

WEST VIRGINIA LIBRARY COMMISSION
2019

EXPLORE

DISCOVER

CREATE

ANNUAL REPORT

This report is available online at:

www.librarycommission.wv.gov

or

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



West Virginia
Library Commission
Explore • Discover • Create

WEST VIRGINIA LIBRARY COMMISSION

2019 Annual Report

Explore. Discover. Create in West Virginia Libraries

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Third Congressional District

West Virginia Library Commission

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

To provide West Virginians access to information needed to be informed, productive citizens; enhancing the service capacity of public, academic, and school libraries, and meeting the needs of West Virginians with disabilities.

In-State Toll Free: 1.800.642.9021

Administration: 304.558.2041

Library & Development Services: 304.558.2045

Network Services: 304.558.3577

Special Services: 304.558.4061



FROM THE SECRETARY

KAREN GOFF, EXECUTIVE SECRETARY



Determining the general health of West Virginia's public libraries is complex. In FY 2019 there were favorable indicators that libraries are in **FAIR** condition. Construction projects in Shepherdstown, Charleston, and Barboursville are getting closer and closer to being launched. Summers County Public Library replaced its too-old-to-be-on-the-road bookmobile with a brand-new unit. The Burnsville Public Library was one of 15 public libraries across the country to be selected to participate in the national "Small Libraries Create Smart Spaces" project. The Eleanor Branch of the Putnam County Public Library hosted 12 PBS Inquire Within PBS programs attended by 422 kids.

The **LIBRARY COMMISSION** contributed to the health of public libraries by administering \$10M in direct grants and \$4 M in programs and services. Services included replacing more than 400 elderly computers on the State Library Network with free, refurbished, computers, obtaining permission to issue a Request for Proposal to increase Broadband speeds, launching **DUPLICATION ON DEMAND**, a new way to circulate digital talking books to blind and print disabled readers, and initiating a **LIBRARY COOPERATIVE** pilot project to explore new ways of providing support on a broader geographic basis.

All these indicators are favorable, but, in medical terminology, Fair Condition also includes some discomfort. Areas of library discomfort include **FUNDING, TECHNOLOGY, FACILITIES, AND STAFF**. The State grant to public libraries remains at \$5.09 per capita. While these grants help with operating expenditures, they don't enable experimentation or innovation. Frequently asked technology questions include: Cloud or server? How much broadband capacity is enough? How to protect personal privacy?

FACILITIES AND STAFF are additional causes of discomfort. Deferring maintenance on libraries is standard operating procedure in too many cases; nothing gets fixed until it breaks, if then. Deferring maintenance results in libraries that are shabby instead of inviting. It results in inefficient lighting and inadequate heating and cooling systems. Expecting \$20/hour level performance while only paying \$10/hour leads to poor morale and excessive staff turnover.



The **LIBRARY COMMISSION** has some ideas on ways to improve the condition of libraries from Fair to Good, to prevent it from being downgraded to Serious or Critical.

One is funding for the **LIBRARY FACILITIES IMPROVEMENT FUND** to provide matching grants to libraries for the improvement, expansion, or replacement of facilities. The matching requirement emphasizes that this investment in library buildings is not a handout but, like all library funding, a partnership.

The second is to establish **LIBRARY INCENTIVE GRANTS** to assist libraries-at-risk, strengthen partnerships among libraries, and support innovative programs. In order to deliver 21st century library services, West Virginia's public libraries must be able to meet community needs with traditional and new services in dynamic environments.

Almost 950,000 West Virginians have library cards. The Library Commission is dedicated to enhancing their free access to **EXPLORE, DISCOVER, AND CREATE** in public libraries.



WEST VIRGINIA LIBRARY COMMISSION

Under the direction of the Executive Secretary and nine Commissioners appointed by the Governor, the Library Commission is comprised of four departments that assist, advise, and counsel public libraries in developing a culture that values reading, education, and freedom of access to information.

ADMINISTRATIVE SERVICES

Jennifer Johnson - Director



Administrative Services plans, prepares, and administers the agency budget and meets all financial and administrative reporting requirements mandated by State and Federal regulations. The Division includes Human Resources, Communications and Media Services, State Library E-Rate Service, Building Services, and Television Services.

Resigned 6/30/19 - position currently vacant



LIBRARY & DEVELOPMENT SERVICES

Heather Campbell-Shock - Director

Library and Development Services supports all aspects of library operations through consulting, professional development, resources, and administration of Library Services and Technology Act funds for statewide library services.

The department functions as a library for state agencies, the legislature, and libraries. It is also home to the WV Center for the Book, an affiliate of the National Center for the Book at the Library of Congress.



NETWORK SERVICES

Cris Spradling - Director

Network Services designs, evaluates, and maintains the State Library Network that provides public libraries with software/hardware installation, internet access, e-mail, FTP and website hosting, firewall support, shared catalogs, and patron databases. In addition, Network Services provides daily technical support to public libraries throughout the state.

Network Services staff was transferred to the Office of Technology 10/28/19

SPECIAL SERVICES

Donna Calvert - Director



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



ADMINISTRATIVE SERVICES

The primary responsibility of this department is management of the agency's \$16,793,500 budget that includes appropriations from state General Revenue and Lottery Education funds, Federal funds, and spending authority for the agency's Gifts, Grants and Donations and Video funds. In FY 2019, the Library Commission distributed 128 direct grants to public libraries.

DIRECT GRANTS to PUBLIC LIBRARIES

Grants-in-aid to Public Libraries	97	\$9,439,571
Services to Libraries (Service Centers)	13	\$574,244
Federal (LSTA) Sub-Recipient Grants	52	\$377,012
Supplemental Grants	18	\$83,562
TOTAL	128	\$10,474,389

INDIRECT SERVICES

Digital Resources

Online databases that support homework, research, job and career skills, etc.

Services to Blind

Staff and supplemental resources that support Federal National Library Service programs.

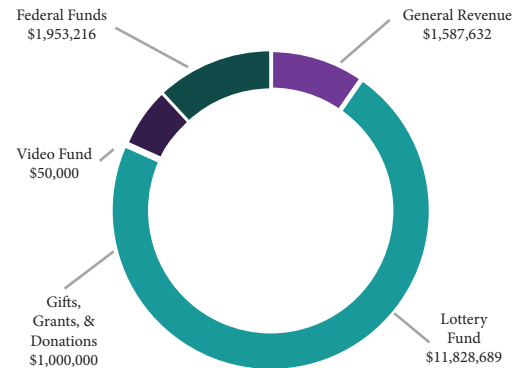
State Library Network

Internet access, technology support, and E-Rate administration.

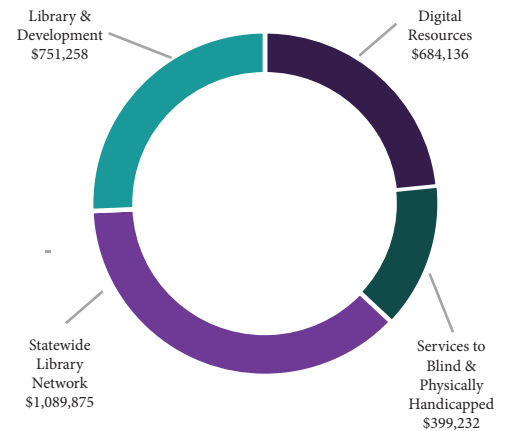
Library and Development Services

Multi-format collections and support for library operations through consulting, professional development, reading and literacy programs, and trustee training.

REVENUE BY SOURCE



INDIRECT SERVICES





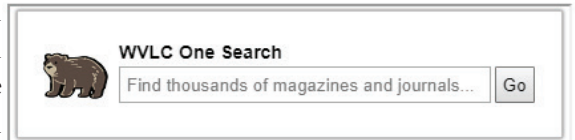
LIBRARY & DEVELOPMENT SERVICES



LIBRARY AND DEVELOPMENT SERVICES goals are twofold: **PROVIDE TRAINING** to Library staff so they can gain the skills needed to assist and serve the community; and **PROVIDE RESOURCES** to aid West Virginians of all ages and stages of life. Professional development, education, and consultation for library staff is crucial to enhancing library services. During the year, the Department:

Distributed **42 continuing education mini scholarships** to 30 libraries. Events ranged from workshops/webinars to out-of-state conferences. Provided 11 workshops on **summer library programs** to 114 attendees. Presented 3 workshops on library **Trustee roles and responsibilities**. Posted 5 online training tutorials for **new library directors**, viewed 337 times. Logged **1,131 consultations**

The Department manages **WVINFORDEPOT.ORG**, an electronic collection of reference materials, magazines, and newspapers that is free to all West Virginians. **LEGAL INFORMATION REFERENCE CENTER**, added in 2019, provides access to legal publications and forms, including those from individual states. Using the collections became easier with the inclusion of a “Google” like **SEARCH BOX** on the main WVINFODEPOT.ORG website. The widget source code was provided to all public and school libraries for their own library websites. Usage of this WVINFODEPOT.ORG collection continues to increase, especially the **SCHOOL READINESS AND JOB PREPARATION** resources such as MasterFILE Complete, LearningExpress Library, Job & Career Accelerator, and Niche Academy.



2019 WVINFODEPOT.ORG HIGHLIGHTS

8,597,064 encyclopedia, newspaper, and magazine articles viewed.
105,299 practice exams taken, including exams for ACT, SAT, TASC, and Occupational Requirements.
14,679 online video tutorials watched.
13,068 job seekers searched for employment, created résumé’s and cover letters.

The **ADULT READING PROGRAM** continues to unite West Virginia communities to discuss works of nonfiction and literature in public libraries. 736-kits containing multiple copies of a title and a supplemental discussion guide for facilitators were made available for community discussion through the program.

With the assistance of an Intern from the Governor’s Intern Program, the West Virginia Center for the Book, a program of the West Virginia Library Commission, was able to launch a **LITERACY MAP OF WEST VIRGINIA WOMEN WRITERS**.





NETWORK SERVICES

The **STATE LIBRARY NETWORK** provides internet accessibility and hardware/software support for 1,806 computers in 147 West Virginia public library facilities. **NETWORK SERVICES** support is not limited to computers only. It includes library operations software and infrastructure hardware and software. Assistance is also provided as possible for security systems, time management systems, and multi-function copiers. Charleston based staff and field state technicians are dedicated to creating better technology supported services for staff and library electronic users.



Infrastructure changes are a constant and FY 2019 was no exception. In addition, the new content filters required for compliance with the Children’s Internet Protection Act and E-Rate regulations were fully implemented. Continued partnership with the Department of Education’s Second Launch program resulted in replacing **453 AGED COMPUTERS** on the network with refurbished hardware and current software. Computers installed several years ago through a grant with **WORKFORCE WV** and other library computers were upgraded to Windows 10. The upgrade process is expected to continue through calendar year 2019.

The Commission began network access **SPEED UPGRADES** in May, submitting 79 requests to bring smaller libraries up to 5 Mbps. With the blessing of Division of Purchasing and the Office of Technology, the Library Commission was granted permission to pursue alternate methods of broadband access. This will be a long process that will hopefully begin to yield results in FY 2020.



Working with the various library consortia, options of consolidation of catalog databases and cloud hosting of Integrated Library Systems are being discussed. Utilizing various methods of access, the agency plans to greatly increase network capacity. As technology changes, so must the libraries change. The mission is to make it easier, and **LESS EXPENSIVE**, for the libraries to do so.

FY 2019 NETWORK STATISTICS

	Job req.	Site Visits	Mileage	VNC Remote Service
FY 2019	6,259	978	81,885	1,793
FY 2018	5,761	803	67,942	1,390



SPECIAL SERVICES

SPECIAL SERVICES is the regional library serving West Virginia for the National Library Service for the Blind and Physically Handicapped (NLS), a division of the Library of Congress. Special Services provides direct library services to West Virginians who cannot utilize standard size print because of blindness, visual impairment, learning disability or physical disability. Special Services loans talking book machines, audio books, descriptive videos, Braille books, adaptive technology, and audio newspapers and magazines to patrons across the state. Subregional libraries are located in Cabell County Public Library, Parkersburg/Wood County Public Library, and West Virginia School for the Blind.



In FY 2019 the department launched **DUPLICATION ON DEMAND (DOD)** and **PATRON CENTRIC CARTRIDGES**. West Virginia joined North Dakota, Kentucky, and Tennessee in a pilot program to duplicate multiple books on one cartridge for patrons. This program is focused on reducing low level tasks such as shelving and pulling books, so staff can focus on meeting information and reading needs. West Virginia joined the program in March of 2019.

THE GUTENBURG SYSTEM used to create Duplication on Demand (DOD) cartridges has a digital copy of all NLS talking books. The system works with the automation system to duplicate cartridges for each patron based on reading interests, patron requests, and library reserves. Each cartridge holds an average of 20 books.

Once the cartridge has been duplicated, it is scanned into circulation. This generates a mailing card with the patron's address and a book manifest. Patrons can navigate the cartridge by using the **BOOKSHELF FEATURE** on the Digital Talking Book Machine. They can easily read the books in any order they choose or skip books completely. Some patrons still prefer one book per cartridge or only want books of a series on the cartridge. The system is very flexible and allows us to customize cartridges based on the wants and needs of the patrons.



TALKING BOOK circulation increased dramatically with the Duplication on Demand program. Patrons can get more books at one time and our selection is no longer limited to the copies found Inhouse. This system has allowed patrons access to books that were previously only available as a digital download.

SPECIAL SERVICES STATISTICS

	Patron Downloads	Digital Books	Other Materials	Total Circulation
FY 2019	33,703	145,563	43,305	222,571
FY 2018	31,771	90,181	39,255	161,207



OTHER SERVICES

TELEVISION SERVICES



In FY 2019, the Library Commission Library Television Network continued producing nearly 200 high-quality TV shows for state agencies and non-profit organizations. These included **THREE NEW PROGRAMS**, *Brain Business* hosted by the Alzheimer's Association local chapter, *My Community* that focuses on issues of concern to West Virginia's communities, and *Digging History*. *Digging History*, hosted by U.S. Army Veteran James McCormick, is a unique blend of stories of combat wounded veterans, history, and archaeology. Along with adding new shows, the Television Services re-branded

itself with a new logo that incorporates the agency's Explore, Discover & Create slogan.

SPECIAL PRODUCTIONS included: Poetry Out Loud Promotional Video; First Lady's Festival of Songs; Library Commission Promotional Video; 2019 Letters About Literature Award Winners; and Niche Academy instructional videos for new library Directors.

Throughout the year, **PUBLIC SERVICE ANNOUNCEMENTS** were produced and distributed, including spots to promote West Virginia Family Read Week, National Library Week, Let's Read West Virginia Day, and three Explore, Discover and Create PSAs to promote library services.



The studio took a step forward regarding the storage and archiving of shows and productions with the implementation of hard drive storage and recording technology that significantly cut storage costs. The next step to take is to update the studio to a high-definition production facility.

HUMAN RESOURCES

Works in partnership with division directors and individual employees to aid with hiring, benefit coordination, payroll, employee performance reviews, and other HR/Personnel matters, programs, and services to create a work environment that allows employees to successfully carry out the mission of the agency. In FY 2019 the agency hired 7 new staff members, while 6 employees resigned or retired during the year.

BUILDING SERVICES

The unit supports the agency's daily workplace needs and oversees inventory and records management in accordance with state guidelines. In addition, the unit maintains three agency vehicles. In FY 2019, employees logged 37,893 miles in support of library technology and programming operations statewide. **BUILDING SERVICES** also distributed more than 39,000 state tax forms to public libraries during the 2019 tax season.



2019 SPECIAL PROGRAMS

ONE BOOK, ONE WEST VIRGINIA is a state-wide book discussion group sponsored jointly by the Appalachian Heritage Writer-In-Residence Program at Shepherd University and the West Virginia Center for the Book, a program of the West Virginia Library Commission. In 2019, *Water Street* by Crystal Wilkinson was selected for the program. Copies of the book and supplemental discussion guides were made available for community discussion through the Adult Reading Program.

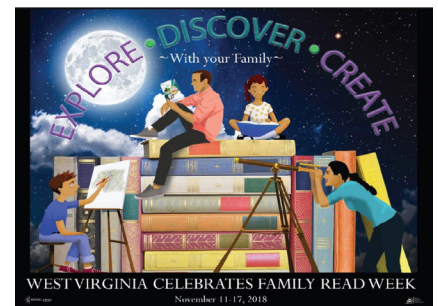


SUMMER LEARNING

Summer learning programs offered by public libraries across the state encourage children and families to read for learning and maintain reading skills during school vacations. The 2019 Summer Reading theme was *A Universe of Stories*. The Library Commission provided each public library with materials and training to fully implement summer learning activities.

FAMILY READ WEEK

Encouraging children and families to read together for learning and entertainment is the focus of Family Read Week. For the November 12-18, 2018 event, the Library Commission provided each library with an activity packet with fun exercises for children and families, as well as a promotional poster.



LETTERS ABOUT LITERATURE

Sponsored by the Library of Congress and the West Virginia Center for the Book, a program of the West Virginia Library Commission, Letters About Literature encouraged 689 students to read a book and write a reflective essay on how the book changed their perspective of the world. At the awards ceremony at the Culture Center, students learned more about the power of stories from native West Virginia author Meredith Sue Willis.

NATIONAL BOOK FESTIVAL

Two consultants from the West Virginia Library Commission attended the National Book Festival in Washington, DC, to promote reading and the Mountain State. The book that represented the state was *Life* by Cynthia Rylant.



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