

WEST VIRGINIA LIBRARIES **CREATE LEARNERS**



WEST VIRGINIA LIBRARY COMMISSION **2016 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 2016 Annual Report

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

COMMISSIONERS

David B. Dalzell, Jr.
First Congressional District

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

Mary B. Strickland
First Congressional District

Betty Gunnoe, Chair
Second Congressional District

Debra K. Sullivan
Second Congressional District

Katy White
Second Congressional District

David Nalker
Third Congressional District

Connie Shumate
Third Congressional District

Dennis C. Taylor
Third Congressional District

West Virginia Library Commission

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

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

In-State Toll Free: 1.800.642.9021
Administration: 304.558.2041
Library Development: 304.558.3978
Library Services: 304.558.2045
Network Services: 304.558.3577
Special Services: 304.558.4061



West Virginia Libraries Create Learners

2016 WVLC Annual Report



Karen Goff
Executive Secretary
WV Library
Commission

FROM THE SECRETARY

“Creating a State of Learners” is not just a catch phrase. It is a core mission of the West Virginia Library Commission. This report highlights some of the myriad ways that mission was accomplished during the past year.

To support the role of libraries as technology gateways, the Library Commission completed a project that upgraded more than 150 library facilities to on-site fiber optic cable. This assures that online information and services are available to all citizens in those communities.

The Library Commission provided technical assistance and material grants to libraries in Doddridge County, South Parkersburg, and Guyan River that built new facilities to serve learners of all ages.

Pictures of water soaked books outside the Rainelle Public Library and the devastation of the Clendenin Branch of the Kanawha County Public Library yielded donations of time and money from people, organizations, and companies all across the country. The Library Commission worked with Books-A-Million stores on a statewide fundraiser. EBSCO, a major library services company, added free access to two databases of critical recovery information to the Commission’s wvinfodepot.org portal.

Information enables individuals to make sense of the world during good times and bad. The West Virginia Library Commission is proud to support libraries that support a State of Learners.

FROM THE CABINET SECRETARY

Former First Lady Laura Bush said it well, “The wonderful thing is that once a child learns to use a library, the doors to learning are always open.” And when you open those doors, you find that libraries are much more than buildings filled with books. They are distributors of knowledge, the keepers of the written word.

Through programs like the West Virginia Center for the Book, the Learning Express Library and Summer Reading for children, our state libraries give residents the ability to expand their knowledge and improve their lives. In short, libraries create learners.

As Cabinet Secretary for the State Department of Education and the Arts, it has been my privilege to play a part in helping the West Virginia Library Commission and state libraries generate new learners over the past 16 years. I have watched while libraries have shifted into the digital world and provided patrons with new technology. They have grown and evolved, and remain a vital part of the learning process.

The future of West Virginia public libraries promises more change and innovation, and I have every confidence that they will continue to be growing, vibrant parts of their communities.



Kay Goodwin
Cabinet Secretary
WV Department
of Education and
the Arts



WEST VIRGINIA LIBRARY COMMISSION

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 wvinfo depot.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, shared catalogs, and patron databases. In addition, 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
Administrative Services

Anne McMillion
Library Development Services

Harlan F. White
Network Services

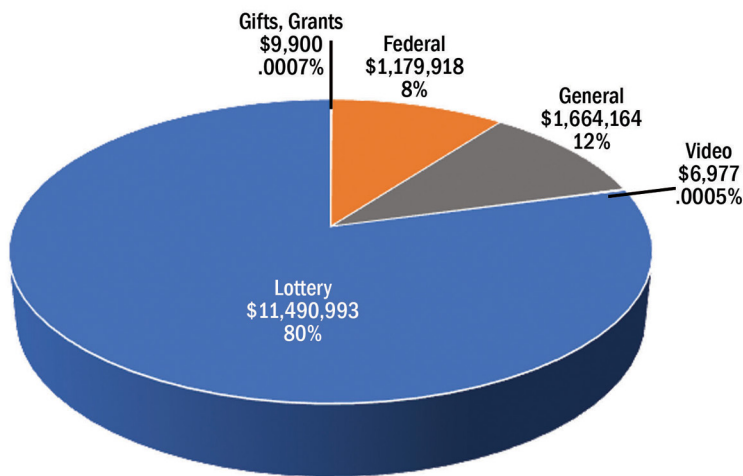
Donna B. Calvert
Special Services

Heather Campbell Shock
State Library Services

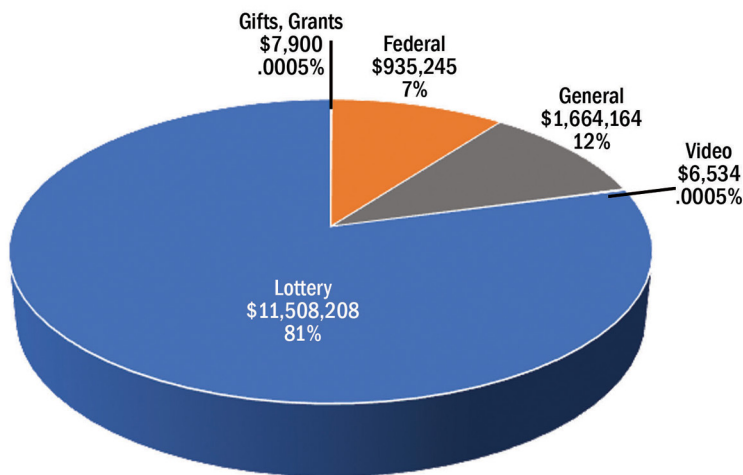


ADMINISTRATIVE SERVICES

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. In 2016, the division managed the agency's **\$16.8 MILLION BUDGET** that included \$1.7 million in General Revenue, \$1.9 million in Federal funds and \$1 million in gifts and grants. Major programs are Grants to Public Libraries, Services to Libraries, Special Projects and the State Library Network. Many of the state's 172 public libraries depend on WVLC Grants to maintain staff, purchase materials and meet operating costs.



Income by Source



Expenditures by Source

DIRECT SUPPORT TO LIBRARIES INCLUDED:

- \$9,306,925 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.
- \$233,065 in Federal Sub-Recipient Grants for support of West Virginia's five cooperative library networks which share software and online catalogs.
- \$146,356 in Supplemental Grants for continuing education, technology and service enhancement. In addition, \$26,733 in grant dollars were awarded to 4 libraries for flood relief.

INDIRECT ASSISTANCE TOTALING \$1,613,133 INCLUDED:

- \$693,820 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.
- \$377,499 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.
- \$541,814 in E-Rate Reimbursement for the State Library Network (also known as *InfoMine*) that WVLC reinvested.



LIBRARY DEVELOPMENT

A primary role of Library Development is supporting **CONTINUING EDUCATION** for all 172 public libraries across West Virginia. The department provides onsite consultation services as well as support and training for new Library Directors through its *New Directors Academy*. It also assists local libraries with writing and implementing strategic plans to improve services and comply with requirements for state aid.

Library Development is a leading advocate for **YOUTH SERVICES** and partners with the WV Department of Education for the National Campaign for Grade Level Learning. This program is designed to help elementary students reach and maintain their reading levels throughout the school year.

In addition, Library Development furnishes public libraries with materials to support the national Collaborative Summer Library Program. The CSLP is a consortium of states working together to provide quality **SUMMER READING PROGRAMS** for young students.

As a supporter of lifelong learning, Library Development maintains **WVINFODEPOT.ORG** to provide all WV residents with resources to promote literacy, job readiness, and academic success. For residents looking to develop their self-improvement skills, the **LEARNING EXPRESS LIBRARY** is also available.

Another key initiative for Library Development is its work with the **WEST VIRGINIA CENTER FOR THE BOOK**, an affiliate of the Center for the Book at the Library of Congress. The Center celebrates WV's unique literary heritage, from its earliest story tellers to its recent novelists and poets, and highlights the importance of books and reading for audiences statewide.

The West Virginia Center for the Book also sponsors the annual *Letters About Literature* writing contest in collaboration with the National Center for the Book and the WV Humanities Council. **LETTERS ABOUT LITERATURE** is a reading and writing contest for students in grades 4-12. In 2016, nearly 800 West Virginia students participated in this national program.

WEST VIRGINIA LIBRARIES CREATE TEACHERS



CONTINUING EDUCATION FOR LIBRARIANS



LIBRARY DEVELOPMENT PROVIDES
IN-PERSON AND ONLINE
EDUCATION OPPORTUNITIES TO
LIBRARY STAFF MEMBERS
ACROSS WEST VIRGINIA

WVINFODEPOT.ORG

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

9,104,259 Database Searches
25% Increase YOY

LEARNING EXPRESS LIBRARY

RESOURCES FOR THOSE SEEKING
SELF-IMPROVEMENT SKILLS.

17,816 SESSIONS

3,757 SESSIONS ON

**JOB & CAREER
ACCELERATOR**





NETWORK SERVICES

MISSION STATEMENT:

Network services designs, implements and maintains the Statewide Library Network infrastructure, consisting of 8 metropolitan area networks, as well as 92 library systems representing 154 facilities.

Services Provided:

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

FISCAL YEAR 2016

Helpdesk Requests	8,717
Onsite Visits	901
Virtual Connections	2,071
Total Mileage	89,175

NETWORK SERVICES

Network Services, celebrating its **20TH ANNIVERSARY**, is an integral part of WVLC. Its mission is to provide an array of **TECHNICAL AND COMMUNICATION SERVICES** to West Virginia libraries, learning institutions and the public. This mission includes Internet accessibility, electronic mail and file transfer capability, off-site cataloging and maintenance support for both hardware and software.

Network Services completed the **EXPANSION OF THE STATEWIDE LIBRARY NETWORK**. With equipment and infrastructure provided by the Broadband Technology Opportunities Program (BTOP), Network Services brought high-speed Internet access to our underserved region by upgrading the libraries existing Frame Relay and Multiprotocol Label Switching networks.

As part of the expansion, Network Services upgraded both of the network's 100 Megabit relay circuits to 1 Gigabit. As a result, every public library in the state has a new Cisco 3600 series router and a high-speed fiber Internet connection with **FASTER INTERNET CONNECTIVITY** to healthcare information, distance learning opportunities, and broadband and video applications for library patrons across the state.

With the new infrastructure in place and increased competition for service contracts, the cost of bandwidth is expected to drop. This cost factor should allow Network Services to move state libraries into the 100 Megabit range in the near future.

ADDITIONAL HIGHLIGHTS:

- In 2016, Network Services created a script to inventory all active PCs statewide. This software updates the status of each PC on the system and tracks software, license keys and installed hardware drivers. The program has proven to be an invaluable tool in tracking problem PCs and in aiding libraries in developing their annual technology plans.
- The free Windows 10 upgrade was applied to the system's nearly 2,000 online computers at 172 different locations. Despite complications related to compatibility and user issues, the field staff resolved all of the problems within a week of the rollout.

WEST VIRGINIA LIBRARIES CREATE SCIENTISTS



SPECIAL SERVICES

Special Services provides direct library services to more than 2,500 West Virginians who cannot utilize standard size print. The department's circulation reached 113,878 volumes in 2016, which includes a **22.9%** increase YOY for digital downloads. Services for individuals with vision impairments and blindness include a **LARGE PRINT COLLECTION**, audio titles on cartridge with a digital player, newspapers and magazines through a subscription to Newline, descriptive videos, duplication of requested titles on demand, and Braille.

Special Services is the Regional Library serving West Virginia for the National Library Service/Library of Congress (NLS). In addition to Special Services, patrons are also served through the Cabell County Public Library, Parkersburg/Wood County Public Library and the Romney School for the Deaf and Blind.

Special Services administers the **BARD** (Braille Audio Reading Download) web site where patrons can independently access books and magazines in both Braille and audio formats. There are a total of 84,673 titles available, 16,427 are in Braille. This database grows daily and patrons constantly check the "recently added titles" for both new titles and older titles recently converted from analog to digital. For patrons without access to BARD or a smart device, Special Services staff members download titles as needed. In 2016, 2,474 titles were downloaded to digital cartridges and delivered to patrons.

Through **NFB-NEWSLINE**, Special Services patrons can access eleven state newspapers, over 400 international and national newspapers and 40 magazines, plus TV listings, weather updates, breaking news alerts and election information.

In 2016, the **WebREADS** automation system was upgraded to a cloud-based system. This software allows real time actions and is compatible with other database systems for patrons, enabling easier access to current information in one place.

The circulation of **DESCRIPTIVE VIDEOS**, movies and shows where a narrator describes the action taking place (that the audio does not clarify), increased 88% in 2016.

WEST VIRGINIA LIBRARIES CREATE
FARMERS



AUDIO BOOKS

69,505

**Titles Available
for Mail Service
Check In/Out**

**Titles are mailed directly to patrons
who do not have access to
smart devices.
Patrons also receive a
Digital Talking Book Player,
free of charge.**

84,673

**BARD (Braille Audio
Reading Download)
Titles Available**

**Patrons access BARD through a
smartphone, tablet or
PC with High Speed Internet**

**BARD Titles
Downloaded in 2016 **24,517****

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



**Newsline also sends news &
weather alerts to subscribers.**

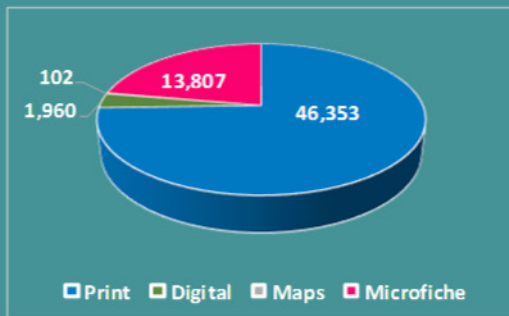


STATE LIBRARY SERVICES

FISCAL YEAR 2016

FEDERAL GOVERNMENT DOCUMENTS

THE NUMBER OF FEDERAL GOVERNMENT DOCUMENTS INCREASED BY 11%



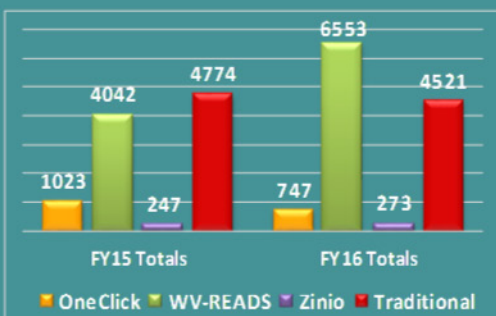
STATE LIBRARY SERVICES

State Library Services provides library services to state agencies, the Legislature, 172 public libraries in the state, and the general public to meet their **EDUCATIONAL AND INFORMATIONAL NEEDS**. More and more, those needs are met online. Nearly 40% of the books and resources added to the Library Services collection in 2016 were digital and over 60% of the items circulated were digital downloads. Library Services also offers additional **DIGITAL CONTENT** through its Zinio for Libraries subscription. This digital magazine service 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. One of Library Services most cost effective programs is its Deposit Collection Initiative, which placed 759 books in the hands of students. Under the program, the WVLC purchases books, book packs, audio books, videos, and ebooks and pays the associated shipping costs, providing them to school libraries for free.

CIRCULATION

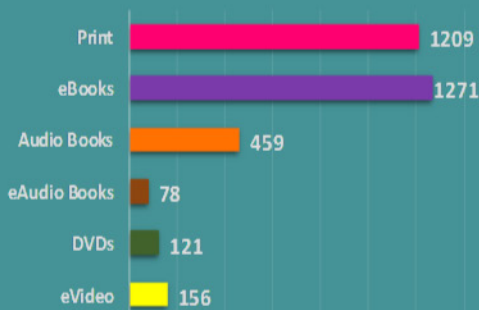
CIRCULATION INCREASED BY 21.5% YOY



Library Services also provided **RESEARCH ASSISTANCE AND INSTRUCTION** to both school and public library staff. By accessing the division's Online Learning Guides, libraries were provided with information on various topics, such as how to locate federal documents, WV women authors, and state history.

In addition, Library Services offered **WEBINARS AND ON-SITE TRAINING SESSIONS** throughout the year. Topics for the 8 on-site forums included *How to Catalog Collections*, *How to Use WVInfoDepot.Org*, and *How to Utilize Library Services Databases*.

COLLECTIONS ADDED



Library Services continues to develop partnerships with cultural heritage organizations to create a framework for a Digital Library focusing on state history. This important project will make significant state records more widely available to the general public and ensure the preservation of these fragile, historic documents.

WEST VIRGINIA LIBRARIES CREATE

ARCHITECTS



TELEVISION SERVICES

2016 was a banner year for the WVLC Television Network. As part of the Administrative Services unit, the Network produced over **220 TELEVISION SHOWS** during the year, and introduced two new programs, *Volunteering West Virginia*, hosted by Volunteer West Virginia, and *Libraries Today*. *Libraries Today* is the flagship program of WVLC and was restarted in 2016 after being on hiatus.

Several West Virginia Libraries were affected by the **DEVASTATING FLOODS** of June 2016, and Television Services played a key role in providing information and updates to state residents. The Network recorded Governor Tomblin's PSA messages on flood relief and provided them to television outlets across the state. In addition, an episode of *Libraries Today* chronicled the struggles of two libraries, Rainelle Public Library and the Clendenin Branch of the Kanawha County Public Library, to rebuild after both of these facilities were destroyed by the summer floodwaters.

Throughout the year, **PUBLIC SERVICE ANNOUNCEMENTS** were produced and distributed, including spots to promote *National Library Week* and *West Virginia Family Reading Week*. First Lady Joanne Jaeger Tomblin advocated for the *Infant Sleep Campaign PSA*, a statewide educational program to support parents and caregivers of infants. Erica Mani, the Chief Executive officer of the local chapter of the Red Cross, was featured in both a PSA and a promotional on-line video.

Television Services also provides **GRAPHIC PRODUCTION** services. Each year posters, flyers and handouts are designed to advertise events and promotions for state libraries. From concept to completion, the graphic production team designed, printed and distributed production pieces to libraries across the state, including posters for Library Card Sign Up Month, National Reading Week, the West Virginia Libraries Create Learners promotion, and the One Book, One West Virginia campaign.

WEST VIRGINIA LIBRARIES CREATE



TELEVISION SERVICES

Television Services partners with state agencies and non-profit organizations to produce high-quality TV programming.

CLIENTS

- ◆ Governor's Office
- ◆ Division of Natural Resources
- ◆ Division of Culture & History
- ◆ Division of Homeland Security & Emergency Management
- ◆ Department of Health & Human Resources
- ◆ Department of Transportation
- ◆ Department of Veterans Affairs
- ◆ State Treasurer's Office
- ◆ State Auditor's Office
- ◆ Humanities Council
- ◆ Habitat for Humanity
- ◆ Volunteer West Virginia
- ◆ And More

SPECIAL PRODUCTIONS

- ◆ **2016 State of the State Address**
 - ⇒ Teleprompter & Technical Support
- ◆ **WV Library Association Conference**
 - ⇒ Recorded and distributed classes and instructional presentations to libraries
- ◆ **Public Service Announcements**
 - ⇒ Recorded and distributed PSAs from the Governor, First Lady, DNR, & the American Heart Association
- ◆ **The History of Cass**
 - ⇒ Produced a feature on the Cass Railroad and the town of Cass for the WV DNR



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