

WEST VIRGINIA
LIBRARY COMMISSION



BECAUSE
LIBRARIES
CREATE LEARNERS



LEARNERS
TRANSFORM
COMMUNITIES

2017

ANNUAL REPORT



This report is available online at:

www.librarycommission.wv.gov

and

www.legis.state.wv.us/Reports/Agency_Reports/agencylist_all.cfm



WEST VIRGINIA LIBRARY COMMISSION 2017 Annual Report

WVLC is an independent agency of the West Virginia Department of Education and the Arts

COMMISSIONERS

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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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Because Libraries Create Learners...

2017 WVLC Annual Report

FROM THE SECRETARY KAREN GOFF, EXECUTIVE SECRETARY



West Virginia's public libraries vary in size from 724 square feet to more than 66,000 square feet; in annual operating budgets from \$27,000 to \$8.1 million. They all have books but they are also community centers. They are access points to cyberspace. They preserve local history. They develop and enhance reading and other skills. They connect people to jobs, educational opportunities, health resources, and government and community services. To grow and prosper West Virginia needs learners. To grow and prosper West Virginia needs libraries capable of delivering services

that transform a culture of "getting along" to a culture of discovery and entrepreneurship. Lifelong learning, for everyone, is the core mission of libraries.

West Virginia is ranked 48th in overall financial support for libraries

The West Virginia Library Commission was established in 1929 to assist the state's libraries. The Library Commission provides both direct and indirect support. Direct support (Grants-in-Aid) for fiscal year 2017 was \$5.09 per capita; 42% of the state's libraries depend on it for 40% or more of annual operating income. The Library Commission awards additional grants to 13 libraries that provide professional and administrative assistance to 65 libraries across the state, primarily libraries that are not directed by librarians with degrees from a graduate program accredited by the American Library Association.

41 public library systems depend on GIA grants for 40% of their operating income

Indirect support is provided using a combination of State and Federal funds. Services include payment of telecommunication costs and maintenance of a State Library Network that provides Internet access, email service, webpage hosting, and computer technical support. These funds also support five library automation consortia serving 90 library systems, make online databases available to academic, public and school libraries, and subsidize continuing education, consultation, program support, and services to the visually impaired.

Online service requires computers and cables, printers and hubs, routers and switches. It requires a telecommunication infrastructure and technical support. Every public library in the state provides both wired and wireless

public internet access. It is available to those who need to take a test or apply for a job online. Library staff, teaches folks how to set up email and how to retrieve needed information. Many local entrepreneurs rely on the library to research and market their products.

WVLC provides an average of \$69,070 in total financial support per library

Public libraries are essential to an educated, informed, and engaged West Virginia. The investment of Federal, State, and local funds is essential for libraries to meet the information needs of 21st century citizens. 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.

NETWORK SERVICES

Harlan White - 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.

LIBRARY & DEVELOPMENT SERVICES

Heather Campbell-Shock - Director



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

SPECIAL SERVICES

Donna Calvert - Director



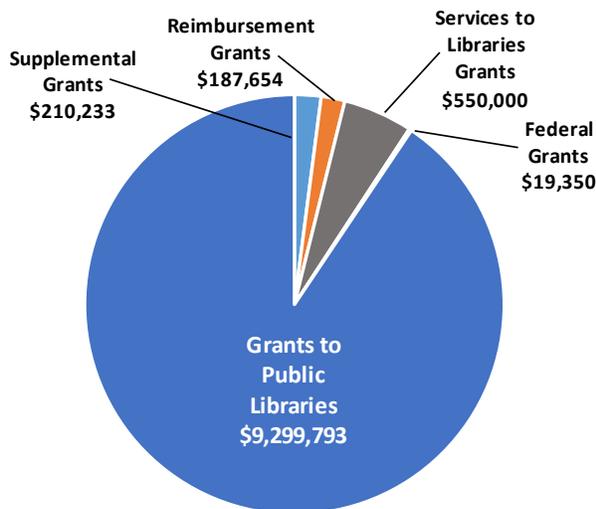
Special Services is the regional library of the National Library Services for the Blind and Physically Handicapped and is part of the Library of Congress national network. Special Services connects West Virginians that cannot utilize standard print with resources for everyday living including braille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



ADMINISTRATIVE SERVICES

The Administrative Services Division 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 Division is responsible for planning, preparing and administering the agency budget and meeting all financial and administrative reporting requirements mandated by State and Federal regulations.

The Division managed the agency's **\$16,471,706 BUDGET**, including \$1,639,828 in General Revenue appropriations, \$12,202,885 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 FY2017 was **\$15,124,871.70**. **TOTAL EXPENDITURES** of all funds equals **\$14,573,668.087**

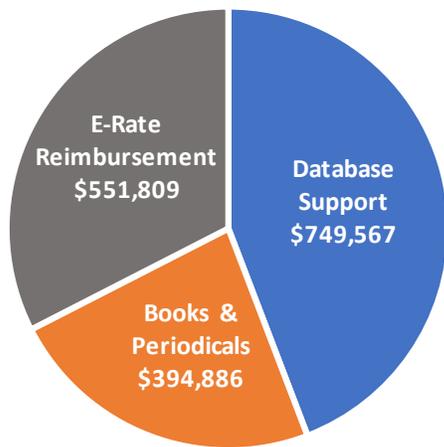


Direct Support to Libraries

DIRECT SUPPORT TO LIBRARIES

Totaling \$10,267,030:

- **\$9,299,793** in Grants to Public Libraries/ Grants-In-Aid (GIA) that, combined with local support, is used for basic operations.
- **\$550,000** in Services to Library Grants for regional library service centers that support small and rural libraries. Many could not operate without these funds.
- **\$187,654** in Reimbursement Grants for support of West Virginia's five cooperative library networks which share software and online catalogs.
- **\$210,233** in Supplemental Grants for continuing education, technology and service enhancement. In addition, \$12,373 in grants were awarded for flood renovations.



Indirect Support to Libraries

INDIRECT SUPPORT TO LIBRARIES

Totaling \$1,613,133:

- **\$749,757** in database support for full-text databases that provide libraries and schools with access to more than 2,000 magazine and newspaper titles.
- **\$394,886** 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.
- **\$551,809** in E-Rate Reimbursement funding for the State Library Network, which provides internet connectivity for WV public libraries.



NETWORK SERVICES

Network Services provides an array of **TECHNICAL AND COMMUNICATION SERVICES** to **148 PUBLIC LIBRARIES**, learning institutions, and the public. Services include, but are not limited to, Internet accessibility, electronic mail and file transfer capability, off-site cataloging, and hardware and software maintenance support.

MASSIVE FLOODING again struck West Virginia in 2017, and once more **PUBLIC LIBRARIES** were an integral part of the state's clean up efforts. Libraries became a **POINT OF FIRST CONTACT** for many citizens, especially in rural areas. Within days, FEMA and West Virginia Emergency Service sites were set up in state libraries to allow struggling citizens to easily process their paperwork in meeting government filing deadlines. Network Services assisted libraries in providing space, PCs, and free online resources.

\$5,653
avg per
library in
Library
Network
funding

100%
of all
public
libraries
offer WiFi
Connectivity

Network Services completed its multi-year **NETWORK UPGRADE**, and as a result, every public library on the network was connected to new fiber, ensuring **FASTER, MORE RELIABLE INTERNET CONNECTIVITY**.

With the award of a new statewide contract for Internet Service, Network Services has begun work on a **REDESIGN OF THE NETWORK INFRASTRUCTURE**. The project will move the network from a Layer II to a Layer III network, and will require a redesign the system's Virtual Private Networks as well as internal changes by WVNET. This project will continue into FY 2018.

Due to bandwidth concerns, Network Services developed a plan to partition Internet traffic at Public Libraries. The design gives library PCs first priority over public PCs during high usage periods, allowing library staff to continue to efficiently check out books, handle

customer requests, and manage the library's day-to-day activities.

3,031
Onsite
Library
Problems
Resolved



DEMAND FOR INCREASED NETWORK BANDWIDTH remains a **KEY ISSUE** for West Virginia Public Libraries. Due to budget constraints, most Public Libraries are limited to speeds of 3-5 Mbps. With demand steadily increasing, Network Services will continue to look for ways to increase bandwidth in 2018.



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LIBRARY & DEVELOPMENT SERVICES



In 2017, WVLC merged State Library Services with Library Development to create a single, **NEW DEPARTMENT - LIBRARY & DEVELOPMENT SERVICES**. The new department provides **DIRECT SUPPORT** for **172 PUBLIC LIBRARIES** and their staff, as well as serving as the state reference library for the state legislature and the public.

56%
Rise in Job Searches on Job & Career Accelerator

One of the primary roles of the department is **PROFESSIONAL DEVELOPMENT**

for Library Staff. Cataloging and item processing training for public library staff continued through both the ABLE self-paced learning modules and agency presented webinars. During the year, the department offered training webinars and conferences, as well as a New Director's training seminar for 19 recently hired librarians.

16,729
Sessions for the Learning Express Library

The department's **CONTINUING EDUCATION** consultant visited 27 libraries during the year to learn about each library's unique challenges and development needs. As a result of these visits, new training sessions were held at the West Virginia Library Association Spring Conference.

483,000
people attended more than 27,000 library programs in 2017

Revised volunteer legislation from the State prompted the development of **VOLUNTEERS IN THE LIBRARY**. The program and manual, presented at the West Virginia Library Association annual fall conference, provided public library directors with best-practices, sample policies, and antidotal examples to aid them in adding volunteers to the library workforce.

The department continued to offer **LEGISLATIVE SERVICES** to the state legislature in 2017. Staff provided information to Legislators, staff, and state employees during the legislative session. New in 2017, Legislators received daily emails with newspaper articles from local newspapers. Several Senators requested specialized emails for their research.

14.3%
increase in WVInfoDepot.org Database Searches

Library & Development Services offers **WVINFODEPOT.ORG** as a free resource to citizens statewide. Usage of this website increased dramatically in the past year.



SPECIAL SERVICES

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**. It is the regional library serving the state for the National Library Service for the Blind and Physically Handicapped (NLS), a division of the Library of Congress.

Currently, Special Services houses a **COLLECTION OF 110,000 ITEMS**,

including 77,280 talking books, 13,000 large print books, and 1,050 descriptive videos. In addition to the physical collection, Special Services has access to 98,283 downloadable

books from the Braille and Audio Reading Download (**BARD**) program. These books are available for download in audio format or in refreshable Braille. **BARD EXPRESS** was introduced in 2017, and allows patrons to download books from BARD more easily.



2,495
Visibly
Impaired
Patrons
Served

DUPLICATION ON DEMAND is available from Special Service via patron request. Staff members will download books from BARD for patrons that do not have access to a computer. Staff members then load the book onto a digital book cartridge, label the cartridge appropriately, and mail it to the requesting patron. This service is very popular with Special Service patrons, especially those patrons seeking older or classic titles that are not available on digital cartridge.

BARD
Downloads
Increased by
48.2%

DESCRIPTIVE VIDEO circulation **INCREASED BY 41%** in 2017. Descriptive Videos are movies and shows that feature a narrator describing the action taking place. Although animated and cinematic hits are popular, patrons are very interested in the nature videos that provide explicit description of animals and other life forms they have never experienced.

152,152
Items
Circulated
in 2017

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 2017, patrons logged 26,883 phone calls, 67,456 web and app sessions, and 158,359 email deliveries. 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 point of view.

NLS is currently promoting talking book services through a nationwide ad campaign focused on increasing awareness and usage of the program, which is available, free of charge, to anyone that cannot utilize standard print.



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TELEVISION SERVICES



As part of the WVLC Administrative Services unit, the Library Television Network produced more than **220 TELEVISION SHOWS** during the year. Three new programs were introduced - *What's Next West Virginia?*, hosted by the Center for Civic Life, *Conversations About Cancer*, hosted by the Mountains of Hope Coalition, and *Live Healthy, Live Well West Virginia*, hosted by Helen Matheny.

Monthly Programs produced for 11 State Agencies

The Library Network also created its own YouTube Channel. The **WVLC YOUTUBE CHANNEL** allows viewers to access any of the Network's shows via any device, 24 hours a day.



Several towns and cities in West Virginia were impacted by the **DEVASTATING FLOODS** of 2016 and 2017, and Television Services provided production time to FEMA and the West Virginia Division of Homeland Security and Emergency Management. These agencies created public service announcements explaining the process of recovery assistance, and Television Services produced on-line videos to help publicize these disaster relief procedures.



Over 100 Hours of TV programming produced in 2017

Throughout the year, Television Services created, produced and distributed **PUBLIC SERVICE ANNOUNCEMENTS**. These spots included PSAs to promote *National Library Week*, *West Virginia Family Reading Week*, and an audio PSA for the Books-A-Million Fair that

supported flood relief efforts across the state.



Television Services also produced several **SPECIAL PRODUCTIONS**:

- West Virginia Library Association Conference
- First Lady's Festival of Songs
- Governor's Farewell Speech
- Poetry Out Loud State Competition
- Letters About Literature



WVLC IN 2017



LETTERS ABOUT LITERATURE

WVLC STORY TIME



LIBRARIANS
TRAVEL TO
DC



LIBRARY DIRECTOR'S
TRAINING

WSAZ FEATURES
WVLC



FROM THE CABINET SECRETARY

GAYLE MANCHIN, SECRETARY OF EDUCATION AND THE ARTS



Libraries have quietly become the hubs of our communities; they are gathering places for town meetings, entertainment, charity, and so much more. Our local libraries are safe spaces with the resources that help a young student research his/her high school science project, where a single mother may check out free books to read to her children, and where an unemployed man can access the internet and newspapers to look for employment. In West Virginia, the local libraries are sanctuaries of learning that not only provide a vast array of interesting, timely, reading but also provide the tools and space for local citizens of all ages to expand their horizons. With the technology of today, the size of the community or the library does not limit access — it can be the window to world.



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