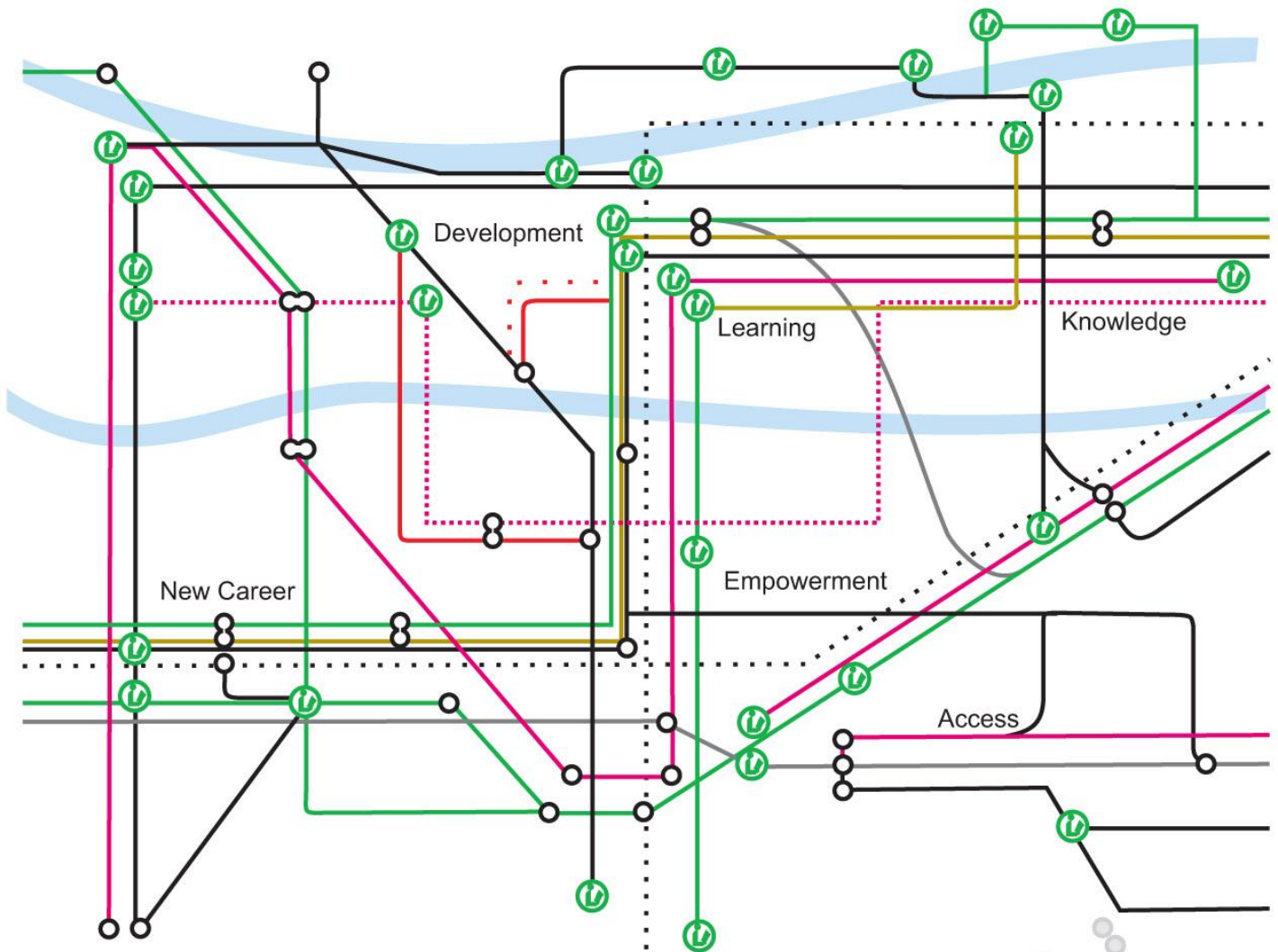


# MAKING CONNECTIONS



## WEST VIRGINIA LIBRARY COMMISSION 2013 ANNUAL REPORT





# West Virginia Library Commission Annual Report 2013

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

<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>Library Services ##</td> <td>304.558.2045</td> </tr> <tr> <td>Network Services</td> <td>304.558.3577</td> </tr> <tr> <td>Special Services</td> <td>304.558.4061</td> </tr> </table> <p>## Reflects organizational changes put into effect at the time of printing.</p>	In-State Toll Free	1.800.642.9021	Administration	304.558.2041	Library Development	304.558.3978	Library Services ##	304.558.2045	Network Services	304.558.3577	Special Services	304.558.4061
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## From the Secretary, Karen Goff

*If this nation is to be wise as well as strong, if we are to achieve our destiny, then we need more new ideas for more wise men reading more good books in more public libraries. These libraries should be open to all – except the censor. We must know all the facts and hear all the alternatives and listen to all the criticisms. Let us welcome controversial books and controversial authors. For the Bill of Rights is the guardian of our security as well as our Liberty. – John F. Kennedy*

Every day West Virginia libraries confirm the value of freedom of expression, freedom of information access and freedom to share ideas—for everybody. Every day, in libraries across West Virginia, babies are learning early literacy skills before they can even speak, school children are exploring the world, job seekers are applying for jobs, digital newbies are becoming savvier, and all are learning more about themselves, the world, and each other. Annually, West Virginia public libraries host more than 5.5 million users. But every day West Virginia libraries are struggling to keep the lights on, the doors open, the computers up-to-date, the staff paid and the materials current. In many cases they are struggling to justify their existence.



Karen Goff

The West Virginia Library Commission was established to give “assistance, advice, and counsel” to the state’s libraries. Many of the programs and services that give legs to that “assistance, advice, and counsel” are highlighted in the following pages. Annually, the state invests approximately \$9 million in direct assistance to library operations that open doors of opportunity to every citizen—roughly \$5/capita/year. By comparison, the state invests more than \$168 million on the corrections system—roughly \$24,000/inmate/year.

A report released by law enforcement officials in Washington State, *I’m the Guy You Pay Later*, urges America to cut crime by investing in high-quality, early education services. Public libraries are one of those services. Public libraries not only preserve the past, they ensure the future. They ensure a State of Learners.

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

As an agency serving all types of libraries in the state, the West Virginia Library Commission has a unique position within the Department of Education and the Arts, the mission of which is to provide statewide leadership and innovation, enhancing arts and minds throughout West Virginia. In addition to serving the state’s 97 public library systems, the Library Commission assists academic and school libraries; it also serves the information needs of West Virginians with disabilities and those in special locations like prisons and other facilities.



Kay Goodwin

And just like the Department of Education and the Arts itself, supporting education is a driving force of the Library Commission and the libraries it serves. Together they foster life-long learning across the age spectrum, with resources for parents with newborns, school-age children, adults wishing to retrain themselves for a new profession and those who need information on Medicare and retirement. Among other roles, libraries stand as learning outposts in the community—that one place where a person can be nearly guaranteed to find an answer to a simple problem or information that leads to a new career.

As Secretary of the West Virginia Department of Education and the Arts, I invite you to delve into this report to learn more about the Library Commission and its accomplishment during the 2013 fiscal year. Bravo, West Virginia Library Commission.

## Administrative Services — Denise Sebolt, Director

The Administrative Services Division works directly with the Executive Secretary to plan and support all agency programs to expand and enhance library and information services in West Virginia. The Division administers the agency budget and meets all reporting requirements mandated by state and federal regulations. Administrative Services includes Human Resources, Purchasing, State Library E-Rate Services, Building Services and the Television Studio.

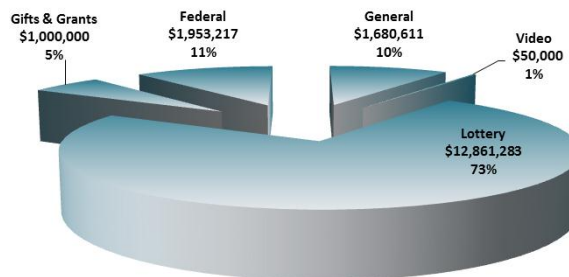
The Division managed the agency's \$17.5 million budget, including \$1.7 million in general revenue, \$1.9 million in federal funds, \$12.9 million from lottery funds and \$1 million in gifts and grants. **In FY 2013 the Division processed and distributed a total of 583 grants to public libraries totaling \$10,718,658.** Note this breakdown:

388 Grants to Public Libraries/Grants-In-Aid (GIA) totaling \$9,130,142	Provided to all public libraries to expand and enhance services to all citizens. Combined with local support, they provide an operating foundation for public libraries.
52 Services to Libraries Grants totaling \$550,000	Provided to Service Center Libraries for cooperative professional affiliate support to the smallest and most rural libraries in the state. The goal is to improve services and provide continuing education programming for affiliate libraries.
116 Special Projects/Community Participation Projects Grants totaling \$519,748	Appropriations with legislative intent that identify specific funding for public libraries by individual Senators and Delegates. The Secretary and Administrative Services Director work closely with Senate and House Finance staff upon receipt of the legislative intent. The Director assures that grant agreements include project descriptions and budgets prior to disbursement.
8 total Federal Sub-Recipient Grants totaling \$282,642	4 individual grants totaling \$7,349 to public libraries for programming and technology with an additional 4 grants totaling \$275,293 to public library consortiums for online catalog maintenance support.
19 additional support grants to public libraries totaling \$236,126	12 supplemental grants totaling \$134,828 for library renovation, construction, planning, upgrades and ADA compliance. The agency does not have allocated funding to assist WV's 175 public libraries with building/facility needs so it restricts operations spending throughout the year to assist libraries at year's end. Approximately half of the facilities were constructed in the 1970s. Most buildings from that time are octagon "Instant" libraries or trailer "Outposts." These pre-Internet structures were built as temporary community starting points. The agency has sought improvement requests to assist libraries in renovating or replacing the facilities. The state's share of any project would be limited but would encourage other funders to participate. Many libraries do not consider construction or renovation because fundraising seems overwhelming.

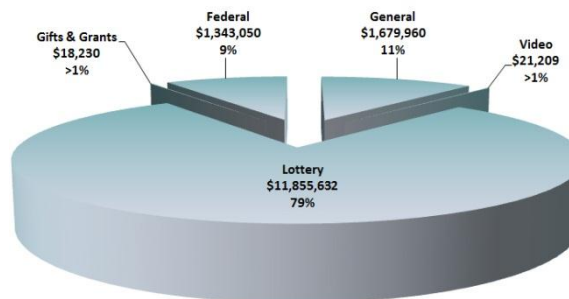
The Division processed and distributed support totaling **\$1,232,777** in programs to multi-type libraries:

<p>Digital Resources totaling \$750,842</p>	<p>Federal and state expenditures to provide public, academic and public school libraries access to full-text databases with over 2,000 magazines and newspaper titles. Other databases offer pre-test experience for the SAT, ACT, GRE and GED, plus job training and career resources for all citizens.</p>
<p>Books &amp; Periodicals totaling \$481,934</p>	<p>The Library Commission houses materials to serve the Legislature, government employees and the public. It also provides a “library of last resort” to public libraries in the state. Special Services expenditures provide materials for the blind and physically handicapped not provided through the National Library Service. NEWSLINE®, a subscription newspaper service for the Blind from the National Federation of the Blind (NFB), is also supported through these expenditures.</p>

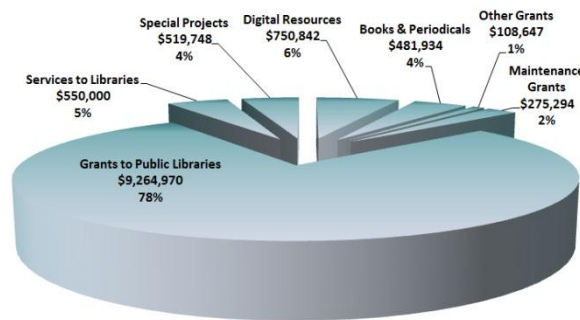
### Total Income



### Total Agency Expenditures



### Programming Expenditures



## Universal Service E-Rate Program

The Universal Service E-Rate program, administered by the Universal Service Administrative Company (USAC), provides discounts to libraries purchasing telecommunications and Internet access. The Library E-Rate Coordinator works with all public libraries in preparing **Universal Service Discount Program** applications – *critical in a state where libraries are the primary access point to the Internet for many citizens*. The Coordinator provides statewide training and support to libraries and helps them meet application deadlines. The Coordinator manages the agency’s E-Rate application process for the Statewide InfoMine Library Network as well.

An E-Rate listserv distributes information via email to keep all public libraries informed. The agency website includes E-Rate information and an E-Rate Cycle Calendar to aid libraries in the application process, technology-planning and bill-tracking.

In 2013, 90% of public libraries participated in telephone service applications, generating \$151,000 in reimbursement commitment dollars. The Statewide Library Network, which covers all data circuit and Internet services provided by the agency, generated a total reimbursement commitment of \$850,000. The agency leveraged these dollars to support the network. The agency also filed a telephone service application for in-house telecommunications that generated a total reimbursement commitment of \$10,250.

## Building Services, Steve Tyler, Supervisor

Building Services supports the agency’s daily workplace needs and oversees inventory and records management in accordance with state guidelines and regulations. Building Services also maintains the agency fleet. In 2013 agency staff logged 452,705 miles in support of library operations, technology and programming to public libraries statewide.

## Television Services, Mark Lanham, Supervisor

**Show Production.** In 2013, the West Virginia Library Commission’s Library Television Network produced over 200 shows. Three new programs were started this year, including *Focus on the Arts*, hosted by the West Virginia University’s School of Arts; *Welcome Home*, hosted by the Kanawha-Putnam Habitat for Humanity; and *Community Issues*, hosted by the West Virginia Municipal League.

The Library Television Network increased its coverage area with a new affiliate, Hardy Telecommunications in Hardy County, which has about 8,000 subscribers and is airing all of the Network’s programs each week.



Television/Video Technician Michael Shock

**Other Production.** The Television Studio produced numerous videos and public service announcements (PSAs) for various agencies and organizations. Productions included:

- Several studio productions, location shoots and press conferences for Governor Earl Ray Tomblin.
- Technical assistance for the Governor during the State of the State Address.
- The First Lady’s Festival of Songs holiday special with 16 different choral groups from high schools around the state. The presentation aired on WOWK-TV, its affiliate stations and the Library Television Network. It was distributed to 11 more affiliates around the state for airing Christmas Eve and Christmas Day.
- Two PSAs with Author Michael Hingson for the West Virginia Library for the Visually Impaired promoting their services.
- A video called *Adults with Autism—Information for the Public* for the Center for Excellence in Disabilities.
- Six videos about how to safely can fruits and vegetables for the West Virginia University Extension Service; the videos are available on the WVU website.
- A video of the 2013 Poetry Out Loud State Competition; staff produced 150 DVD copies and distributed them to each participant, schools around the state and the National Endowment for the Arts in Washington, DC.
- Reediting and mastering *The CPS Story* for the West Virginia Department of Health and Human Resources’ Home Visitation Program, Early Childhood Comprehensive Systems and Office of Maternal, Child and Family Health. Television Services staff spent several months assisting the agency’s video producer to prepare for editing. The video is used to train new social workers.
- 1,000 DVD copies of *The 3 Rivers: The Bluestone, Gauley and New* for West Virginia Public Broadcasting. The DVDs were distributed to schools and libraries across the state.

**Graphics.** Graphic Arts produced a number of important projects, including:

- A poster recognizing West Virginia Women Writers for National Library Week.
- Four promotional posters publicizing services available at the State Library. The posters were distributed free to public libraries.
- A number of small graphic projects that made a big impact, including computer wallpaper that informs library patrons of Internet policies and practices for the Network Services Division; the graphic was placed on every publicly used computer at every library throughout the state.

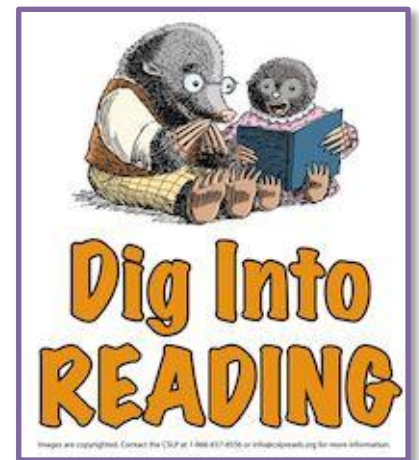


# Library Development

Library Development manages state and federal programs that expand and enhance library services for every West Virginian. These programs are designed to meet state and national goals defined by the Library Services and Technology Act (LSTA), a federal program administered nationally by the Institute of Museum and Library Services (IMLS) and in West Virginia by the West Virginia Library Commission. The 2013-2018 plan for West Virginia is titled **Creating a State of Learners**. Programs include:

## Statewide Summer Reading

Reading is the basic building block of learning and, to make sure that students sustain reading skills during the summer vacation and increase their awareness of public library services, the Library Commission provides every participating library materials to support the national Collaborative Summer Reading Program. The **Collaborative Summer Library Program (CSLP)** is a consortium of states working together to provide high-quality summer reading program materials for children at the lowest cost possible for their public libraries. The 2013 theme was “Dig Into Reading.” Annually, more than 21,000 children and young adults across the state participate in library summer reading programs.



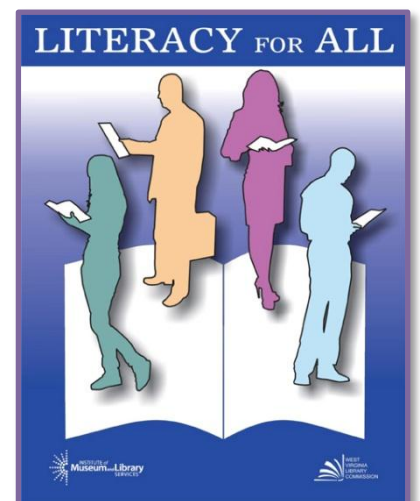
## Book Discussion Group Collection

This collection, primarily focused on adult readers, encourages library patrons to read critically and learn from other patrons who have read the same book. In 2013, the collection supported 452 separate programs across the state.

## Literacy Programs

The Library Commission promotes traditional *and* digital literacy:

- In cooperation with the American Library Association, added WV-specific information to ***Literacy for All: Adult Literacy @ Your Library***, a guide supporting literacy services in public libraries.
- WV was a launch site for **EveryoneOn**, a project of Connect2Compete and the Federal Communications Commission to help all Americans access technology **through digital literacy training in libraries**.
- WV piloted a federally funded study to determine effective ways state library agencies could assist local libraries expand digital literacy services.





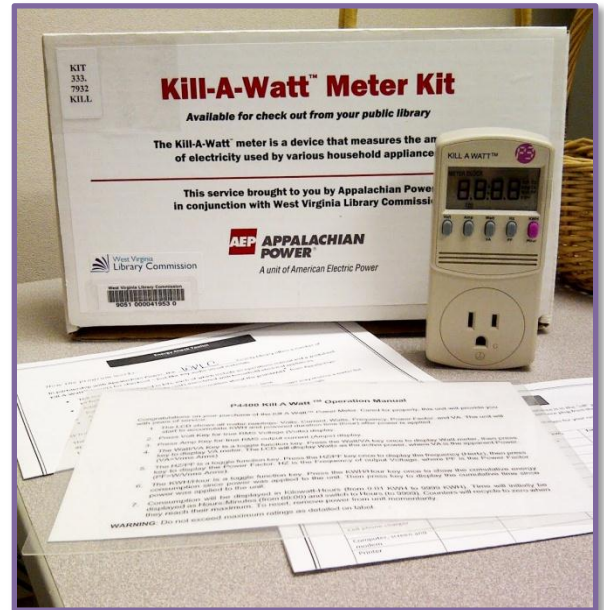
## Consulting

Library Development Consultants responded to nearly 1,000 requests for information and guidance on library administration and management, library law, education, library programming and other topics.

## Partnerships

Partnerships with other agencies and organizations enable the Library Commission to further expand learning opportunities. The agency:

- Partnered with the U.S. Treasury to distribute information on the **Go Direct Federal Deposit** program.
- Worked with the National Endowment for the Humanities and the West Virginia Humanities Council to bring the book and DVD collection *Bridging Cultures Bookshelf: Muslim Journeys to West Virginia*.
- Collaborated with eight **Foundation Center West Virginia Cooperating Collections (FCCWV)** libraries to enhance the knowledge of librarians and the public about the Foundation Center's materials on grants and philanthropy.
- Worked with the Department of Education in revising the *West Virginia Adult Basic Education Handbook*.
- Continued its partnership with Appalachian Power and Energy Efficient West Virginia by promoting the availability of **Kill-A-Watt kits** in libraries. The kits enable borrowers to monitor home energy usage.
- Joined with the **West Virginia Association of Counties** and the **Community Connect Foundation** in a broadband adoption grant project entitled **Community Connect/WV READS**. The project provided significant funding for e-material collections in WV libraries.
- In partnership with the WorkForce Investment Board Region 2, launched the online platform **Workforce Skills for 21st Century Success**, which provides tracked training opportunities, GED preparation and career readiness skills to clients served in the six-county WorkForce Region 2 area. The project is a pilot for partnerships with the other six WorkForce Regions.

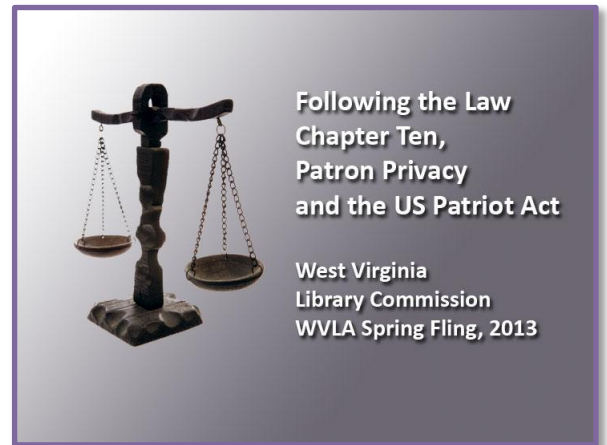


# Data

Annual data collection and analysis activities provide guidance to the Commission, libraries and other state agencies and organizations on trends, services and the finances of libraries in the state.

# Training

In the absence of a graduate-level library program in the state, the Library Commission assumes major responsibility for providing the state's library workforce with continuing education opportunities. **Staff members provided more than 100 training opportunities in 2013.** These opportunities, particularly in the use of learning databases and library planning, were expanded and marketed to public, school and academic library personnel statewide. The Commission continued to work closely with Mountwest Community College and Northern Kentucky University on the federally funded **Bridging the Gap** project, a three-year program providing funding for approximately 40 currently employed public library employees to work toward a Public Library Technology or Library Informatics degree.



# Communications

Communications played a key role in the agency's activities this year. The agency's popular e-newsletter, *Library Lookout*, became a regular bi-weekly publication. Articles in *Library Lookout* have helped WV's library workforce become more knowledgeable, better trained and better able to assist their patrons. Some articles covered the new frontiers of library work, such as helping librarians aid jobseekers and helping them assist citizens dealing with the new health care law.

- A library director writing about the February 28, 2013 *Library Lookout* said this: *We have received free books, valuable information to pass along to our patrons via our newsletter and FB page, become aware of CE classes and news regarding other WV libraries that has been very helpful to us! Thank you!*



## West Virginia Center for the Book

The West Virginia Center for the Book, an affiliate of the Center for the Book at the Library of Congress, brings the national Center's message of the importance of books and reading to audiences statewide. The Center celebrates WV's unique literary heritage, from its earliest story tellers to its recent novelists and poets.



- In January 2013, the Center co-sponsored an event with the **American Women Writers National Museum** at the National Press Club in Washington, DC as part of the museum's 50-State Project. Entitled *West Virginia Take Me Home*, the event brought together visitors and West Virginians in the nation's capital. In support of the project the Library Commission designed and distributed a poster featuring thirty-two of the state's women writers.
- In recognition of African-American History Month, the Center hosted a presentation by West Virginia poet **Crystal Good**.
- To celebrate the state's Sesquicentennial, the Kanawha County Public Library and the West Virginia Center for the Book initiated a statewide reading project called **WV Reads 150**. The program, which will continue through December 2013, has been a great success throughout the state's libraries, schools, colleges and bookstores. An April study showed that over 3,500 West Virginians were participating in this statewide read-a-thon.
- The Center has administered the **West Virginia Children's Choice Book Awards** for a number of years. The 2012-2013 winner was *No Ordinary Day* by Deborah Ellis. This year a committee of interested public librarians, school librarians and library trustees was developed to provide input to the event coordinator.

## LETTERS ABOUT LITERATURE

- The **Letters About Literature** program is the largest single project undertaken annually by the Center. Letters About Literature, coordinated nationally by the Center for the Book in the Library of Congress, is a reading and writing contest for students in grades 4-12. Students are asked to read a book, poem or speech and write to that author (living or dead) about how the book affected them personally. Letters are judged on state and national levels. Tens of thousands of students from across the country enter **Letters About Literature** each year. This year, over 600 West Virginia children and young adults participated in this program, and over 300 persons attended the **Letters About Literature** Awards Ceremony in May.

# WVInfoDepot.Org

Online resources offered through WVInfoDepot.Org provide West Virginians with materials to make better informed personal decisions, improve their economic viability, improve their education and generally improve their quality of life. Highlights from **LearningExpressLibrary** and **Job and Career Accelerator**, just two of the 15 databases offered by the digital portal, are listed below.

- 5% increase in the use of eBooks.
- 38% increase in the Computers, Adobe and Microsoft training courses.
- 42% increase in the GED Skills Improvement test.
- 70% increase in the Spanish-language GED preparation test.
- 97% increase in the LearningExpress databases for College Placement Preparation Tests.
- 5,000 people visited the site to prepare for the WorkKeys (Adult Career Preparation and Work-Skills) program.



The activities of Library Development contribute to the goal of helping West Virginia’s libraries “create a state of learners.”

## State Library Services

State Library Services provides reference services, access to printed and electronic materials, online databases and work-related Interlibrary Loan services to state agencies and the Legislature. Located in the Culture Center and open to the public, the State Library offers public access computers and free library cards for West Virginians.

Improvements this year have focused on creating a centralized point of service, continuing and adding programs, establishing policies and maintaining collections.



State Library Services staff

The J.D. Waggoner Reading Room underwent renovation when the Department of Culture and History updated the ceiling lights to a more energy-efficient model. While the room was closed to the public in August, these improvements were implemented:

- Customer service areas were combined and relocated to a central point in the room, which allows staff to greet customers when they enter the library and be visible when questions arise.
- Partial relocation of the audiobook collection to a central area where it does not have to be on rolling carts. The cassette tape audiobook collection was inventoried and non-circulating items were removed. As a result, all the CD and PlayAway audiobooks are now housed on the first floor and the majority of the carts were repurposed in the Technical Processing area.
- After removal of the audiobook carts, floor space opened up for a presentation area. Now the library can have programming without laboring to set up the room and distracting patrons. The area has become home for **Literary Lunch**, **Capitol Reads** and **Movie Night at the Library**.
- The former circulation area was repurposed as a magazine and newspaper area with comfortable seating.

## Programming

Note these programming accomplishments:

- The State Library was one of the many stops for students on Civics Literacy Day, September 17, 2012. Agencies around the Capitol made presentations on the Constitution. The Department taught students the importance of the First Amendment and Freedom of Speech, with a tie-in to Banned Books Week.
- The Department hosted author Michael Hingson on August 6, 2012 to speak on his work, *Thunder Dog*, which recounts the evacuation of Tower One during the morning of September 11. Mr. Hingson advocated equality for individuals with special needs and provided antidotes from his life to an audience of 38.



Author Michael Hingson in the J.D. Waggoner Reading Room

- Building on the success of the Hingson event, the Department began hosting similar monthly events in the Reading Room, such as **Literary Lunch**, which brings authors and book lovers together in an informal setting to discuss the author's work. The Department brought in four authors to discuss works ranging from histories to mystery fiction and memoirs.
- Another new program, **Movie Night at the Library**, began with the Capitol Reads book discussion group reading and watching *Night of the Hunter* in August. The feedback was so positive the staff decided to have more combined book discussions and movie showings.
- The Department explored new evening hours on Thursdays but met with mixed results. The Department will explore extended hours during the 2014 Legislative Session to support legislators and their staff.

# Collections

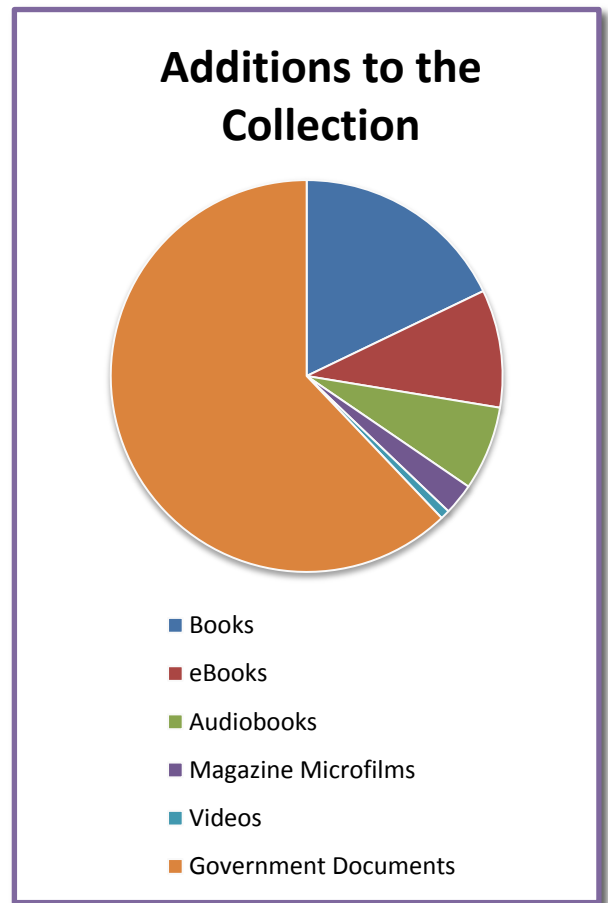
The Department looked at its overall collection through the eyes of a customer and discovered that individual collections were heavily focused on entertainment and lightly focused on research and state employee informational needs. The Department took these actions:

- Crafted a new collection development policy that guides material selection away from leisure and entertainment to the work-related or research needs of state employees.
- Increased spending 290% with the WV-READS consortium to add more eBooks; eBook circulation rose 96%.
- Relocated West Virginia materials to the first floor Reading Room for the Sesquicentennial.
- Staff visited local book stores specializing in West Virginia-related books to actively pursue materials relating to the state. Several areas of the collection were expanded including folklore, railroad history and the American Civil War history in eastern Virginia and West Virginia.
- A collection loses its informational value over time as new information is discovered, uncovered or relearned. To keep the most current and vital information on the Library’s shelves, the Department implemented several collection evaluations and removed outdated information or outdated formats.
- Removed cassette tape audiobooks and outdated reference books from the collection. The Reference Collection was cut by one-third and replaced with a combination of print and electronic resources.

Circulation of print, eBooks and eAudiobooks continues to grow with the biggest jump in the eBook formats.



Reference Librarian Megan Tarbett demonstrating an e-reader



# Interlibrary Loan

Library Services continues to be an interlibrary loan net lender—a library that loans more materials to other libraries than it borrows. Over the past year the Library:

- Lent 159 items to libraries around the country.
- Lent 64 items within the state.
- Lent WV public libraries 43 collections, which allows them to refresh their holdings and keep library customers coming through the doors.

# Outreach

State Library staff accomplished these outreach tasks:

- Introduced the monthly e-newsletter **State Library Services Updates**. Each issue focuses on a topic and promotes the collection and electronic resources that fall within the topic. For example, the September 2012 issue marketed resources related to West Virginia’s labor history. Staff noted that electronic resource usage increased the month a topic was advertised and the month after. next year, the Department will explore new ways of distributing the newsletter to reach more readers.
- Advertised databases in the newsletter to promote their use; unused databases will be replaced.
- Produced the television show **Library Update** in cooperation with Television Services. The show delivers up-to-date information on library trends and issues to library staff within the state and beyond. Besides airing on the Library Television Network, the show is available on the agency’s YouTube channel.
- Continued supporting social media to promote services and events. The Department expanded its participation in the statewide program **WV Reads 150** by creating a group page on the social reading site **GoodReads** so individuals around the state could meet and discuss works they are reading.
- **Twitter** followers grew from 66 people last year to 177 in FY2013. The growth was fueled by **WV Reads 150** activities. **Facebook** followers grew at a similar pace.
- The agency’s YouTube views rose this past year thanks to **Library Update**.



WVLC’s active Facebook page

As usage in other social media outlets grew, blog usage fell, although the blog is still the most popular means to obtain information about the Library Commission.

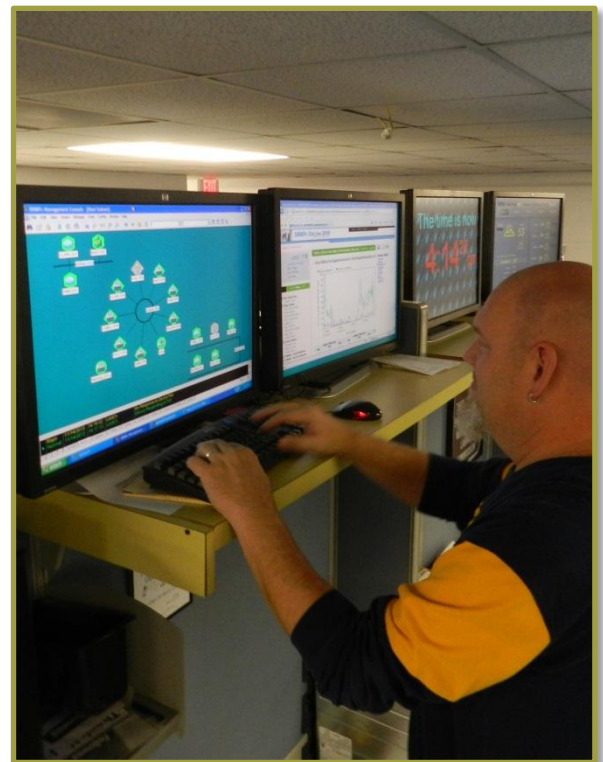
# Network Services — Harlan White, Director

Network Services provides an array of technical and communication services to West Virginia libraries, learning institutions and the public. This includes Internet accessibility, email and file transfer capability, off-site cataloging and maintenance support for both hardware and software.

Network Services designs, implements and maintains the Statewide Library Network infrastructure consisting of eight metropolitan area networks, as well as 97 library systems representing 176 facilities.

In 2013, Network Services:

- Maintained staffing at 100%.
- Installed 108 computers received through a grant from Workforce WV at 40 libraries.
- Reimaged PCs over a network with the staff-developed software TREX for the second year. The staff can now “push” Windows, Java and other software updates to the target computer to ensure all software is up to date.
- Partnered with other state agencies to secure a successful broadband grant through the Broadband Technology Opportunity Program (BTOP), which allowed new Cisco 3600 Routers to be installed and successfully supported. **The West Virginia Library Commission is the only state agency to date to have its new Cisco 3600 Routers 100% programmed, mounted and online. Libraries now have access to gigabit fiber.**
- Worked with the E-Rate program and the Governor’s Office of Technology to increase the agency’s bandwidth in early 2013. By the end of the year, 10 of the highest bandwidth-using library systems will move to the new gigabit fiber in FY2014.



Information Systems Coordinator Carl Hackworth

Network Services				
Year	Helpdesk Requests	On Site visits	Virtual Connections	Mileage
<b>2013</b>	<b>10,898</b>	<b>1,180</b>	<b>1,186</b>	<b>84,443</b>
2012	7,341	987	1,299	79,424
2011	4,837	879	1,872	57,726



- Tracked computers and made sure inventories match and are always current. To accomplish this, the Network's staff created another in-house software package to inventory all computers. **Over 1,391 public PCs and 635 staff computers are online and accounted for. This averages to 13.3 PCs per library, which is up from 10 just two years ago.**
- Designed network schematics for five new library buildings.
- **Worked with the Office of Technology and Frontier Communications on data circuits, phone wires and fiber. Some sites were completed before the end of the year, others will follow shortly after. The new sites are libraries in Durbin, Harmon, Rupert, Tyler County and Valley Head, WV.**
- Network Services supported and participated in the WVLA Spring Fling and the WVLA Fall conference.



Network Services Director Harlan White speaking at Spring Fling 2013

## Combining Network Services work into a single day...

Staff drove 324.7 miles.....



To work at 4.5 library sites.....



While 4.5 of 41.9 helpdesk tickets opened that day were fixed via a virtual connection.....



## Special Services — Donna Calvert, Director

The Special Services Department is the regional library of the National Library Service/Library of Congress network of cooperating libraries that serve patrons who cannot read standard print. The Department provides public library services in alternative formats to meet the needs of blind, visually impaired, physically impaired and those with learning disabilities. Patrons are served directly from Special Services or from one of three subregional libraries that serve their surrounding counties. The Subregionals are Parkersburg/Wood County Public Library, Cabell County Public Library and the West Virginia School for the Blind and Deaf in Romney.

### *Thunder Dog* Author Presents at Capitol

In August, Michael Hingson, author of *Thunder Dog: the True Story of A Blind Man, His Guide Dog & the Triumph of Trust at Ground Zero*, gave two presentations in the State Library. Thanks to a cooperative grant from Education and the Arts, the audiences reported that they were inspired, entertained and motivated.



Resource Librarian Mary Hogue demonstrating an assistive device

### BARD (Braille and Audio Reading Download)

Special Services administers the WV section of the BARD website, which now offers Web-Braille and audio titles for downloading. BARD also features magazines and special collections, such as locally produced titles by network libraries and foreign language titles. This year with BARD:

- 208 patrons downloaded 15,899 BARD titles while staff downloaded 3,196 titles for patrons unable to download themselves, or to get titles needed to supplement the collection.
- Patrons downloaded 305 Braille titles.

### Magazine on Cartridge (MOC)

The Department added MOC, which allows patrons to receive their magazines on digital cartridges instead of audio cassettes. The format change requires patrons to return cartridges so they can be reloaded with new titles.

Patrons kept the cassettes previously. This change necessitated an awareness campaign through newsletters and staff contact with patrons to explain the new procedures, which proved successful. **West Virginia has a lower percentage of delinquent patrons than most network libraries.**

## Newsline

This year WVLC obtained permission to add WV Public Broadcasting to the West Virginia Newsline channel. Newsline, a service of the National Federation for the Blind (NFB), gives patrons access to over 335 newspapers, magazines and other sources. Newsline is available via toll-free number, e-mail, on the web or via a portable device app.

## Collection Restructuring

The Department continues to convert its analog holdings to digital formats. This year the Department was mandated to send 7,500 recorded cassettes (RC) and their containers to a contracted recycling vendor in Pennsylvania. Each year the amount will increase until the Department’s RC holdings are minimal. Staff members have been weeding the collection as they convert titles to digital.

## Special Services Volunteers

- Five volunteers donated approximately 250 hours to editing, narrating and collection maintenance. This is equal to approximately six weeks of paid staff time.
- Special Services hosted four student volunteers who donated approximately 860 hours during the nine months of the school year, shredding material and doing collection maintenance. This is equivalent to approximately twenty-two weeks of paid staff time.
- Two retired engineers worked as machine repair volunteers to keep the machine inventory functioning. The volunteers picked up machines weekly for repair. This year they started working on digital players. Two hundred machines were kept in service thanks to their constant efforts.
- Overall, Special Services volunteers donated 28 weeks of paid staff time for FY2013.

July 2012 – June 2013	
<b>Regional Library Circulation Statistics</b>	
Recorded Cassettes	2,323
Digital Books	64,163
Large Print Books	11,259
Descriptive Videos	649
Braille (Philadelphia)	2,154
BARD Braille	305
Magazines, Cassettes & Digital	648
Interlibrary Loans	429
Telephone Calls & Emails	4,663
Downloadable Magazines	740
Patron Downloads	15,899
Regional Library Downloads	3,196
Newsletters	5,971
Catalogs	4,156
Direct Circulation Magazines	27,484
<b>TOTAL CIRCULATION</b>	<b>144,039</b>
<b>Subregional Library Statistics</b>	
Recorded Cassettes & Digital Books	43,383
BARD Downloads by Staff	423
BARD Downloads by Patrons	4,804
<b>TOTAL SUBREGIONAL CIRCULATION</b>	<b>48,610</b>
<b>GRAND TOTALS</b>	
Circulation	192,649
New Patrons	276
All Patrons	2,588

# 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
Deborah K. McNeal	2085	deborah.k.mcneal@wv.gov	Personnel Officer
Vanesse Myers	2086	vanesse.myers@wv.gov	Purchasing
Rebecca J. Rice	2080	rebecca.j.rice@wv.gov	E-rate Coordinator
<b>#2 Library Development</b>		<b>Phone: 304.558-3978</b>	<b>Fax: 304.558.1612</b>
Vacant	2040		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>
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Susan R. Ward	2076	susan.r.ward@wv.gov	Office Assistant
Angela M. Wolfe	2033	angela.m.wolfe@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>
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Lino S. Demarchi	2044	lino.s.demarchi@wv.gov	Television/Video Technician
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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>
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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
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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
Alex Tucker	1.304.627.2236	tuckera@wvlc.lib.wv.us	Clarksburg Area Field Technician
Frederick C. Vickers	2005	vickersf@wvlc.lib.wv.us	Information Systems Coordinator
Michael Wilson	1.304.420.4587, Ext 14	wilsonm@wvlc.lib.wv.us	Parkersburg Area Field Technician
Vacant	1.304.528.5700		Cabell County Area Field Technician
<b>#7 Building Services</b>		<b>Phone: 304.558.3422</b>	<b>Fax: 304.558.2044</b>
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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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Terry L. Matheny	2051	terry.l.matheny@wv.gov	Library Assistant
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