodates patrons who have difficulty reading standard size print. Consisting of 12,116 fiction and non-fiction titles, the collection enabled libraries and institutions to offer these publications to those needing assistance with larger print.

Thanks to the talent of State Poet Laureate Marc Harshman, Special Services contributed 14 titles to the **WEST VIRGINIA COLLECTION**. Mr. Harshman narrated published works from both his poetry and children's collections. Titles by West Virginia authors are in very high demand.

After a successful lawsuit by the American Council of the Blind (ACB), the Department of the Treasury's Bureau of Engraving and Printing (BEP) was ordered to issue free **U.S. CURRENCY READERS** to blind or visually impaired individuals. Through personal requests, Special Services assisted numerous patrons in the application process certifying their need to obtain a free currency reader.

Special Services manages the **BARD** (Braille Audio Reading Download) collection so that patrons with access to high speed internet and email can download titles of their choosing, in either audio or Braille digital format. There are currently over 66,510 titles available for download through BARD and 407 registered users in WV. Patrons downloaded 19,944 titles in 2015 for an average of 49 downloads per individual. As more titles are added to BARD, Special Services makes certain that these titles are available to patrons that cannot access BARD. Upon request, staff downloaded and circulated 5,077 titles last year for non-BARD patrons.

Another service Special Services subscribes to is NFB-NEWSLINE® (<https://nfb.org//audio-newspaper-service>). This **PUBLICATION SERVICE** provides access to over 300 newspapers and 40 magazines and can be utilized by patrons by either calling a toll-free number or by accessing online material through their email, an app or website. This online service also sends breaking news and weather alerts to subscribed patrons as well.

What's Next?

Research simple and affordable technology solutions that will convert printed books/documents into audio for the visually impaired.

“Digital talking books are the answer to so many aspects of my life from providing answers to research, entertainment, topics of conversation, and even a refuge after a stressful day of work.”

~ Special Services' Patron

AUDIO BOOKS

59,467 Titles Available for Mail Service Check In/Out

Staff spends approximately 2 hours a day checking in/out audio books

66,510 BARD (Braille Audio Reading Download) Titles Available

Access BARD through a smartphone*, tablet or PC with high speed internet

19,944 BARD titles were downloaded in 2015 for an average of 49 downloads per patron

 Special Services subscribes to NFB-Newsline®, a publication service that allows patrons to access over 300 newspapers and 40 magazines. Access is offered via a toll-free number or online through a downloadable APP or email.

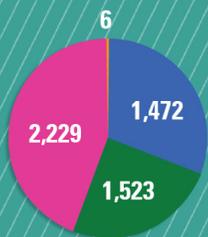
 This subscription also sends news & weather alerts to interested patrons.



STATE LIBRARY SERVICES

FISCAL YEAR 2015

FEDERAL GOVERNMENT DOCUMENTS



THE NUMBER OF FEDERAL GOVERNMENT DOCUMENTS REMAINED CONSISTENT FROM 2014 TO 2015.

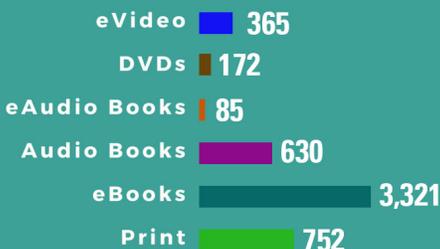
■ PRINT ■ MAP
■ DIGITAL ■ MICROFICHE

CIRCULATION



■ TRADITIONAL ■ WVREADS
■ ONECLICK ■ ZINIO

COLLECTIONS ADDED



STATE LIBRARY SERVICES

State Library Services continues to extend services to those seeking shared library resources to meet their **EDUCATIONAL AND INFORMATIONAL NEEDS**. This past fiscal year, staff completed the massive “clean out” and inventory of books and materials located in the third floor stack area. This multi-year project had staff checking the shelves for biography, social and life science, and history materials, relabeling items, adding items not present in the online catalog, and tidying up dust jackets.

After promoting and studying print usage for the past two fiscal years, several print subscription resources were cancelled to allow the Library to **ADD EXTRA DIGITAL CONTENT**. In FY 2016, the Library will add two new databases and offer new resources through its Zinio for Libraries subscription. The digital magazine services continues to outperform traditional print usage.

Library Services is dedicated to **ASSISTING THE STATE’S SCHOOL LIBRARIES** by providing services and information to K-12 media specialists and technology integrated specialists. WVLC staff exhibited and presented information on the Library’s offerings at the Statewide Technology Conference in July and the Statewide Higher Education Conference in October. As a result, multiple schools reached out and asked for help to evaluate their own libraries and to make improvements where needed.

Several cataloging **WEBINAR AND TRAINING SESSIONS** were offered and presented at both WV Library Association conferences: Spring Fling and Annual Conference. In addition, eight onsite training sessions were conducted: one at the Library Commission, three during library visits, and four at Spring Fling.

As the world becomes increasingly digital, the WV Library Commission continues to participate in the national trend to **BUILD A REGIONALLY BASED DATABASE METADATA AND OR DIGITAL OBJECT REPOSITORY**. This is part of a greater need to make West Virginia materials of statewide significance or special interest more widely available to the general public and to ensure their preservation.

What's Next?

Foster and promote digital library education and training while sharing West Virginia Digital Library collections across the state and nation.



TELEVISION SERVICES

As part of the Administrative Services unit, in 2015 the Television Network produced over 220 **TELEVISION SHOWS** within an eleven month period. Four new programs were created including *The State of Health* hosted by the WV Department of Health and Human Resources, *The Road Ahead: Senior Living* hosted by the WV Bureau for Senior Services, *Working with You* hosted by WVU's Extension Service, *Caregiver Coffee Break* hosted by Hospice's PalliativeCare Center. *Welcome Home* hosted by Habitat for Humanity - West Virginia Chapter was reinstated after a hiatus.

Since 2003, the West Virginia Humanities Council has collaborated with the studio to produce a show called *History Alive!* with historical portrayals of famous West Virginians. Each year just a few new characters are added to their roster. With this year's addition of six characters, more than 40 shows have been aired continually all over the state. The *History Alive!* programs are especially popular in the classroom.

Several **PUBLIC SERVICE ANNOUNCEMENTS** were produced throughout the year including spots to promote National Library Week and the biennial Ohio River Festival of Books for the Cabell County Public Library. West Virginia Governor Earl Ray Tomblin produced a PSA highlighting Martin Luther King, Jr. Day and First Lady Joanne Jaeger Tomblin advocated for the Safe and Sound campaign, a statewide educational program to support parents and caregivers of infants.

Television Services also provides **GRAPHIC PRODUCTION** services. Each year there are many posters, flyers and handouts designed to advertise events and promotions for the libraries. From concept to completion, a small team of professional individuals are tasked with this duty to provide creativity and insight to each concept. Some of the posters that were designed, printed and distributed to libraries around the state included; a Homer Hickam One Book, One West Virginia poster, a Library Card Sign Up Month campaign poster and a revised map of all public libraries and consortia in the state.



SPECIAL PRODUCTIONS

- **WV Library Association Conference**
 - Classes & Presentations Recorded and available for check out
- **First Lady's Festival of Songs**
 - 16 middle/high school groups from around the state
 - Aired on all of WOWK's stations and the Library Television Network
 - Aired on Christmas Eve and Christmas Day
- **2015 State of the State**
 - Assisted the Governor with the teleprompter
- **2015 Poetry Out Loud State Competition**
 - Held at the Culture Center Theater
 - Emceed by actor Chris Sarandon
 - Live musical performance from "The Sea The Sea"
 - Reading from WV Poet Laureate Marc Harshman
 - Video copies produced and distributed to participants, the National Endowment for the Arts in Washington and WV schools to promote the event

What's Next?

Television Services anticipates to upgrade the entire facility to a High Definition studio and channel within the next 18 months.



Governor Earl Ray Tomblin preparing for the 2015 State of the State address.



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