



**WEST VIRGINIA  
LIBRARY COMMISSION**

# 2008 Annual Report



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**Libraries... Bringing the World to West Virginia**

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# MESSAGE FROM THE SECRETARY

J.D. WAGGONER

As I begin to write today the news media is describing the state of the economy as the worst since the 1930s. When dire predictions are splashed across front pages, it becomes easy to say we must cutback and reduce spending, especially government spending. The vast majority of dollars supporting public libraries are tax dollars. So why not cut that funding? The “why not” is simple. During difficult economic times the use of public libraries increases and the need for library services grows.

With less expendable income the public looks to the library for educational and recreation needs. The library does not take the place of commercial businesses but it gives to citizens strapped by fluctuating fuel prices, escalating utility bills, and ballooning mortgages an avenue to a better quality of life. The public libraries of West Virginia have broadband Internet access. In a state like ours that hovers near the bottom nationally for access, the library gives the opportunity to every citizen. When home budgets preclude the purchase of print materials, the library provides current titles for research or just that latest best seller. While predictions for the role of libraries in the light of new technology were initially depressing, the reality is a growth in circulation in libraries. The circulation growth covers all formats, both print and electronic. Libraries, as they always have, are providing materials to assist students in study, research and test preparation. The difference may be instead of handing the library patron a paper study guide, the student is pointed to a web site and provided assistance in using it. Access to this web site requires costs for equipment, staff, telecommunications, and the database itself. No search engine will lead the student to this resource because most intellectual properties are not “free.” The West Virginia Library Commission, using state, federal, and private funds, ensures that every West Virginian, regardless of whether they have a computer and high speed Internet access at home or not, has access through the local public library.



Between the covers of this publication you will read about a wide variety of programs delivered by the West Virginia Library Commission. The programs are important because they expand the local library’s ability to serve the citizen. I encourage you to read about each one. However, the goal of every program is to enhance and expand the local public library’s ability to deliver services to its community.

West Virginia has a difficult economic history full of challenges for the state and its citizens. The challenge of adequate library funding does not just limit libraries, it limits all of our citizens. While state tax dollars going into libraries rank sixth among the 50 states, local tax dollars rank 50<sup>th</sup>. If West Virginia is to provide education and economic development opportunities for its citizens, this statistic must change.

In 2007, the Legislature approved a revision of the Library Commission Administrative Rule. The Rule governs the distribution of state funds to libraries. The revised Rule includes a match requirement for local government. To receive state dollars the local government must also provide funding. Realizing the pressure this puts on local libraries, the Library Commission put this requirement on a future clock. Libraries were given three fiscal years to raise the funds for the match. The clock is ticking down and still West Virginia remains at 50<sup>th</sup> in the nation in local support of public libraries. The Rule change is not intended to punish or diminish libraries. The purpose is to provide an incentive for increasing local funding and results are being seen. Several County Commissions have stepped up to the challenge. Local levies have been passed. Yet still West Virginia’s libraries are struggling.

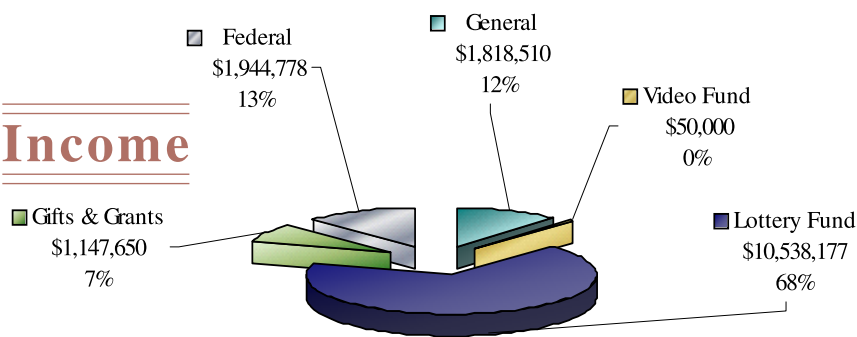
As you read about the West Virginia Library Commission programs, think about your local library. The agency describes a statewide view but how is the library doing in Chapmanville, Huntington, Pine Grove, Keyser or Sutton? There are 97 library systems made up of 173 facilities. The libraries are in our largest and smallest communities. They serve every person that walks through their doors, regardless of economic status, regardless of educational attainment, regardless of age, regardless of research needs, and they usually provide service that exceeds the expectations of the user. Many libraries are trying to maintain these services while they pay their staff minimum wage and squeeze every dollar to get one new best seller or that title for the social studies fair. Ranking 50<sup>th</sup> in the nation in support of these valued and trusted public institutions is more than an embarrassment. Adequate funding of public libraries is a fundamental right for our citizens. If you haven’t already done so, visit your local library. Get acquainted with the wide range of services offered and ask how you can help. Help our libraries invest in the future for all of us.

# ADMINISTRATIVE SERVICES

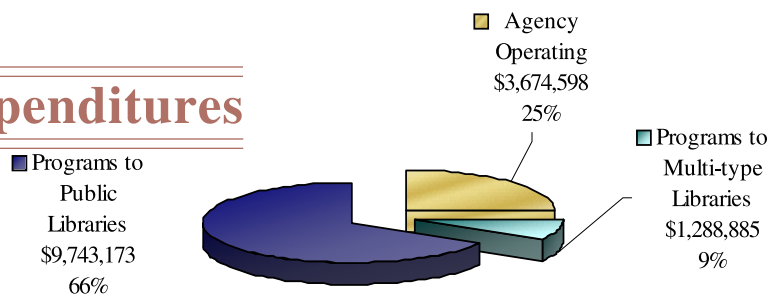
DENISE SEABOLT, DIRECTOR

## FISCAL YEAR 2008 ALL FUNDS

### Income



### Expenditures



The Administrative Services division distributes state and federal funds in order to underwrite, support, and expand library and information services to West Virginia citizens.

The Division prepares funding appropriation requests and expenditures schedules to evaluate and allocate the agency budget and works with all agency divisions to meet the requirements of state and federal funding. The division meets all financial and administrative reporting requirements mandated by the Executive and Legislative branches to maintain and support all agency programs. Administrative Services staff works closely with all divisions in the agency in seeking grants as well as implementing and administering the successful applications.

The division also supervises the Building Services, Television Studio and Clearinghouse programs for drug education and tobacco prevention.

Administrative Services administered the Library Commission's \$15.5 million budget. The funding is made up of \$1.8 million in General Revenue, \$1.9 in Federal funds, \$10.5 million from Lottery funds and \$1.3 million in gifts and grants.

Major program areas are Grants to Public Libraries, the InfoMine Statewide Library Network, Services to Libraries and Special Projects. The distribution of grants to public libraries enables the libraries to maintain staff, purchase materials and meet other operating costs. If the distribution is not completed in a timely manner, there is an immediate impact in the libraries' abilities to meet their obligations.

The Administrative Services Division employs a state E-Rate Coordinator who is responsible for the training, coordination and daily assistance to public libraries statewide regarding the Universal Service Discount program. This service is critical in a state where fewer than one third of the citizens have computer access in their homes. The Coordinator attends yearly train-the-trainer sessions conducted by the Universal Service Schools & Libraries Division (SLD). Upon completion, the Coordinator provides statewide training to all public libraries. The training provides libraries with all materials and information needed to process the current E-Rate funding year. An E-Rate listserv is maintained to keep all public libraries informed of current program updates and information as well as posting up to date changes and deadline

reminders. The West Virginia Library Commission homepage has an E-Rate Information link to the SLD for libraries as a reference tool. The website also posts an "E-Rate Cycle Calendar" to provide a visual for librarians who ask themselves "where am I in the process or what should I be doing now?" Public libraries prepare forms and fax to the coordinator for approval before the actual mailing or submission to the SLD. This measure insures accuracy of the form prior to filing and prevents the chance of commitment denial or delayed processing by SLD.

### PROGRAM OUTCOMES

**Grants to Public Libraries**  
**\$7,348,884**

**Service to Libraries grants**  
**\$500,000**

**Special Projects grants**  
**\$578,100**

**Other support grants to public libraries**  
**\$1,316,189**

# ADMINISTRATIVE SERVICES

DENISE SEABOLT, DIRECTOR

### Universal Service E-Rate Program

- 77% participation for plain old telephone service (POTS) for a total reimbursement of \$121,680 to public libraries statewide.
- 100% participation for Data Circuit and Internet services for a total reimbursement of \$590,978 leveraged to support the Infomine Statewide Library Network.
- 100% participation for agency telecom for a total reimbursement of \$10,912.

### Building Services

- Fleet vehicles traveled 86,868 miles to support Commission programs.

### Tobacco Prevention & Radar Clearinghouse

- The Tobacco Prevention Clearinghouse distributed 257,830 items.
- 67,033 went to other grant holders with the Division of Tobacco Prevention.
- 190,797 items sent to various health care providers, doctors, teachers, libraries and other concerned individuals.
- A majority of the educational items sent from the Clearinghouse were requested by the school system for use in the classroom or other educational functions. The educational materials were also exhibited at various events around the state such as the Albright Power Station Health Fair and Tobacco Free Day held at the State Capitol.
- The RADAR Clearinghouse distributed 81,000 pamphlets, 3,767 posters, 32,280 activity/comic books and 44,516 educational incentives that included pencils, fortune cookies, drug awareness bands, bookmarks and stickers.
- The items were sent to schools, churches, prisons, libraries, hospitals and other organizations as well as concerned individuals. We also sent out items to schools in West Virginia for Red Ribbon week. This celebration occurs the last week in October. During this time we distributed 146,977 ribbons, 30,618 activity books and 14,830 pencils. We also exhibited at the West Virginia State Fair, Share the Vision Conference and other events throughout the state.

### FY 08 LSTA Grants

#### COLLECTION DEVELOPMENT

- Cowen PL
- Craigsville PL
- Hampshire Co. PL
- Kanawha Co. PL
- Keyser-Mineral Co. PL
- Martinsburg-Berkeley Co. PL
- Rainelle PL
- Summers Co. PL
- Upshur Co. PL
- Webster-Addison PL
- Wyoming Co. PL

#### OUTREACH

- Pioneer Memorial Library
- Pocahontas Co. Free Libraries
- Ronceverte PL
- Shepherdstown PL
- South Charleston PL
- Summersville PL

#### READING PROGRAMS

- Belington PL
- Martinsburg-Berkeley Co. PL
- Cabell Co. PL
- New Haven PL
- Dora B. Woodyard Memorial Library
- Brooke Co. PL
- Doddridge Co. PL
- Bridgeport PL
- Craft Memorial PL
- Tygart Valley Community Library
- Belington PL

#### PROGRAMMING

- Bridgeport PL
- Cabell Co. PL
- Greenbrier Co. PL
- Hamlin-Lincoln Co. PL
- Pocahontas Co. Free Libraries
- Ronceverte PL
- Tygart Valley Community Library

#### TECHNOLOGY

- Allegheny Mountain Top PL
- Buffalo Creek Memorial Library
- Cabell Co. PL
- Hardy Co. PL
- Keyser-Mineral Co. PL
- Mason Co. PL
- Moundsville-Marshall Co. PL
- Nutter Fort PL
- Piedmont PL
- Rupert PL
- Sistersville PL
- Webster-Addison PL
- Wyoming Co. PL

# LIBRARY TELEVISION NETWORK

MARK LANHAM, SUPERVISOR



The West Virginia Library Commission's Library Television Network (LTN) produced over 212 shows in an 11 month period. A new program series was started this fiscal year called the *Collegiate Series Performances & Lectures* hosted by the Division of Culture and History. The staff produced 13 of these special productions over a seven month span which aired on the Library Television Network channel several times and included being broadcast on six affiliates around the state.

LTN increased coverage area with another new affiliate and a national outdoors website. Comcast Cable Company in Jefferson County has approximately 10,000 households for their coverage area on channel 13 for seven hours of LTN's programs each week.

*MyOutdoorsTV.com* a new internet television network which streams the largest collection of outdoor videos available airs the Library Television Network's *Your DNR* show hosted by the Division of Natural Resources. The new network has more than 80 well known outdoor television shows including video from state agencies in Ohio, Alabama, Tennessee, Texas and California as well as several other states. The DNR will work with the studio and continue to send new shows as they are produced.

LTN purchased a new DVD video recorder that allows direct recording of the channel's on-air feed. With this unit in place, the studio is able to provide DVD copies of the daily broadcast schedule to their affiliates around the state. Six of the affiliates are receiving DVD copies instead

of VHS tapes. Production and shipping costs are reduced plus the affiliates do not have the cost of sending tapes back to the studio.

Several different Public Services Announcements were produced throughout the year including the *wvinfo depot.org* spot that promotes the on-line service to the public through the means of advertising on statewide television distribution. The Governor's office requested several PSA tapings for Governor Joe Manchin and all were distributed to television stations for airing around the state. There were 20 video messages taped for events that the Governor and/or the First Lady could not attend due to scheduling conflicts which included a spot for the Pete Dye Classic tournament for the Golf Channel.

LTN produced a special DVD video for the Kanawha County Solid Waste Authority called *Using Good Stewardship for a "Greener" Kanawha County*. The 18<sup>1/2</sup> minute video was designed to educate and motivate the public to recycle and to get involved with keeping Kanawha County clean. They are currently distributing them around the county at various events and schools.

Library Television Network co-produced the Annual Farm Tour video with the West Virginia Conservation Agency. This is the third year that the studio has assisted them with this project which is given out to all of the participants.

Actor Arlen Escarpeta one of the actors from the movie *We Are Marshall* stopped by to sit in on a full half an hour episode of the *Art Works* show hosted by the Division of Culture and History to talk about the art of acting, making it in the business

*Library Television Network received an anonymous call in January from a woman who said she just wanted to know if the studio was the one that produced a show with David Clayman, PhD.. A staff member told her yes, and she said:*

***"Well, I just wanted to say thank you for doing the show. My son is an alcoholic and this show had a lot of great information and really helped me with my son's issues."***

*The production she spoke about was the Life Challenges show called "Addictions," which was taped in late November and aired halfway through the month of December. This is the type of positive feedback that the studio likes to receive because no one can dismiss this kind of comment lightly.*

# LIBRARY TELEVISION NETWORK

MARK LANHAM, SUPERVISOR

and what it meant for him to portray Marshall Quarterback Reggie Oliver. Accompanying Arlen was his manager, Jamie Cope from the West Virginia Film Office and David Fattaleh from the Division of Tourism. The show aired in September and part of October . The staff received positive feedback from several viewers.

Two-hundred DVD copies of the Department of Transportation’s 50th Anniversary West Virginia Turnpike video called *The Road to Opportunity* were placed in all of the libraries around the state. Library Development orchestrated the deal with the DOT’s office and LTN duplicated the discs and covers at no charge to the libraries.



LTN attended the West Virginia Library Association Conference to video tape workshops for distance education training. The video classes covered several levels of cataloging and gave specific instruction on how to navigate through the cataloging programs.

Governor Joe Manchin asked the Network to assist him with running his teleprompter for the 2008 State of the State address. Several members of the staff worked over 11 hours rehearsing and attending the State of the State with the Governor. The staff even assisted with setup and tear down of the teleprompter equipment in the Legislative House Chambers.

LTN's work with the Governor's Office included the production of a Mother’s Day Celebration event in the Culture Center Theater hosted by First Lady Gayle Manchin. The show aired on a WOWK station up in the northern part of the state on Mother’s Day.

Another special production was produced with the Division of Natural Resources for a safe driver training program called *The Do’s & Dont’s of Controlling your Vehicle*. The studio segments were shot, edited, mastered to DVD and a digital copy was provided for distribution over the internet for staff training.

*“I find it difficult to express adequately in words the beauty and fluidity of your 'Tour of the Mansion at Christmas.' It just flows, and the way the trees, ornaments, and all of the decorations are captured on camera is breath-taking.*

*The conversation and the movement from room to room seems so natural—at the time, I felt pretty nervous and stiff! Obviously, you know exactly when to zoom in and out to best capture the moment. In addition, the questions you raised and the opportunities you gave for me to expound on the history and traditions seem to 'just happen'.*

*I realize more than ever that is about being a true craftsman in your profession that create and captures these moments in time for posterity in such an artistically accurate and complimentary way. It was indeed an honor and pleasure for me to be a part of this tour. However, it is the way you captured the elegance and colors through the eye of the camera and the lighting that gives it life and breadth—indeed, a team effort of each of you individually and collectively.*

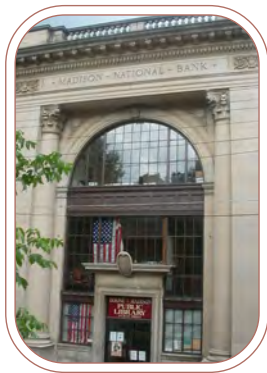
*Thank you for allowing me to be involved, but more importantly, thank you for sharing your talents, AND the mansion, with West Virginians all across the state! Again, Joe and I appreciate what you do for this state and look forward to continuing these efforts in 2008!*

*Warmest Regards,  
Gayle C. Manchin  
First Lady of West Virginia*

# LIBRARY DEVELOPMENT SERVICES

KAREN GOFF, DIRECTOR

Library Development activities encourage and assist the continuous improvement of library services. Encouragement comes in many forms. The easiest of these is celebration. This year, Library Development celebrated when a beautiful new library opened in Lewisburg and when the Boone-Madison Public Library was placed on the National Register of Historic Places.



Annually, the Library Commission purchases a collection of West Virginia books and other materials for public libraries. This year's collection included *From Coal Fields to Oil Fields and Beyond* by Sylvester C. Myers, *My Father's Speech* by Katherine Cottle, *Strange as this Weather Has Been* by Ann Pancake, and videos on the history of the State Capitol and the West Virginia Turnpike.

A combination of LSTA and state funds, expands the scope of library services by providing every academic, public, and school library in the state access to a package of online databases. This year, the Library Commission added two new interfaces for all libraries. *Consumer Health Complete™* and *Points of View Reference Center™* address two critical needs in West Virginia, health and education. *Consumer Health Complete™* supports health information needs and fosters understanding of health-related topics. *Points of View Reference Center™* consists of essays that present multiple views of current issues. It provides students a basis to develop persuasive arguments, better understand controversial issues and develop analytical thinking skills. To assist public libraries enhance services to recreational readers, WVLC added access to *NoveList®* and *NoveList K-8®*. These powerful databases help librarians create book discussion guides and annotated book lists, and answer questions like "what do I read while waiting for John Grisham's new book?"

A promotional campaign for the statewide databases placed ads on the radio broadcasts of high school football games in the fall and on radio news broadcasts in the spring. This effort resulted in more than 5,000 total statewide announcements. In the midst of the fall campaign, a comparison with the previous year's usage statistics showed an increase of almost 10,000 searches. An analysis of overall usage indicates that the most popular databases are *MasterFILE Premier*, which provides full text for 1,750 general periodicals, and *Newspaper Source*, which provides cover-to-cover full text for 35 U.S. & international newspapers.

Meetings and workshops were offered to assist libraries meet the requirements of the new Library Commission *Administrative Rule* that went into effect July 1, 2007. These included six regional meetings to discuss local funding issues and two workshops on planning. The provision of pre-paid online classes helped libraries meet the new continuing education requirement for directors and full time staff.

Examples of assistance resulting from Library Commission partnerships with other state agencies include the distribution of 125,000 state tax forms and 202,000 Read-to-Me stickers, and participation in the State Fair display and *Imagination Library* project sponsored by the Department of Education and the Arts.



Top-Boone-Madison Public Library Main entrance  
Bottom- New Greenbrier County Public Library in Lewisburg

Other forms of encouragement are more difficult. Library directors, staff, and trustees seek advice on hiring and firing, funding, dealing with irate patrons, fixing leaking roofs, and more. Library Development Consultants advise, visit, research, and teach. During 2008, the Library Development staff logged 3,692 contacts, 72 site visits, and 69 workshops for 1,107 attendees.

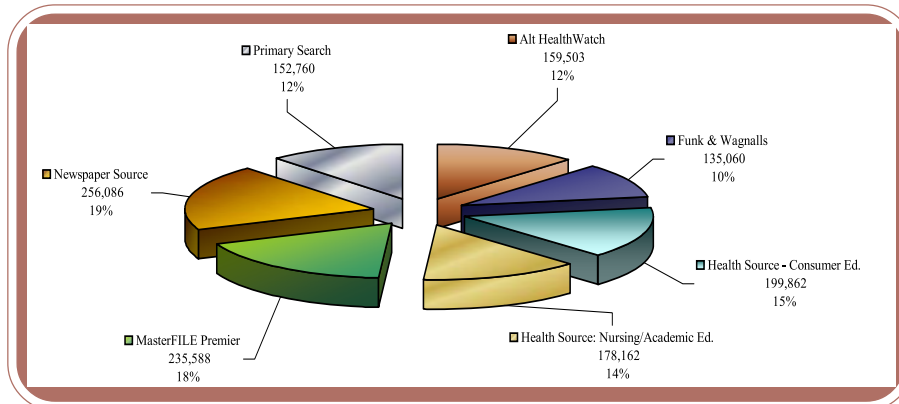
Sometimes encouragement includes direct assistance. In March 2008, the Library Commission awarded more than \$100,000 in grants to libraries across the state. The funds were made available through the Federal Library Services and Technology Act (LSTA) administered by the Institute of Museum and Library Services (IMLS) and the West Virginia Library Commission. Monetary grants were awarded in the areas of Collection Development, Outreach, Programming, Reading Promotions, and Technology. In addition, several libraries received equipment grants to provide patrons with wireless Internet access.



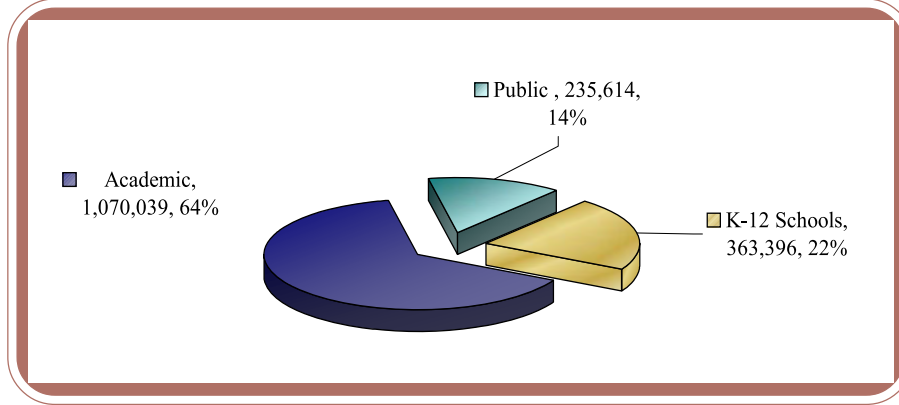
## LIBRARY DEVELOPMENT SERVICES

KAREN GOFF, DIRECTOR

### Database Usage



### Database Users



### Adult Services

West Virginia ranks second in the nation in the percentage of population 65 years old and older. The WVLC Adult Services program works with libraries, state agencies, and public and private organizations to advise public libraries on programming and materials that meet the needs of adults. Many adults need to improve literacy skills. The skills needed to be literate go beyond reading as information and technology increasingly shape our society. Two ways WVLC assists in raising these skills are by promoting the use of *LearningExpress Library* and by annually designing and distributing a poster to celebrate September as West Virginia Literacy Month. *LearningExpress Library*, part of the package of state wide databases, is a comprehensive, interactive online learning platform of practice tests and tutorial courses designed to help patrons—students and adult learners—succeed on academic, employment, and licensing tests. In 2008, 14,977 West Virginians used *LearningExpress Library*.

Diabetes is a major health problem among West Virginia's adults. A partnership between WVLC and the West Virginia Diabetes Association placed two up-to-date titles on the disease in each public library.

Not all adult programs address problems. Some just enlighten. This year, in conjunction with the West Virginia Center for the Book, Adult Services embarked on a very successful contract with Gretchen Laskas, author of *The Miner's Daughter*, a novel set in Depression era West Virginia. The Library Commission paid for Ms. Laskas' honorarium for ten library programs. Enthusiasm for the project was evidenced by the almost immediate scheduling of all ten. The program evaluations were overwhelmingly complimentary toward Ms. Laskas and the program itself. Many librarians have firmly expressed a desire for more of this kind of programming.

Collaboration with West Virginia Public Broadcasting encouraged libraries to develop programs based on the broadcast of *The War* directed by Ken Burns and Lynn

The Spanish Language Outreach Program, funded with a grant from the Bill and Melinda Gates Foundation, provided training for librarians and Spanish language community programs. In addition to the training workshop, WVLC used funds from the grant to purchase Spanish language titles for a rotating collection that public libraries can use to meet the information and recreational reading needs of local Spanish language communities.

# LIBRARY DEVELOPMENT SERVICES

KAREN GOFF, DIRECTOR

Novick. *The War* is the story of four American towns and how their citizens experienced World War II. Program support materials were mailed to all public libraries and to book discussion groups. The popularity of the Book Discussion Group program continues to increase. In 2008, the program distributed 316 titles to 4,740 people in the 52 book discussion groups.

Working together with the State Treasurer's Office WVLC placed *The Game of Life*, a financial literacy board game, in all public libraries. Participation on the Martin Luther King, Jr. Holiday Commission placed the annual commemorative booklet in each public library, and a partnership with the West Virginia Department of Transportation provided every library a book and DVD titled *Crossings; Bridge Building in West Virginia*.

## Communications

The Communications staff keeps the library community aware of Library Commission activities, grants, and requirements through a bi-weekly *Bulletin* that is emailed statewide, designs posters for the annual recognition of National Library Week, Literacy Month, and West Virginia Children's Book Week, and provides libraries with quality marketing and graphic designs not readily available with limited local budgets.

LSTA Summer Reading Enhancement grants generated several requests for design assistance. Designs were left entirely to the discretion of Communications, so in an effort to provide options, several designs were created for each request. Said one library director, "Your direction is great...I like something about all of them. ...Ok, now that I have waffled enough, I think I might like the top one the best!!! You have done too good a job." In the end, the director had all four designs printed on single sheets of paper, giving her the best impact and a rotating stock of bookmarks to appeal to various patron interests.

Communications staff was invited to present a workshop for staff at a southern West Virginia library. The workshop included a tour of the building to remark on effective/ineffective displays and a brief PowerPoint with design/display guidelines, after which, attendees began to create their own "bulletin boards" using the information gained from the workshop. In a follow-up message, the director

said, "I really appreciate you coming to the library and doing a presentation on displays of all types. Several staff members are already putting into practice some of your suggestions. They even cleaned up the circ desk without me reminding them... I had never thought about using tabletop materials before. We are planning to advertise some of our programs this way. Thanks again for all your help and valuable information".

This year, Communications staff met with the essential communications staff of other agencies under the umbrella of Education and the Arts. This partnership promotes sharing of resources, ideas, and projects to make the best use of the citizens' tax dollars. It helps eliminate duplicating other agencies' programs as well as forging new alliances to tackle obstacles such as costly marketing materials, distribution of information, and media coverage areas.

*I wanted to send the world's biggest 'THANK YOU', to the West Virginia Library Commission for the work done to make the Learning Express Library features available from home...*

*I recently had a student in our Literacy Program who was a mother of six... Her husband suddenly became disabled and it fell to her to take the reins and provide for her family. ..*

*She had no job skills, she lacked a GED, but, she had the will to do this, her faith, and her home computer going for her. She faithfully hung in there for 3-hour tutoring sessions, cranked up her computer in the wee hours of the morning when the kids were asleep and spent many hours using your wonderful system.*

*She applied for our pre-GED program. We accepted her immediately. When she started in September of 2007, she could barely do 5<sup>th</sup> grade math. She aced her GED tests in May... So – just a big, big, THANK YOU to all, and, thank you personally for bringing it to us in Literacy West Virginia. It was most needed and appreciated. "*

*~~Ardie Post, Tyler County Literacy Council~~*

## Library Operations

This program provides a safety net for library directors and trustees who need advice on state regulations, personnel issues, financial management, and other challenges encountered in day-to-day library operations. Sometimes the advice is sought, sometimes it is offered through workshops and conference presentations. Other times, the need for advice becomes apparent during site visits or through the review of board minutes, annual reports, grant applications, and other forms.

# LIBRARY DEVELOPMENT SERVICES

KAREN GOFF, DIRECTOR

Library Operations support requires a broad range of library knowledge, the ability to spot potential problems, attention to detail, and an inexhaustible supply of patience and understanding. Several new requirements of the Library Commission Administrative Rule presented additional challenges. For the first time, all libraries had to submit copies of board minutes to the Library Commission or a Service Center library. As expected, several library boards had to be encouraged to meet at least four times annually. New requirements concerning continuing education, long range plans, hours open, policies, and budgets kept the Library Operations Consultant on the phone and on the road. During 2008, she did 30 site visits and logged more than 1000 contacts.

To assist libraries with the development of long range plans, the Library Operations Consultant coordinated the presentation of two multi-day planning workshops for directors and trustees. The first workshop in September attracted 37 attendees and the second workshop in March attracted 50. Attendees left the workshops with more than enough tools to complete the planning process. Several immediately scheduled community meetings to identify the needs of current library users and to determine ways to attract new users. Another very successful series of workshops addressed writing strong Library Services and Technology Act grant proposals and implementing the funded projects.

**Research and Statistics**

The Library Commission annually collects data from academic, public and special libraries and compiles it into a *Statistical Report* that is both printed and posted on the web site. This data is also used to complete required Federal reports, to create customized reports for individual libraries, and to analyze trends in funding, expenditures, and services. Prior to collecting the data two workshops were held for those new to the online survey. In reaction to soaring gas prices, these workshops were presented using web conferencing technology. Neither the attendees nor the presenters had to travel. This delivery method was well received. Usual attendance at on-site version of this annual workshop has been five or six. Attendance at the web workshops totaled twenty.

This year, to assist libraries develop strategic plans, the Research and Statistics librarian compiled spreadsheets for each public library comparing funding and service data from the most recent five years. Also in 2008, the West Virginia Library Commission conducted its biennial salary survey of academic and public libraries in the state. Survey forms, asking directors to report salaries and benefits as of January 1, 2008 were e-mailed to the directors of 97 public library systems and 26 academic libraries. The response rate from the public libraries was 100% but the response from academic libraries was insufficient for reporting purposes resulting in the *2008 Library Salary Survey Report* including public libraries only. Salary ranges, mean and median salaries and benefits for eight library positions are reported by operating budget and service population ranges.

ALL PUBLIC LIBRARY DIRECTORS		
<b>SALARY (97)</b>		
<b>Minimum</b>	\$6,131	
<b>Maximum</b>	\$95,000	
<b>Mean</b>	\$27,373	
<b>Median</b>	\$22,000	
<b>BENEFITS (97)</b>		
	<b>Yes</b>	<b>No</b>
<b>Paid Vacation</b>	88	6
<b>Paid Sick Leave</b>	83	11
<b>Retirement</b>	59	34
<b>Health Insurance</b>	62	31
<b>Portion Paid by Library</b>	60	31

**Youth Services**

This was West Virginia’s second year as a member on the Collaborative Summer Library Program. Last year, summer reading manuals were purchased for each of the 97 main libraries. Due to the popularity of the materials, this year’s order was increased to 120 to more easily accommodate multiple branches. At the West Virginia Library Association Children’s Roundtable meeting at Spring Fling in April, the members voted to continue our membership on the Collaborative. The Youth Services Consultant presented workshops to introduce and explain the new

# LIBRARY DEVELOPMENT SERVICES

continued

summer reading themes and materials. WVLC also produced theme related book lists and resource information which was posted on the Youth Services page of the WVLC website, sent out in the *WVLC Bulletin* and mailed out to the Youth Services e-mail list. To encourage libraries to plan their summer reading programs early, Youth Services announced an “early bird” ordering contest where the first ten libraries to place their materials order received a *Catch the Reading Bug* banner or apron.

When the Department of Education and the Arts asked the Youth Services Consultant how it could help promote reading programs for children and young adults, she suggested materials grants. As a result, four libraries each received \$1,000 worth of children’s paperback books from Scholastic Publishing. They could add the books to the library collection and/or use them for reading incentives and prizes. Libraries receiving the Education and the Arts grants were Louis Bennett Public Library, Weston, Summersville Public Library, Summersville, Nutter Fort Public Library, Nutter Fort, and Webster-Addison Public Library, Webster Springs.

For many years, the Lois Lenski Covey Foundation has annually donated more than 1,000 books for distribution to West Virginia libraries. Because of the death of the long-time administrator, the Commission did not receive books during 2006. Following a review of the Youth Services Consultant’s report on how WVLC used the materials to benefit small, rural libraries, the Foundation board decided to continue sending the material. In February of 2008, WVLC received not only the 2007 allotment, but also the 2006 allotment totaling 2,790 books with an estimated retail value of \$120,000. Summer interns packed books remaining from previous years for immediate distribution and unpacked and shelved the new books in anticipation of future distribution to eligible libraries.

In this fiscal year, 1,845 books at an estimated retail value of \$20,435 were sent to 22 libraries throughout the state. These included Spanish language and/or culture books to Martinsburg and the Eastern Panhandle to serve their growing Hispanic population. Special collections of materials of African-American interest were distributed to McDowell County and Piedmont libraries.

## SUMMER READING :

### CATCH THE READING BUG & METAMORPHOSIS



Ilyana Perez, age 4, moves in for a closer inspection. *Cabell County*



Unidentified teen deeply absorbed in her book. *Monongalia County*

# WEST VIRGINIA CENTER FOR THE BOOK

KAREN GOFF, COORDINATOR



The West Virginia Center for the Book, an affiliate of the Center for the Book in the Library of Congress, is hosted by the West Virginia Library Commission in partnership with the West Virginia Humanities Council.

## Black History Month Celebration

Activities of the Center expanded in 2008 with the addition of the Black History Month Celebration. On February 9, 2008, more than 50 people attended the celebration at the Cultural Center. Dr. Ancella Bickley, author, playwright, and retired President of Academic Affairs at West Virginia State University, was the keynote



speaker. Her presentation, titled "My Personal Odyssey; Experiences of a West Virginia Black Woman Scholar and Author", honored reading, the love of books, and a lifelong appreciation of libraries.

Another speaker, West Virginia literary scholar Gordon Simmons, neatly tied the West Virginia Center for the Book's 2007 *One Book, One West Virginia* selection, *Colored People* by Henry Louis Gates, Jr. to integration, segregation, and the art of writing.

## West Virginia Children's Choice Book Award

Another new program of the West Virginia Center for the Book is the West Virginia Children's Choice Book Award. This was the first year the Commission administered the



program which has been in place since 1981. A list of fifteen books was developed by the Youth Services Consultant. To be eligible for selection, a book must target children in grades three to six, be published in the last three years, and have literary merit. The titles are not required to have West Virginia or Appalachian themes. The list

of nominees is sent to public libraries, and to public and private schools with the inclusive grades. The votes of the children are tabulated in May of each year.

## WEST VIRGINIA CENTER FOR THE BOOK CELEBRATES BLACK HISTORY MONTH



Top Left-Norman Jordan, Internationally Recognized Poet;  
Bottom Left-Ken Hechler, Public Servant & Author  
and Dr. Ancella Bickley, Author & Featured Lecturer;  
Right-Norman Jordan, Local Author



Top Left-Theresa Burriss, Contributing & Senior Editor of  
PLUCK: The Journal of Afrilachian Arts & Culture  
Top Right-Gordon Simmons, W.Va. Literary Scholar  
Bottom-Mike Sublette, Vendor

# WEST VIRGINIA CENTER FOR THE BOOK

CONTINUED

## 2008 West Virginia Children's Choice Book Award Winners

### ~First Place~

Witch Catcher by Mary Downing Hahn

### ~Second Place~

To Keep to the South Manitou Light by Anna Egan Smucker

### ~Third Place~

Rules by Cynthia Lord

## Letters About Literature

Letters About Literature continues to be the premier activity of the Center. All 88 students whose essays were selected for state level judging were honored at the annual recognition ceremony in the Cultural Center Theater during National Library Week. This year's featured speaker was Gretchen Moran Laskas author of *The Miner's Daughter*. Students receiving Top Honors awards were Laken Autry from Mercer County, Alexandra Flanigan from Monongalia County, and Rachel Hoffpauir from Wetzel County.

The popularity of the contest and the prestige of the event increases each year. In addition to specialized Letters About Literature press releases for top award winners, a general, all inclusive release is issued to every state paper.

*"Much like you, I've spent my childhood surrounded by women. They've been my most intelligent mentors, my most compassionate confidants, and my most honest critics. I can see how growing up in a similar way could greatly affect your writing—it's like adding a certain spice to a bland recipe, the difference is enough to make a seemingly plain dish into something savory and unique."*



Taylor Landrie to Kate Chopin, author of *The Awakening*. Pictured here with Author Gretchen Laskas.



## LIBRARY SERVICES

MARY HOGUE, MANAGER

**A quick look**

This year's migration to a new integrated library automation system brought major changes for both staff and patrons. The staff had to make many implementation decisions and learn many new procedures but, as a result patrons have better access to library materials, can keep tabs on what they've checked out, request items for hold, and keep track of titles they want to read. More features will be brought up throughout the upcoming year.

Statistics show that:

- The number of on-site users increased 10.5%.
- There were 16,512 logins to E-reference resources.
- Circulation remained steady.
- 991 patrons were registered or re-registered in the new system.
- Reference desk statistics increased slightly.

**Interlibrary Loan**

This year Library Services expanded service for libraries throughout the state and nationwide by subscribing to *OCLC WorldCat Resource Sharing*. This enables the WVLC Reference Library to more easily locate materials in libraries throughout the world. Out-of-state lending and borrowing leaped from 2 or 3 requests each year to dozens this year. WVLC now regularly lends to libraries in Ohio and Virginia, and have filled requests from eight other states.

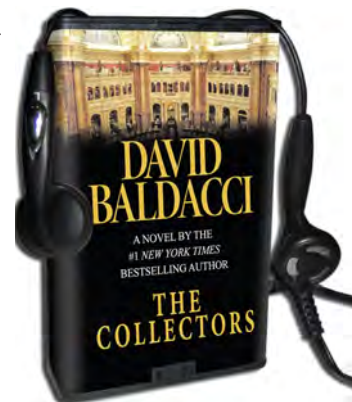
**Outreach to State Government**

A major role of the Library Commission is to provide information services to state government. This year the West Virginia Development Office (WVDO) had several research requests. The WVDO needed to develop contacts with business and professional leaders in Wisconsin and Illinois who had ties to West Virginia. Using various biography and business databases, Library Services staff created several relevant lists that met the needs of the Development Office.

**Working with Other Libraries**

Throughout the year Library Services staff also shared service and collection development expertise around the state, working with librarians on 84 various issues. One of these services involved developing rotating collections of Playaway audio books. These small, self-contained audio books – about the size of a deck

of cards with earphones – are popular for their portability and ease of use. The average cost of \$55 for Playaways is significant for most libraries. With this in mind, the Library Commission built a collection of 456 Playaways, comprising more than 300 separate titles, to lend to libraries throughout the state. The rotating collections give libraries the opportunity to evaluate demand for this format before investing a portion of usually inadequate materials budgets. Five libraries participating in the Playaway program proceeded to build their own collections. In addition to the Playaway collections, Library Services also distributed 984 audio books in CD and cassette format to thirteen libraries, and 105 hardbound books to one small library.



A little known gem of the Library Commission's collections is the 16mm Film Collection. It consists of nearly 2,000 diverse titles – many of which have yet to be transferred to DVD or videotape format. From short cartoons to feature-length films, industry promotional films to cutting-edge documentaries, and both foreign and domestic films, it is one of the few film collections that is available for interlibrary loan. Some of the most compelling films are the portraits of West Virginians and of the Appalachian region's culture, commerce, history, and environmental issues.

Films have been lent to a major broadcasting company for news program research and to a western university for their coal-history symposium. By far, though, the major borrowers are West Virginia libraries and institutions for programming. One librarian said, "The kids just won't sit still for a video on TV – no matter how big the screen. Films though? They're captivated." Our primary borrower is a north central West Virginia health facility that shows films at senior citizens' programs. In FY 2008 the Reference Library lent 62 16 mm films.

# TECHNICAL SERVICES

HEATHER CAMPBELL, MANAGER

The Technical Services Department is a Special Forces unit of the West Virginia Library Commission, also known as The Agency. The exact identities of the individuals who make up this unit are highly classified, although their work is known throughout The Agency.

Migration from the legacy integrated library system (VTLIS) to a modern, fully functional integrated library system (Voyager) dominated the activities of The Department for most of the fiscal year. This migration affected operation in both the Library Commission and the Archives and History Library, whose catalog of materials is also hosted on the shared system. The migration madness began with a two-day orientation at the automation vendor's headquarters in Chicago and ended in celebration in the Great Hall.

## In-between orientation and celebration:

- Equipment setup. Network Services, especially the Network Services Director, played a crucial role in the setup of the new server, attending numerous online meetings and training sessions, setting up the new system on staff computers, and constantly troubleshooting
- System setup. The system actually required two setups. The "training database" enabled Library Commission and Archives staff to test the settings. Once tested, and/or modified, another setup installed the production or "live" database for staff and library patron use.

- Training and more training. And then some more, just in case. For the implementation, the train-the-trainer method was used to train Implementation Team members on how to use each of *Voyager's* separate modules.

Once trained, Team members distributed information and trained staff of both libraries. Additional training involved server maintenance, interlibrary loan, and acquisitions. Follow-up training was provided for all departments and staff as needed.

- Online catalogs. With more assistance from Network Services, the Technical Services Manager worked on setting up online catalogs for the Library Commission and Archives.
- New interlibrary loan product. To further meet the needs of users the Library Commission subscribed to *OCLC WorldCat Resource Sharing*, a web based interlibrary loan (ILL) product and joined an ILL consortium *Librarians Very Interested in Sharing (LVIS)*. This consortium comprises libraries across the U.S. that all agree to not charge other members for material loans.

"Mission Impossible: Accomplished" was the 2008 theme for Technical Services. The staff not only survived the implementation of the new system, but embraced the changes with an enthusiastic and positive outlook.

Promoting, Assisting, and Supporting the Development of Library Services

**WEST VIRGINIA LIBRARY COMMISSION**

## WVLC Online Catalog

Online Catalog Home  
WVLC Home  
WVLC Reference Library Info  
Help and How To  
Other Resources  
WVLC ILL Portal  
Contact Us

Funding for this project is provided by the Library Services and Technology Act administered by the Institute of Museum and Library Services and the West Virginia Library Commission.

Joe Manchin III, Governor   Kay Goodwin, Cabinet Secretary Education & the Arts   J.D. Waggoner, Secretary

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# NETWORK SERVICES

HARLAN WHITE, DIRECTOR

## Major Projects

- Bill and Melinda Gates Foundation Public Access Computer Hardware Upgrade Grant-PACHUG – Year 3
- Tech Training
- Catalog Resources
- Library Support

## PACHUG

Year 3 of the Bill and Melinda Gates Foundation Public Access Computer Hardware Upgrade Grant was the number one job of the year again. Also like last year, finishing up the paperwork required lots of patience. The staff was able to complete the upgrades in record time, and again draw attention to how the job is supposed to be done.

The project was successfully completed months in advance. By the time the hardware was arriving at libraries, jobs dedicated to the next phase were already in progress; including a restore DVD. This DVD is placed in a troubled host computer so that it can be restored remotely. An applet was written so that the librarian only has to input answers to two questions leaving the rest of the process to the remote network staff.

Originally the Gates foundation rejected buying any equipment other than PCs for the PACHUG grant. After MUCH paperwork and justification, we were able to convince them of the dire need for new laser printers. The new printers will be installed during the next fiscal year.

The Network Services Director was invited to Chicago to participate in an American Library Association (ALA) case study dealing with library broadband issues. Once there, he also provided ways to measure desktop to web bandwidth issues, filtering, and firewall options. This invitation was a direct result of WVLC Network Services success in putting West Virginia libraries at the top of IT management over the years.

## Tech Training

Each year we budget as much as possible for training. This year was no exception.

Network Services staff showed librarians where router and UPS units were located at each site. The emphasis was to show them how to perform a restart after a power outage. So far this has saved numerous phone calls and weekend downtime.

The Southern area UNIX administrator successfully completed all program requirements and is now a certified Red Hat Linux technician. Unlike most IT courses, this particular certification takes years of dedication and hands on work. This is a major personal accomplishment and has already played a major role in the Statewide Library Network's successful security operations.

Network staff attended Microsoft SQL, Web, programming, personnel management, and server 2003 desktop training this year.

Staff provided technical support for the West Virginia Library Association annual and Spring Fling conferences and numerous individual library training functions. One site in particular was training provided by the WV State Police using the Weirton library network. The trainer specifically thanked the Network Services staff for such a great setup and commented that they would love to continue training there.

## Catalog Resources

After PACHUG, Library catalog issues filled the rest of the calendar.

Using Library Services and Technology Act (LSTA) funds, staff installed wireless access units in nine more (52 last year) public libraries. This program has been a huge success. Patrons can now securely "login" and sit outside or in different parts of the library and enjoy internet services on their own laptop computers.

Staff attended *Voyager* training in Chicago, and then returned to setup a new Sun Fire T2000 server with no formal Sun training. This is the machine that supports the new library automation system for the Library Commission and Archives and History libraries. The machine took weeks to burn in but has been a work horse since.

On its last year of service, the HP K220 Unix machine hosting the legacy VTLS catalog software malfunctioned -right in the middle of the VTLS to *Voyager* move. Staff acquired a HP N-box and within a day had it up and processing. The VTLS machine was officially retired June 1, 2008.

One of the reasons for going with the *Voyager* software was that both WVLC and Archives and History could host their own catalogs on the same box. This required opening tunnels between two very different networks.

# NETWORK SERVICES

CONTINUED

This program required lots of man hours and configurations, but was another successful online service in the end.

The WVLC Special Services (READS) Operating System was upgraded from Win2000 to Win2003 with Sequel.

Staff upgraded three Athena servers at three different sites. Athena is a stand alone library automation system. Time and print management software was installed at three other sites..

## Library Support

LTN ran Cat-5 cable and telephone wire through the new two story Greenbrier County Public Library in Lewisburg. Once the building was completed, LTN went back and wired all jacks and moved PCs into the new building.

Network Services staff met with staff from Archives and History and the Brooke County Public Library in July 2007, to discuss installing a server and hosting a presence at the library. This new web page honors WWII defenders of the Bataan for their great service to our country. The server and page were in service by the last week of fiscal year 2008.

Staff met with folks from the WV Humanities Council about creating a web presence and providing the first line of support for hosting the *West Virginia Encyclopedia* online. The Council endorsed the WVLC recommendations and is currently preparing the required paperwork to get this book online.

In support of all libraries statewide, Network Services staff and WVNET:

- Setup an anti-SPAM-SMTP proxy software service.
- Installed new Cisco routers at the DMZ North and South.
- Provided an applet that lets staff monitor bandwidth usage at all sites.
- Mapped all Library Commission circuits in preparation for next years MPLS move. This in itself saved us from updating the router IOS in 173 libraries.
- Re-mapped all class C addresses to accept a wireless VLAN at any WV library that was (will be) slated for wireless access.
- All PIX (firewall) entries were audited north and south and repaired accordingly.

Network Services was again without a tech in the Martinsburg area this year, and again the Charleston-based staff had to pick up the slack. On six different occasions in FY 07-08 the techs headed into that region. All six times all 20 libraries scattered across six counties were visited in just 2 days. Staff is also responsible for the Raleigh County area while that tech is on military duty. That's a total of 55 libraries; the closest being 45 minutes from Charleston, the farthest 7 hours.

Staff recreated the WVLC home page from scratch, created two separate OPAC sites, and numerous individual library sites across the state.

Working with Mission West Virginia, Network Services set up a Polycom 2-way video conferencing system to be used by the library and local schools at the Point Pleasant Library.

Network Services was able to acquire (replaced by PACHUG) XP computers that would have otherwise been sent to Surplus. These PCs along with all 65 computers previously provided with a grant from the Appalachian Regional Commission (ARC) were updated and upgraded and are being reintroduced in the libraries as staff and auxiliary public machines.

Delivering a product requires many support activities. The Internet, E-mail and a host of other online services are no different. Using online databases or getting that picture of your grandchild by e-mail requires a vast array of equipment and people, all unseen, but all expected to deliver FAST! Thanks to a two day network conference in Chicago this year, I was able to verify once and for all that West Virginia libraries are way ahead of the curve.

Some of the major issues discussed at that conference were: individual library Firewalls; CIPA filtering, bandwidth and a host of other necessities, but especially cost. Domain names, file transfer servers, E-mail, security software, hardware and software maintenance, toll free tech support, Web hosting, remote restore, not to mention the Catalog administration, equipment and support. Every state library system except ours outsourced at least one, and usually a combination of several, of these services. All of the aforementioned are provided and maintained by the WVLC at no cost to our public libraries. This, according to the other (envious) techs and moderators present, is unheard of in their library communities.

Last, all techs from 13 states scattered across America had speed related issues. This is just a sign of the times. Online gaming and chat sites eat 90% of available bandwidth. To appease these hungry monsters, we have to think upgrade and cost. Think of your bandwidth as a highway, if you add another lane speed will increase, but so eventually will traffic. In time, as trends catch on, we eventually end up where we started, but at a much higher cost.

Be assured, the West Virginia Library Commission Network Services staff continues to work with other agencies and vendors to bring the best service available to West Virginia libraries. Local libraries and local library patrons see increased services without increased costs at the local level.

## SPECIAL SERVICES

### DONNA CALVERT, DIRECTOR

The Special Services section provides certified patrons with public library materials in non-standard formats. Registered patrons are those West Virginians that can not utilize standard print due to blindness, visual impairment and/or physical impairment. Our audio collection comes from the National Library Service, Library of Congress. NLS/LC has 128 regional and subregional libraries across the nation and territories. West Virginia Library Commission, Special Services acts as the regional library for West Virginia. West Virginia has three subregional libraries at Cabell County Public Library, Parkersburg/Wood County Public Library and Romney School for the Blind. Each subregional serves patrons in its county and surrounding counties.

*“At the age of 34, an attorney licensed to practice in five states, I had a catastrophic vascular brain injury. As a result I had 60% permanent loss of eyesight and have had 22 brain surgeries. The failure of my pituitary-adrenal gland left me with little energy. I was no longer able to practice my profession at which I was quite good and unable to read my library of leather-bound literary classics. For several years I felt like I was getting stupider by the minute, that the tuition money I had spent at Harvard and the University of Michigan had all gone to waste. A huge part of my identity was gone. Then I found the talking book program. Each of my days is comprised of several hours of listening to my books. The program has gone a great way in keeping my remaining brain cells alive and some of my self-esteem intact.”* ~Morgantown female patron, in her 40’s

Special Services provides a variety of formats to accommodate the needs of the patron. The largest in-house collection is Recorded Cassettes (RC). The collection is further enhanced with downloadable digital books, large print books, descriptive videos, and locally produced magazines. While not an in-house collection, Braille service is provided to patrons through a contract with the Free Library of Philadelphia.

*“Unlike many of the special services patrons, my needs for audio books are more related to physical difficulties. My illness has made it difficult for my eyes to focus for extended periods and for me to hold printed books for the length of time necessary for reading. Being able to access audio books has made it possible for me to explore new worlds, share the experiences of a person from a different culture, learn new skills, and simply relax with my favorite authors. I now use the download services instead of the cassettes since I spend a lot of time with a computer. The lighter weight of the digital devices is better-suited to my physical abilities. The staff of the WV Library Commission’s special services section has assisted me with determining the type of service which would be best for me as well as with registering for some of the online capabilities. Please express my appreciation to the state and national leaders and others who are responsible for making this valuable service available to those who need it.”* ~Bluefield female patron in her 50’s

#### Subregional Absorption

Starting July 1, 2007, Special Services absorbed the collection and patrons of the former subregional library at the Ohio County Public Library in Wheeling. Due to space and staff restraints the Ohio County Public Library Board requested NLS to transfer services for its patrons to the regional library. Coordinating with the United States Postal Service in both Wheeling and Charleston, several large trucks delivered the collection in excess of 13,000 recorded cassettes (RC’s) to West Virginia’s regional library. Special Services staff worked to unload, sort and evaluate each title, either adding it to the collection, or offering it as excess to the NLS network libraries. Assimilation of the collection took several months. Staff immediately incorporated the former 177 subregional patrons, providing services seamlessly.

#### Braille and Audio Reading Download BARD

In October 2007, the National Library Service (NLS) expanded what had been a pilot download program for Braille and audio. Now all patrons with high-speed internet access, and an approved compatible third party portable media player with an external SD card, are able to download a daily increasing number of the National Library

Service digital titles. The Special Services Department has registered over twenty patrons who have downloaded 361 titles between October 2007 and June 30, 2008. Patrons who utilize this service enjoy the convenience of downloading their selected books on demand. These books can either be listened to on the audio player or utilized as Braille.

# SPECIAL SERVICES

CONTINUED

*“When West Virginia University professor Dr. Russell Sobel published a book this year I requested the book from the talking book library. Although the book was not available in audio my librarians did not stop with that as an answer to me. The staff went on to find that Dr. Sobel had made the book available electronically on the web. As I am fortunate enough to have a computer with internet access staff emailed me the links to the book. While I was trying to read the book with only a screen magnifier (I do not have a screen reader) library staff had still not stopped trying to make the book more easily accessible to me. Staff contacted Dr. Sobel who gave permission for them to convert the electronic portable document format of his book found on his website into a text format. This text format was then saved onto a digital memory card. The library lent me a portable digital media player which audibly played the file on the digital card. Listening to the book compared to the slow disrupted read with my computer magnifier made for a much smoother read.”* ~South Charleston male in his 60’s

## Newsline

Newspapers are delivered via the telephone or e-mailed to patrons through a subscription to NFB Newsline. As in print libraries about thirty percent of our patron subscribers utilize the

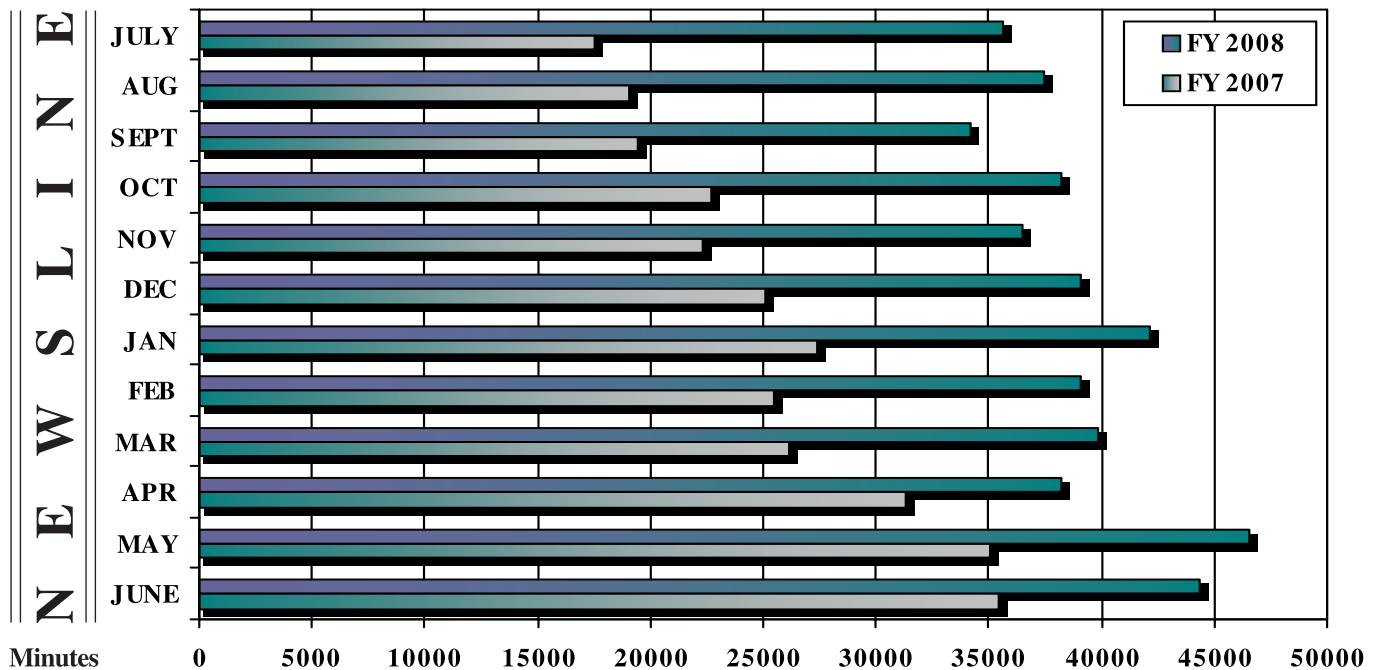
*“Newsline has enabled me to independently track the fluctuation in the stock market and make stock portfolio decisions in a timely manner. Early each morning I use Newsline to read the New York Times and the Wall Street Journal’s stock reports. I then switch to a column, written by my favorite sports writer, in the now available Fairmont Times West Virginian.”*  
 ~Clarksburg male patron in his 70’s

newspaper service.<sup>1</sup> From July 2006 when the West Virginia Library Commission assumed sponsorship for the state’s participation in NEWSLINE, to the one year anniversary of that event the number of users was almost four times more while the number of minutes used more than doubled. The number of minutes used in FY 2007 to FY 2008 showed a 53% increase. Even in the last quarter of FY 2008 a steady number of Newsline patrons are using twenty-two to

thirty-three percent more than the same time in the previous year. The graph comparing the use of NEWSLINE from each of the last two fiscal years is shown below.

<sup>1</sup> Source: American Library Association - ALA Library Fact Sheet Number 6

The portable media player is capable of playing not just the formatted books available from the National Library Service but also can convert text files into sound.



# SPECIAL SERVICES

DONNA CALVERT, DIRECTOR

### Special Projects

Special Services was fortunate to end the FY 2008 with two knowledgeable, intelligent and enthusiastic interns. These interns were able to accomplish several activities that the staff has wanted to conduct, but could not afford the time. In June, a public information and awareness campaign was started. The main goal was to promote information to enroll eligible new patrons as well as making the public aware of the program. Interns compiled packets of brochures, posters, applications tailored to various possible consumer groups. Public libraries and their communities, eye doctors and veterans groups represent three customized packets. These mailings were timed with a radio campaign that began in June airing a 30 second spot on 42 radio stations 3 times a day.

### Volunteers

Special Services has always depended on a core of volunteers to provide core services to our patrons. One hundred per cent of our repairs on the C1 tape machines are conducted by three volunteers. This year 802 machines were repaired and kept operational thanks to their efforts.

Two state magazines are recorded by two volunteer narrators, Goldenseal and Wonderful West Virginia. Recording these two local magazines give our patrons current articles on West Virginia history, natural resources and state events.

### Preparation for new digital format

The long planned for change in format from the recorded cassette RC to the new digital book DB has progressed throughout the year. States should start seeing the new DB's and digital machines in early 2009. In order to be ready for the limited number of titles and machines each state will obtain in the beginning,

m o r e  
i n f o r m a t i o n  
c o n c e r n i n g  
t h e n e e d s  
a n d u s a g e  
o f o u r  
p a t r o n s  
i s  
n e e d e d. I n

June, thanks to our Interns, a patron satisfaction and usage survey was established. This survey will be distributed and compiled in the first two quarters of next fiscal year.



### REGIONAL LIBRARY STATISTICS 2007-2008

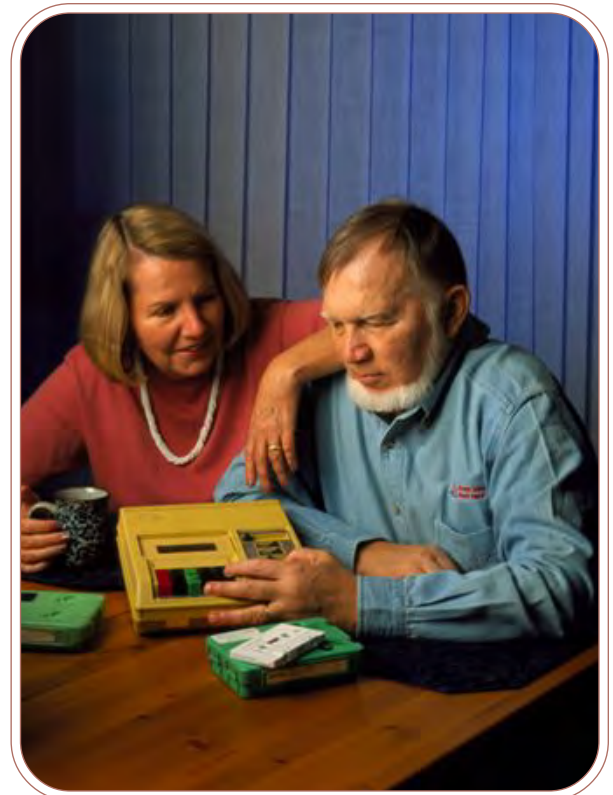
Circulation	
Recorded Cassettes & Records	88,207
Catalogs	17,485
Large Print Books	15,706
Descriptive Videos	1,974
Magazines	5,122
Interlibrary Loans	902
Direct Circulation Magazines (NLS)	24,693
Braille Books (Philadelphia)	3,895
Newsletters	4,710
Telephone Calls & Emails from Patrons	4,548
NLS Downloadable Books	361
<b>TOTAL CIRCULATION</b>	<b>167,603</b>

### SUBREGIONAL LIBRARY STATISTICS 2007-2008

Circulation	
Recorded Cassettes and Records	39,081

### GRAND TOTALS

Circulation	206,684
New Patrons	282
All Patrons	2,353

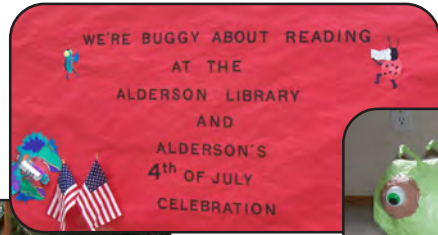


# PHOTOGRAPHS

## EVENTS, PROGRAMS AND SERVICES ACROSS THE STATE



Author Cheryl Ware leads a group of young patrons in an activity at the Pioneer Memorial Library.



Alderson Public Library not only caught the summer reading bug, they paraded him about town on the Fourth of July.



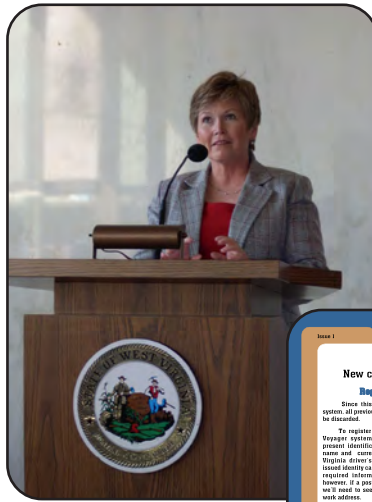
Spring Conference



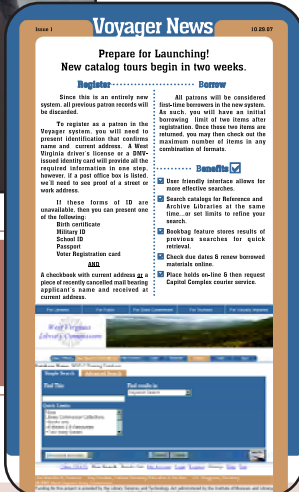
National Library Week Poster



On the road with Network Services.



Chairman McAteer assists with the Voyager launch celebration.



Introducing young people to budgeting and spending through a pilot program offered in partnership with the Office of the State Treasurer, John Perdue.



WVLC begins webinars.

# DIRECTORY



**Location:**

**Cultural Center  
1900 Kanawha Blvd. E.  
Charleston, WV 25305**

**On the Web:**

*<http://librarycommission.lib.wv.us>*

**Hours:**

**8:30 a.m. - 5:00 p.m. M-F  
Closed on State holidays**

**Contacts:**

**In-state Toll Free  
800.642.9021**

**Administrative Services  
304.558.2041**

**Library Development  
304.558.3978**

**Network Services  
304.558.3577**

**Reference Library  
304.558.2045**

**Special Services  
304.558.4061**

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Kay Goodwin, Cabinet Secretary  
Building 5, Room 205  
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Charleston, WV 25305  
304.558.2440  
<http://www.wvosea.org>

**KAY GOODWIN,**

**West Virginia Education & the Arts  
Cabinet Secretary**



*There is an old saying that "Libraries will get you through times of no money better than money will get you through times of no libraries." With free access to books, ideas, resources and information, our libraries are helping citizens meet their educational and employment goals without straining their budgets. Enjoy the many free programs and opportunities at your local public library.*