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# West Virginia Library Commission

## ~2012 Annual Report~

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Administration

Library Development



Network Services

Building Services

State Library Services

Special Services

Television Studio



NEW BEGINNINGS



# West Virginia Library Commission Annual Report 2012

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

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.

This report is available electronically at: [www.librarycommission.wv.gov](http://www.librarycommission.wv.gov).

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# West Virginia Library Commission Annual Report 2012

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“Increasing the educational level of all residents is the closest thing a state has to a silver bullet for creating a successful 21st century economy.”

In folklore silver bullets are used to defeat werewolves, witches and monsters. Millions who came of age during the Fifties know that the Lone Ranger used silver bullets to symbolize justice. Modern writers often use the term to refer to a singularly effective solution.



Karen Goff

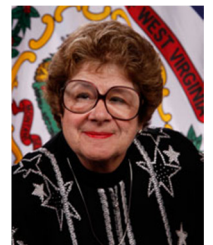
A recent article in *the Council of State Governments* identified a dramatic increase in the number of educated people in the workforce age population; it also called increasing the educational level of all residents the closest thing a state has to a silver bullet for creating a successful 21st century economy. West Virginia needs that silver bullet. Libraries of all types – public, school and academic – are essential to ensuring that the werewolves, witches and monsters of the past are defeated and all citizens have opportunities for new beginnings.

Literacy is the path to learning. Libraries in West Virginia are inherent building blocks of literacy. There are many kinds of literacy: Functional, cultural, health and information literacy to name just a few. Reading is basic to all of them. Libraries are places where anyone can go to learn, to think, to interact. They are places that support both formal and informal learning. Libraries assist people.

This report highlights how the West Virginia Library Commission aids libraries with funding, technical assistance, consultant services, programming and services to special populations. Libraries are part of the *intellectual infrastructure* of the state. They are as important to the future as physical infrastructure.

“West Virginians are going to their libraries ... to access the Internet for job searches and to train themselves for future employment.”

The citizens of our state depend on their libraries even more in the Information Age than they did in previous times. The crux of the issue is that *a large portion of our citizens have no Internet access in their homes*; West Virginians are going to their libraries – not only for books and DVDs – but to access the Internet for job searches and to train themselves for future employment. The West Virginia Library Commission is helping public libraries meet this challenge by providing online database resources for library patrons, among other important work. West Virginia Info Depot (<http://wvinfodepot.org>) for example, offers Job & Career Accelerator and Learning Express. The library has long been a place to lift oneself up through books. Now West Virginians can visit their public libraries to not only lift themselves up intellectually, but to improve their employability and find a job.



Kay Goodwin

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

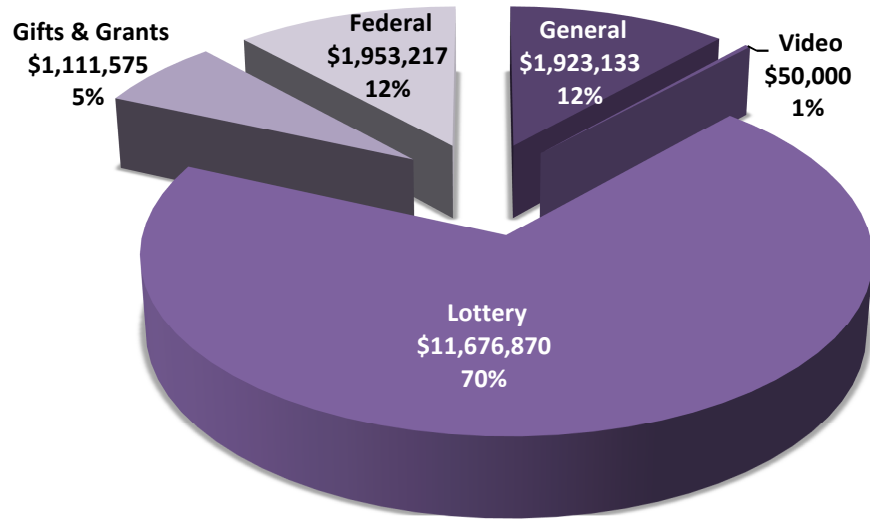
The Division managed the agency’s \$16.7 million budget, including \$1.9 million in general revenue, \$1.9 million in federal funds, \$11.7 million from lottery funds and \$1.1 million in gifts and grants. **In FY 2012 the Division processed and distributed a total of 605 grants to public libraries totaling \$10,122,077:**

<p><b>388 Grants to Public Libraries/ Grants-In-Aid (GIA)</b>  <b>\$8,348,884</b></p>	<p>Provided to all public libraries to expand and enhance services to all citizens. Combined with local support, they provide an operating foundation for public libraries.</p>
<p><b>52 Services to Libraries</b>  <b>\$550,000</b></p>	<p>Provided to Service Center Libraries for cooperative professional affiliate support to the smallest and most rural libraries in the state. The goal is to improve services and provide continuing education programming for affiliate libraries.</p>
<p><b>134 Special Projects/ Community Participation Projects Grants</b>  <b>\$583,501</b></p>	<p>Appropriations with legislative intent that identify specific funding for public libraries by individual Senators and Delegates. The Secretary and Administrative Services Director work closely with Senate and House Finance staff upon receipt of the legislative intent. The Director assures that grant agreements include project descriptions and budgets prior to disbursement.</p>
<p><b>7 total Federal Sub-Recipient</b>  <b>\$352,442</b></p>	<p>Two grants totaling \$28,900 for programming and technology, plus five more totaling \$323,542 to public library consortiums for online catalog maintenance.</p>
<p><b>26 additional support grants</b>  <b>\$287,250</b></p>	<p>Provided to public libraries for renovation, construction projects, planning, upgrades, and ADA compliance.</p>

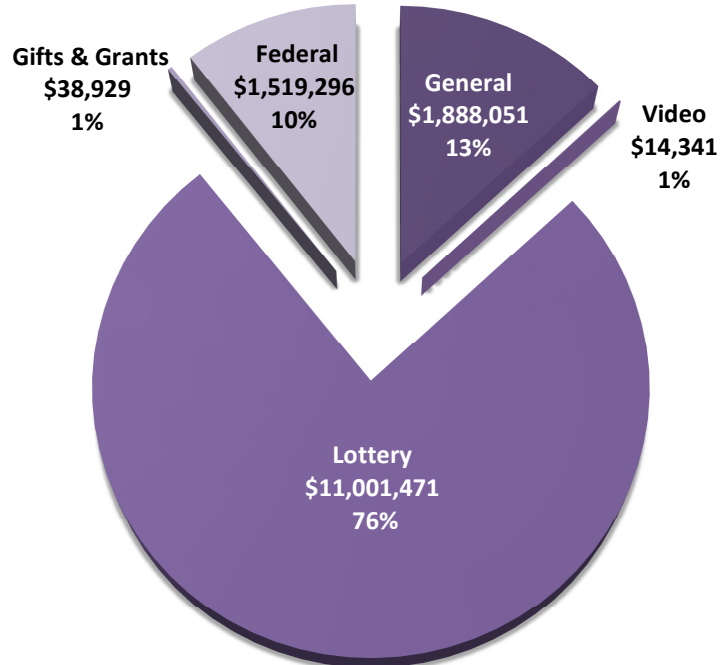
The Division also processed and distributed support totaling **\$1,301,405** in programs to multi-type libraries:

<p><b>Digital Resources</b>  <b>\$757,233</b></p>	<p>Federal and state expenditures to provide public, academic and public school libraries access to full-text databases with over 2,000 magazines and newspaper titles. Other databases offer pre-test experience for the SAT, ACT, GRE and GED, plus job training and career resources for all citizens.</p>
<p><b>Books &amp; Periodicals</b>  <b>\$544,172</b></p>	<p>The reference library houses materials to serve the Legislature, government employees and the public. It also provides a “library of last resort” to public libraries in the state. Special Services expenditures provide materials for the blind and physically handicapped not provided through the National Library Service. NEWSLINE®, a subscription newspaper service for the Blind from the National Federation of the Blind (NFB), is also supported through these expenditures.</p>

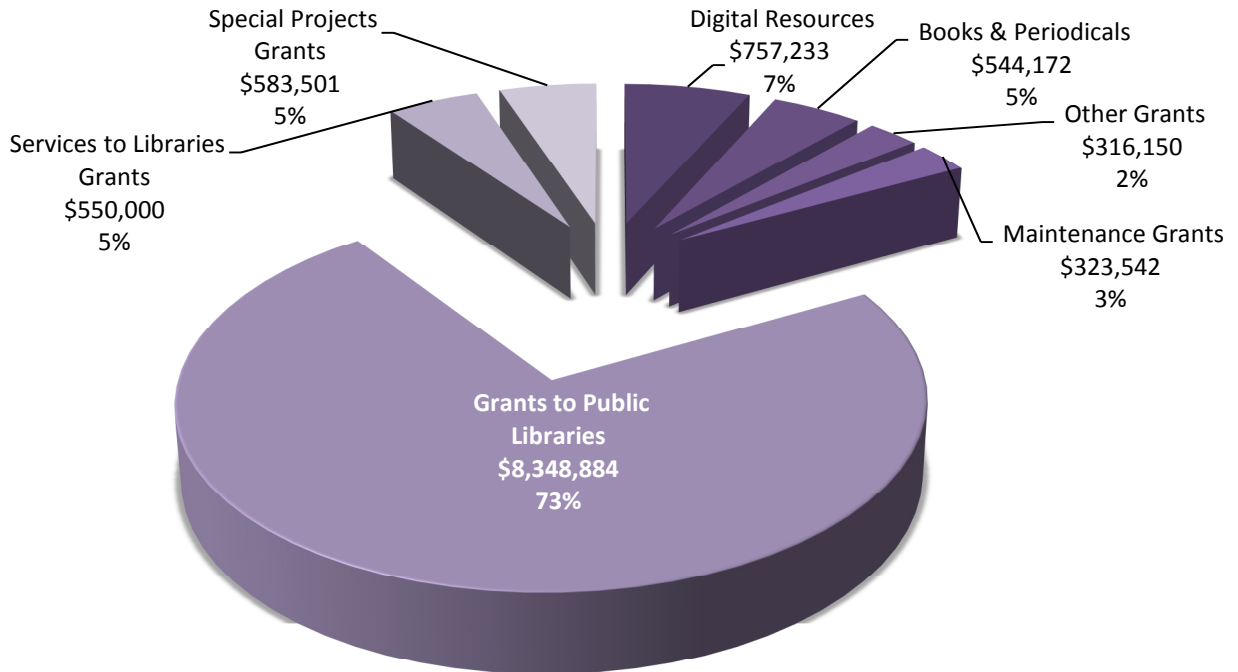
# Total Income



# Total Agency Expenditures



# Programming Expenditures



## Universal Service E-Rate Program

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

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

In 2012, 90% of public libraries participated in telephone service applications, generating \$144,000 in reimbursement commitment dollars. The Statewide Library Network, which covers all data circuit and Internet services provided by the agency, generated a total reimbursement commitment of \$807,715. The agency leveraged these dollars to support the network. The agency also filed a telephone service application for in-house telecommunications that generated a total reimbursement commitment of \$8,436.

The Building Services division supports the agency's daily workplace needs and oversees inventory and records management in accordance with state guidelines and regulations. The division also maintains the agency fleet. In 2012 the fleet logged 310,288 miles by agency staff in support of library operations, technology and programming to public libraries statewide.

## Television Services

Mark Lanham, Supervisor

### Show Production

In 2012, the Library Television Network (LTN) produced more than 223 shows. Three new programs were started, including *Library Update* hosted by the agency, *Environment Matters* hosted by the Department of Environmental Protection and *Spotlight on Health* hosted by the Kanawha-Charleston Health Department.

The Library Television Network increased its coverage with two new partners: (1) **Lewisburg Local Access** on Suddenlink Communications Channel 5, covering Greenbrier County, offers Network programs for nine hours each week; and (2) **Mt. Hermon Web-TV**, a community-based streaming website that offers family-oriented content at no charge ([www.mthermonwebtv.com](http://www.mthermonwebtv.com)).

This year marked the 200th episode of two studio shows: *The Senior Connection* hosted by Mary Williams of St. Francis Hospital and *Vital Signs* hosted by Dr. Richard C. Rashid. The Network presented both hosts with an award for helping the studio produce so many great shows.



Mary Williams

### Other Production

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

- An educational video on the National Mortgage Settlement for the Attorney General's Office.
- A video called *Make the Most of the First Three Years: How Can We Give our Youngest Children a Good Start in Life?* for the Early Childhood Advisory Council of West Virginia.
- Four *21 Day Challenge* videos that promote healthy eating, exercise and staying active for the West Virginia Power Baseball Community Outreach Program. The videos are being used in local schools.
- Twenty videos for Kanawha-Charleston Health Department volunteers called *Just-In-Time Training*; the videos are available on the Kanawha-Charleston Health Department website and DVDs for classroom training.
- A live, six-hour presentation at the Culture Center Theater on Cyber Security for the West Virginia Office of Technology that was streamed live to over 850 people.
- Spots for Teen Read Week and Banned Book Week and a 30-second spot for Cabell County Public Library's Sixth Biennial Ohio River Festival of Books.
- The First Lady's Festival of Songs holiday special with choral groups from high schools around the state.



- A radio PSA with First Lady Joanne Jaeger Tomblin for Always Free Honor Flight of West Virginia, which transports veterans to Washington, DC at no cost to view veterans’ memorials.
- A PSA for the West Virginia State Police’s Crimes Against Children Division with the First Lady and Governor Tomblin.

## Graphics

Graphics had a busy year as well. Projects included:

- Posters for Children’s Book Week, National Library Week and Library Legislative Day.
- An attractive, modern logo for the agency website, business cards, letterhead, print media and Television Studio. Graphics created alternate logos for video animation and holiday celebration as well.



## Library Development

John Paul Myrick, Director

The duties of the Library Development Division include consulting with libraries of all types, communications, library services and operating the West Virginia Center for the Book.

## State and Federal Programs

Library Development manages state and federal programs that support library services. This year the Agency contracted with Himmel & Wilson Library Consultants to evaluate West Virginia’s implementation of the 2008-2012 Library Services and Technology Act (LSTA) Plan. The report concluded that West Virginia's implementation had impacted all six of the Grants to States priorities set by the Institute of Museum and Library Services (IMLS). The Agency wrote a new plan, **Creating a State of Learners**, for the 2013-2017 period. The plan sets three goals:

1. West Virginians will have access to shared library resources to meet their educational and informational needs.
2. West Virginians will have access through their public libraries to Internet, telecommunications and technology resources and services that meet the needs of libraries and their communities.
3. West Virginians will have access to library services that sustain lifelong learning, develop early childhood literacy skills and promote reading.

### Library Services and Technology Act Expenditures in West Virginia

FY 2008:	FY 2009:	FY 2010:	FY 2011:	FY 2012:
\$1,333,562	\$1,483,188	\$1,484,197	\$1,409,521	\$1,382,914

Division staff also insured that the 97 public libraries stayed in compliance with applicable rules and laws.

The agency collects and records public library statistics which are annually submitted to the federal government, public libraries, state Senators and Delegates. The data allows all parties to monitor the progress of library services and plan accordingly.

## Consulting and Continuing Education

**Partnerships** presented opportunities for the Library Commission to pair with government and non-profit agencies to support the state’s libraries. Partnership activities included:

- Trained representatives of 62 libraries at the annual Summer Reading Program workshop
- Taught Read Aloud workshops at Oglebay Zoo
- Provided information about youth services, career services and information access to soldiers (and their families) deploying to conflict areas through the WV Air National Guard
- Worked with the Lois Lensky Covey Foundation to place children’s materials in 37 public libraries
- Distributed dental health materials for Senator Rockefeller’s office to libraries
- Deployed or made plans to deploy 121 computers to libraries to assist in job searches and career preparedness with WorkForce West Virginia

Division staff consulted with officials, not only in the 97 public libraries, but with local and state governmental agencies and non-profits, including: the Division of Highways, Archives and History Division, AARP, State Treasurer and Attorney General’s offices, Kids Count Fund, and the Department of Corrections. Division employees provided approximately 45 training opportunities for 978 library employees, made 2,975 contacts with library workers and local officials for library development assistance and paid 87 consulting visits to the state’s libraries. Consulting work led to 35 libraries submitting new or updated plans for development in 2012. Training opportunities led to increased use of social media by West Virginians and their libraries and the weeding of inappropriate materials from library collections.

Ninety-one of the 97 public libraries in the state participated in the collaborative statewide **Summer Reading Program**, which kept thousands of children reading (and maintaining comprehension skills) through the summer months. The program also included components for teenagers and adults.

Division staff made presentations across the state on using a job search and career preparedness databases provided through **WVInfoDepot** ([www.wvinfo depot.org](http://www.wvinfo depot.org)), a one-stop resource. Staff also trained teachers, homeschooling parents, government agencies and others on WVInfoDepot

### WVInfoDepot July 2011-June 2012

Database Name	Total Searches
Alt HealthWatch	371,589
Business Source Elite	226,815
Consumer Health Complete	7,132
Funk & Wagnalls New World Encyclopedia	215,283
GreenFILE	328,233
Grolier Online & Multimedia Encyclopedia	56,194
Health Source - Consumer Edition	404,273
Health Source: Nursing/Academic Edition	405,689
Job & Career Accelerator	8,435
Learning Express Library	29,281
Library, Information Science & Technology Abstracts	333,602
MasterFILE Premier	492,653
Newspaper Archives	15,772
Newspaper Source	436,171
Novelist Plus K-8	6,230
Novelist Plus	32,446
Points of View Reference Center	86,569
Primary Search	259,751
Regional Business News	279,069
TOPICsearch	256,602
<b>TOTAL</b>	<b>4,251,789</b>

programs like NoveList, which helps people find the right book; databases providing periodical information; and a newspaper database with historical and genealogical information. In FY 2012, WVInfoDepot databases were searched over 260,000 times by users through public libraries alone, not counting users in college and school libraries and remote users.

West Virginia's professional library workforce is small and the state lacks an accredited library school. To improve the quality of the library workforce in West Virginia, the agency partnered with Mountwest Community and Technical College and the University of Northern Kentucky in creating **Bridging the Gap II**. Modeled after a similar program in Kentucky, this federally-funded initiative provides library workers with scholarships, stipends, mentors and other support to earn an Associates degree in Public Library Technology or a Bachelor's degree in Library Science. The Division completed plans for formal core competencies training for library workers and public library trustees; this plan will be implemented in the coming year.

## Reference and Services to Libraries

The Reference Services Division is the informational resource center for state officials and employees. It serves public libraries across the state through research and collection enhancements.

In October 2011, the Division joined a public library consortium to provide its customers with access to electronic materials. **WV-READS** (Regional Electronic Audiovisual Download Service) allows Reference Services to provide access to 5,186 electronic books and 1,800 electronic audiobooks. Customers have embraced the service.



For the electronic collection, Reference Services focuses on collecting nonfiction, allowing public libraries to use their collection dollars to gather popular fiction materials. This allows the Division and public libraries to stretch monies further and provide collections to meet all needs.

After joining WV-READS, the Division created a **Technology Petting Zoo**, a collection of the most popular electronic reading devices and tablets, to train its staff, others in the Capitol Complex and library professionals. The Zoo also helps customers become familiar with WV-READS and the devices themselves.



Technology Petting Zoo

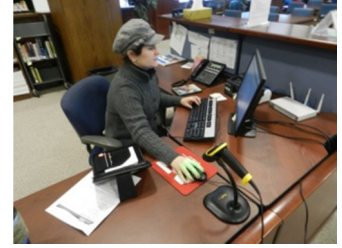
Reference Services reaches all corners of the nation by providing materials to customers of other state libraries, research institutions and public libraries through interlibrary loan. **In FY 2012, Reference Services loaned or borrowed over 2,500 items for the state's public, academic and school libraries.**

The agency provided support for the state's correctional institutions and juvenile detention centers as well. The agency supplied collections, training and other support to these **underserved populations**.

The Division provides collections of audiobooks, videos, and books to the state's public libraries. Agency collections allow libraries to refresh their own collections, which keeps library customers coming through the door. Approximately 30 deposit collections were shared between libraries in 2012. **The State Reference Library alone loaned 14,067 items to libraries, state government workers and the general public.**

Cataloging and Automation Services is the new name of the unit formerly known as Technical Services; the mission of the group remains to provide access to collections.

The Access Control Librarian joined Library Development Consultants on site visits, which enabled her to better understand public library needs, such as helping them maintain consistent online catalogs. Other staff traveled to offer cataloging refresher sessions to re-emphasize consortia procedures and beginning cataloging sessions.



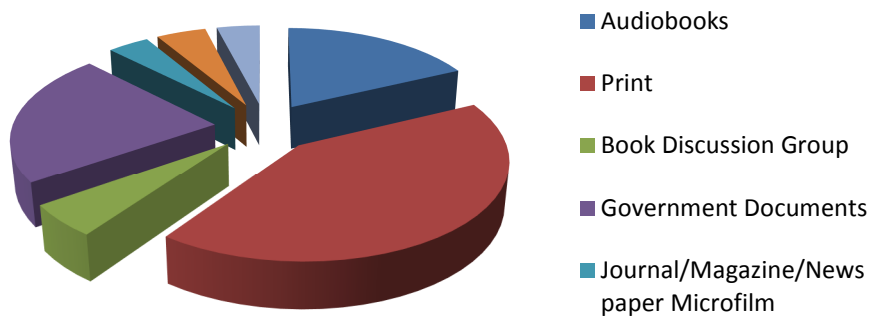
At the Reference Desk

Division staff also traveled as **Team Weed**, which educated library staff on the importance of library weeding and removing materials from the most alarming areas of public library collections. Over the year, Team Weed helped Philippi Public Library plan for re-carpeting and a major redesign that allowed for computer and periodical reading areas. Team Weed also helped Belington Public Library make areas for children and young adults.

The Division began providing cataloging for large print items, libraries receiving rotating and deposit collections, and libraries receiving materials donated from the Lois Lenski Covey Foundation. This step reduced processing time at the receiving library. The online catalog itself received a software upgrade that added new functions, such as including Google Books preview information.

Working with Administrative Services, the Acquisitions Assistant began digitally archiving the agency’s history. This included scanning past statistical and annual reports and adding them to the agency website. The next phase is to make the picture and slide collections available.

### FY 2012 Additions to the Collections



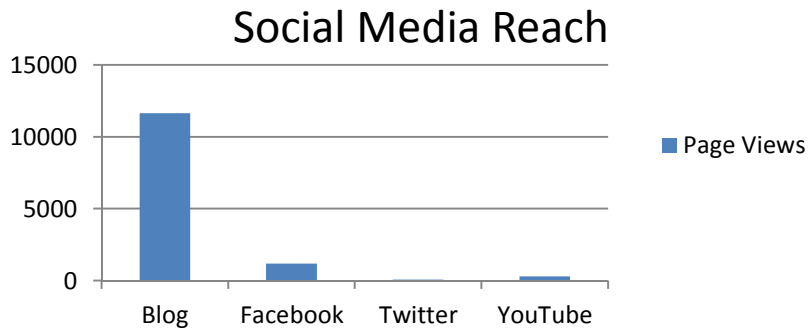
## Communications

Communications activities promote libraries and library activities. The Division publicized activities such as **Children’s Book Week** and **National Library Week** with posters and other promotional materials. Good attendance at training events signaled the effectiveness of their communications efforts. In partnership with database providers, the Division distributed thousands of WVInfoDepot pencils, bookmarks and other promotional materials to schools and libraries across the state.

The agency published a newsletter called **Library Lookout** in the 1940s. To improve agency communications sixty years later, the Agency resurrected *Library Lookout* in an email format. *Library Lookout* offers information on

agency activities, grant opportunities, library jobs and other library-focused news. Readership is estimated to be over 500.

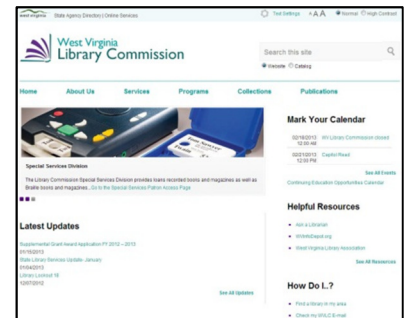
With a total of 11,653 views over the last year, the **Library Commission blog** is still a top social media outlet for reaching customers. Traffic for the blog comes from online catalog links and the agency website.



**YouTube** is a relatively new outlet for getting information out to customers; the Agency’s YouTube site contains shorts from *Library Update*, the new Library Television Network show. YouTube viewership is nearly 300 so far.

**Library Update** itself is a joint project between Reference Services, Cataloging and Automation Services, Library Development and Television Services. The monthly television show delivers up-to-date information on library trends and issues to library staff within the state and beyond.

This year, representatives from each division re-envisioned the Library Commission’s **website** to better serve customers. The website overhaul allowed Reference Services to promote programs to specific user groups, such as a service that allows state employees to acquire a library card electronically; this lets off-campus employees and those working unconventional schedules access databases and other electronic materials via the library. For Library Development, the re-tooling allowed enhanced training event publicity, provided printed materials to guide librarians and boards, and supported libraries in general. For Special Services, the upgrade allowed persons with disabilities to access information more easily.



## West Virginia Center for the Book

The West Virginia Center for the Book is a project of the West Virginia Library Commission in partnership with the West Virginia Humanities Council. As an affiliate of the National Center for the Book at the Library of Congress, the WV Center’s mission is to meet the national center’s objectives in the state, sponsor programs that highlight the state’s literary heritage and call attention to the importance of books, reading, literacy and libraries.

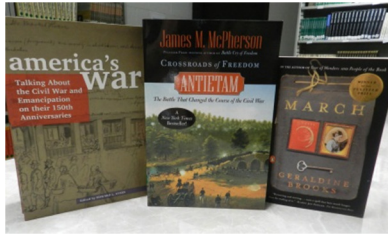
The **West Virginia Children’s Choice Book Awards** is a popular program in which grades three through six read and vote for their favorite books from a list of twenty nominees. The 2012 winner was Matt Phelan’s *A Storm in the Barn*, a powerful graphic novel set in the Dust Bowl of the 1930’s.

The Center's choice to represent West Virginia at the **National Book Festival** was *Passing the Music Down*, a picture book about West Virginia fiddling great Melvin Wine and his student Jake Krack. Author Sarah Sullivan attended and autographed cards featuring illustrations from the book.



Darius Peckham with John Paul Myrick and Sarah Sullivan

At the Center's Letters About Literature award ceremony, Sullivan spoke about her inspiration and experience as a writer. Letters About Literature is a statewide and national reading and writing program for young readers. Darius Peckham of Huntington highlighted the 2012 Letters About Literature celebration at the Culture Center. He was **West Virginia's first national award winner** in the competition.



Civil War books in the Collection

The **Book Discussion Group (BDG) Collection** helps local libraries expand services in their communities. The Collection provides multiple copies of books, discussion questions and background material to discussion groups throughout the state. Book discussion groups bring people into the library, increase circulation and highlight the library as an essential part of community life and thought. In 2012, the Collection shipped 530 titles to libraries, with an average of 15 copies per book for each discussion group. Libraries held 542 discussions in 2012 using the Collection's titles. Fifteen new groups were formed. Collection

usage increased 19% while the number of titles distributed increased 13.5%. The Collection purchased 22 new titles and added three more through a partnership with the West Virginia Humanities Council's **Making Sense of the American Civil War** grant. Four library discussion groups participated in the grant project. The Collection currently contains 210 titles.

Center staff worked with the Governor's Office to prepare a congratulatory letter for Jaimy Gordon for her 2010 National Book Award fiction work, *Lord of Misrule*. Ms. Gordon is the third woman and third author with WV connections to win the award. Center staff also supported literary events throughout the state, including the West Virginia Book Festival and the Ohio River Festival of Books. The Center collaborated again with the Shepherd Foundation in publishing the fourth volume of the *Anthology of Appalachian Writers*. And the Center, along with the State Reference Library, sponsored several literary-themed programming activities for the public and state government employees.

## Network Services

Harlan White, Director

Network Services provides Internet accessibility, electronic mail and file transfer capability, off-site cataloging, operation and support for the **Statewide Library Network**, and hardware/software maintenance to West Virginia libraries, learning institutions and the public. The Division maintains the Statewide Library Network infrastructure of eight metropolitan area networks and 97 library systems representing 175 facilities. The Division also oversees telecommunications services to all libraries.



Installing Hardware

The network can be divided into two sides: The local area network (LAN) or library side and the wide area network (WAN) or online access side. In 2012, Network Services achieved a number of successes on the local area network side:

- Delivered and setup 116 computers in 42 libraries through a grant from WorkForce WV to help West Virginians search for work and improve their employment skills.
- Updated in-house software called TREX, which re-images PCs over a network. The update added plugins that allow technicians to “push” Windows, Java and other software updates to ensure library PCs are up to date.
- Provided assistance to the library at the Romney School for the Deaf and Blind even though it is not under the Commission’s umbrella. The library’s computer system could no longer offer catalog services to clients, alumni and staff. Network Services performed long-overdue maintenance and upgrades, and with funding from Special Services, added a new server. The Division also worked with a vendor on the library’s behalf.
- Installed *PC-Cop* or *Fortress Time Limit Manager* onto library computers to monitor how long patrons use PCs and free librarians from this task; as a result, computer queues move more smoothly now. Network Services also found free alternatives for library systems on a budget.
- Responded to wireless access problems in libraries for e-readers, including Kindles and Nooks, by replacing firmware in the devices.

Network Services 2012			
Helpdesk requests	On site visits	Virtual connection	Mileage
7,341	987	1,299	79,424

This year was even busier for WAN side work:

- Programmed, delivered and installed Cisco 3945 routers to 170 of the 173 public libraries; the routers were acquired through the Broadband Technology Opportunity Program (BTOP) grant. The new routers allow libraries to access gigabit fiber optic cable, thus increasing the potential access speed of each library.
- Installed uninterruptible power systems (UPS) when electrical spikes disabled some of the new routers. Technicians can now monitor power requirements and needs in these libraries. When problems arise and technicians are unavailable, librarians themselves can now cycle the power via the UPSs.
- Monitored PC and software inventory via an online tool called Tech Atlas, which also helps librarians compile end-of-year reports. **Currently, 1,567 public PCs and 730 staff machines are online and accounted for in libraries. On average, there are 13.3 PCs per library, up from 10 per library two years ago.**
- Maintained NetSweeper Internet filtering software to keep the network in compliance with the Children’s Internet Protection Act.

Network Services had other successes as well:

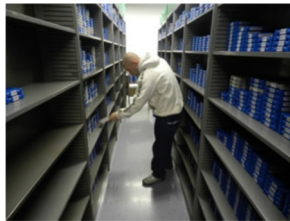
- The Division was staffed at 100%, which improved effectiveness.
- Provided access to a new project called WV Librarians, a Web-based learning community for West Virginia Library employees.

- Designed network schematics for five new library buildings in Salt Rock, Durbin, Rupert, Hedgesville and Cox Landing. Network Services also worked with the Office of Technology and Frontier Communications on data circuits, phone wires and fiber.
- Supported the Library Commission’s Fall Conference and Spring Fling, providing equipment and daily technical support for the conferences.

**On average, each Network Service technician drove 266.5 miles daily to work at 3.3 library sites; and 4.3 of the 24.6 helpdesk tickets opened that day were fixed via a virtual connection.**

## Special Services

Donna Calvert, Director



In the Digital Stacks

The Special Services Division is the **Regional Library of the National Library Service for the Blind and Physically Handicapped/Library of Congress**, for certified patrons in West Virginia. The Division serves patrons from the Regional Library in

Charleston and from the three subregional libraries at the Cabell County Public Library, Parkersburg-Wood County Public Library and Romney School for the Blind. Each sub-regional library serves patrons in its own county and those in surrounding counties.

Special Services is **converting analog titles** (cassette, record, etc.) in its collection to a digital format at a rate of 150 per week; digital titles are then available via BARD (Braille and Audio Reading Download). While providing services to patrons, Division staff downloaded 2,582 digital tiles from BARD in 2012; adding in duplication and labeling, **the Division circulated 53,991 Digital Talking Books (DTB) this year.**

To meet NLS standards and guidelines, the Agency transferred a resource librarian to Special Services. The resource librarian addresses patron requests and assists in converting books to the digital format; adding the new staff member has improved the rate of filling patron requests.

To meet NLS regulations, Special Services purchased a new **digital recording program** that enables the Division to produce digital talking books and magazines, put them on cartridges and upload them to the BARD website. The software also allows Special Services to subdivide books and magazines, which enables patrons to navigate through each chapter or article within a book or magazine.

## July 2011 – June 2012

### Regional Library Circulation Statistics

Recorded Cassettes	7,964
Digital Books	53,991
Large Print Books	11,328
Descriptive Videos	492
Braille (Philadelphia)	1,041
Magazines Cassettes & Digital	1,208
Interlibrary Loans	302
Telephone Calls & Emails	7626
Downloadable Magazines	634
Patron Downloads	14,438
Regional Library Downloads	2,582
Newsletters	6,982
Catalogs	5,106
Direct Circulation Magazines	29,200
<b>TOTAL CIRCULATION</b>	<b>142,894</b>

### Subregional Library Statistics

Recorded Cassettes & Digital Books	34,506
Subregional BARD Downloads	648
<b>TOTAL SUBREGIONAL CIRCULATION</b>	<b>35,154</b>

### GRAND TOTALS

Circulation	178,048
New Patrons	304
All Patrons	2,367



The Division’s magnifier and assistive technology loan program is increasing in popularity. Special Services is one of the few agencies in the state that will lend these items to patrons.

Special Services and NFB continue to offer **Newsline**, which gives patrons access to over 335 newspapers and magazines. Newsline is available via toll-free number, e-mail, on the web or via a portable device app.

Special Services purchased several **Apple tablets and Kindles** to help patrons access e-books and audio books that are only available in these formats. The Division is now lending them to patrons. For patrons with their

own tablets and e-readers, Special Services can talk them through creating an account, downloading e-books and accessing them. Special Services is also experimenting with new applications for these devices, such as *NFB Newsline*, *SpokenLayer* and *Blio*.

## West Virginia Newsline Usage 2011-2012

	Calls	E-mails	Call Minutes	TV Listings
July-11	3,037	585	54,049	753
August-11	2,858	761	47,002	690
September-11	2,706	672	50,245	634
October-11	3,037	567	54,049	753
November-11	3,037	585	54,049	753
December-11	2,986	585	51,739	922
January-12	3,113	612	56,863	869
February-12	2,973	577	55,088	733
March-12	3,327	615	59,323	721
April-12	3,156	328	54,988	656
May-12	3,277	529	57,191	812
June-12	2,936	608	54,003	740
<b>TOTALS</b>	<b>36,443</b>	<b>7,024</b>	<b>648,589</b>	<b>9,036</b>

# West Virginia Library Commission Staff Directory

For in-state toll-free calls, dial 1.800.642.9021 and then select the appropriate department number (#)

<b># 1 ADMINISTRATIVE SERVICES</b>		<b>Phone: 304.558.2041</b>	<b>Fax: 304.558.2044</b>
Karen E. Goff	2084	karen.e.goff@wv.gov	Secretary
Denise R. Seabolt	2087	denise.r.seabolt@wv.gov	Library Administrative Services Director
Rebecca J. Rice	2027	rebecca.j.rice@wv.gov	E-rate Coordinator
Deborah K. McNeal	2085	deborah.k.mcneal@wv.gov	Personnel Officer
Vanesse Myers	2086	vanesse.myers@wv.gov	Purchasing
<b>#2 LIBRARY DEVELOPMENT</b>		<b>Phone: 304.558-3978</b>	<b>Fax: 304.558.1612</b>
John Paul Myrick	2040	john.p.myrick@wv.gov	Library Development Director
Melissa J. Brown	2015	melissa.j.brown@wv.gov	Program & Planning Consultant
Susan G. Hayden	2014	susan.g.hayden@wv.gov	Adult Services Consultant
Suzy McGinley	2019	suzy.s.mcginley@wv.gov	Youth Services Consultant
Preston Richardson	2010	preston.i.richardson@wv.gov	Public Information Specialist
Robert Gibson	2054	robert.l.gibson@wv.gov	Office Assistant
<b>#3 STATE LIBRARY SERVICES (Part of Library Development)</b>		<b>Phone: 304.558.2045</b>	<b>Fax: 304.558.2044</b>
<b>Reference Section</b>		<b>Phone: 304.558.3976</b>	<b>Fax: 304.558.4066</b>
<b>Technical Services Section</b>			
Heather S. Campbell-Shock	2069	heather.s.campbell@wv.gov	State Library Services Manager
Janice L. Bickham	2073	janice.l.bickham@wv.gov	Reference Librarian
Megan H. Tarbett	2070	megan.h.tarbett@wv.gov	Government Documents Librarian
LeAna Paxson	2074	leana.m.paxson@wv.gov	Library Assistant
Karen J. Eskew	2076	karen.j.eskew@wv.gov	Office Assistant
Vickie L. Morris	2037	vickie.l.morris@wv.gov	Special Projects Cataloger
Geoff M. Richardson	2036	geoff.m.richardson@wv.gov	Information Systems Coordinator
Angela M. Wolfe	2033	angela.m.wolfe@wv.gov	Office Assistant
Peter Triplett	2034	peter.triplett@wv.gov	Office Assistant
David Yost	2032	david.yost@wv.gov	Office Assistant
<b>#4 TV STUDIO</b>		<b>Phone: 304.558.2531</b>	<b>Fax: 304.558.4340</b>
Mark A. Lanham	2045	mark.a.lanham@wv.gov	Supervisor
Michael B. Shock	2043	michael.b.shock@wv.gov	Television/Video Technician
Lino S. Demarchi	2044	lino.s.demarchi@wv.gov	Television/Video Technician
James R. White	2042	jimmy.r.white@wv.gov	Graphic Artist
<b>#5 NETWORK SERVICES</b>		<b>Phone: 304.558.3577</b>	<b>Fax: 304.558.3693</b>
Harlan F. White	2002	whiteh@wvlc.lib.wv.us	Director
Cris Spradling	2004	cris@wvlc.lib.wv.us	Information Systems Specialist
Barbara England	2001	englandb@wvlc.lib.wv.us	Office Assistant
Carl Hackworth	2009	carl@wvlc.lib.wv.us	Information Systems Coordinator
Frederick C. Vickers	2005	vickersf@wvlc.lib.wv.us	Information Systems Coordinator
Larry Arnold	1.800.642.9021	arnold@wvlc.lib.wv.us	Unix/Linux System Administrator for MLN & NorLN
Scott Birchfield	1.304.255.9317	birchs@wvlc.lib.wv.us	Raleigh County Area Field Technician
Tammy Richards	1.304.627.2236	richards@clark.lib.wv.us	Millennium Application Support for MLN & NorLN
Tina Snyder	1.304.267.8933	tina.snyder@martin.lib.wv.us	Martinsburg Area Field Technician

Matt Winfree	1.304.528.5700	matt.winfree@wvlc.lib.wv.us	Cabell County Area Field Technician
Alex Tucker	1.304.627.2236	tuckera@wvlc.lib.wv.us	Clarksburg Area Field Technician
Michael Wilson	1.304.420.4587, Ext 14	wilsonm@wvlc.lib.wv.us	Parkersburg Area Field Technician
Kelly Klein	1.304.797.8510	kelly.klein@weirton.lib.wv.us	Weirton Area Field Technician
<b>#7 BUILDING SERVICES</b>		<b>Phone: 304.558.3422</b>	<b>Fax: 304.558.2044</b>
Steven G. Tyler	2046	steven.g.tyler@wv.gov	Supervisor
Woodie J. Dorsen	2028	woodie.j.dorsen@wv.gov	Maintenance Worker
David Kinser	2049	david.kinser@wv.gov	Driver
<b>#9 SPECIAL SERVICES</b>		<b>Phone: 304.558.4061</b>	<b>Fax: 304.558.6016</b>
Donna B. Calvert	2052	donna.b.calvert@wv.gov	Director
Terry L. Matheny	2051	terry.l.matheny@wv.gov	Library Assistant
Shawn N. Faircloth	2058	shawn.n.faircloth@wv.gov	Technology Librarian
Mary E. Hogue	2117	mary.e.hogue@wv.gov	Resource Librarian
Jordan T. Frederick	2057	jordan.t.frederick@wv.gov	Office Assistant
Randy Hudson	2059	randy.d.hudson@wv.gov	Office Assistant