

Find Yourself in the Library



West Virginia Library Commission

2020 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

2020 Annual Report

Explore. Discover. Create in West Virginia Libraries

COMMISSIONERS

Vacant

First Congressional District

Vacant

First Congressional District

Mary B. Strickland

First Congressional District

Betty Gunnoe, Chair

Second Congressional District

Debra K. Sullivan

Second Congressional District

Katy White

Second Congressional District

Vacant

Third Congressional District

Vacant

Third Congressional District

Dennis C. Taylor

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



YEAR IN REVIEW



The pre-COVID months of the 2020 fiscal year, the Library Commission’s primary goals for the year were completing the transfer of its Field Techs to the Office of Technology and the development and award of a Request for Proposal for increasing broadband speeds in public libraries without increasing cost. In January, rumors of pandemic accompanied with images of figures in hazmat suits spraying the empty streets of Wuhan, China became common on the nightly news. In March, the Governor issued a “Stay at Home” order directing all West Virginia residents, including state employees, to stay at home and limit movements outside of their homes beyond essential needs. Primary goals immediately shifted to equipping

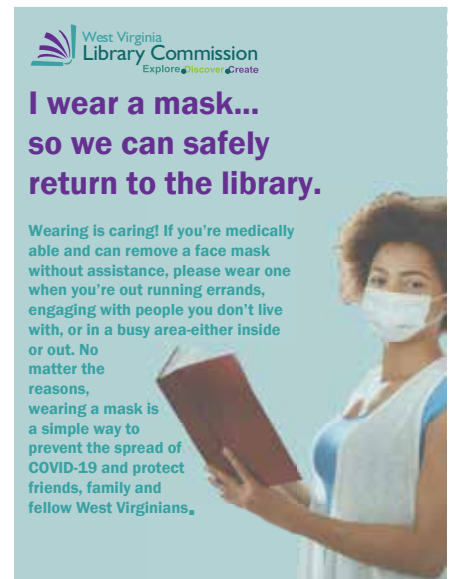
Library Commission staff to work from home and providing local libraries the support they needed; financial, technological, informational, and emotional.

A core goal of libraries is **access** to information for all, including those without home internet service. In March, before shutting their doors, West Virginia’s public libraries, as broadband community anchors, opened wi-fi access to the public. As part of its role in the information chain, the Library Commission built an interactive map of library public wireless hotspots and posted it on the website. That map became an integral part the Office of Technology interactive map of all public wireless hotspots. It made libraries visible as obvious sites for the Governor’s **Kids Connect Initiative** when it came along. It highlighted the critical need for more **broadband capacity** in libraries.

While the buildings were closed but still determined to offer as much service as possible, weekly Zoom meetings were a forum to share concerns, conundrums, and resolutions. They discussed all possible variations of curbside service,

grab and go activities, virtual programming, feeding programs, and more. They explored library eligibility for relief programs. They shared experiences creating masks, and face shields, and face mask ear protectors. They discovered that, regardless of size, regardless of experience, regardless of master’s degrees, all had the same passion – service.

Although it consumed less than six months of the 2020 fiscal year, the COVID-19 pandemic defined the year and continues to present





FY 2020 LIBRARY COMMISSION BUDGET

GENERAL REVENUE FUNDS	
Budget Description	Budgeted
Personal Services and Employee Benefits	\$ 1,314,744.00
Repairs and Alterations	\$ 6,500.00
Current Expenses	\$ 132,155.00
Services to Blind & Print Disabled	\$ 161,717.00
BRIM Premium	\$ 18,205.00
Totals	\$ 1,633,321.00
LOTTERY EDUCATION FUNDS	
Budget Description	Budgeted
Books and Other Library Resources	\$ 360,784.00
Services to Libraries - Grants	\$ 550,000.00
Grants to Public Libraries	\$ 9,439,571.00
Digital Resources	\$ 219,992.00
Infomine Network	\$ 943,353.00
Totals	\$ 11,513,700.00
FEDERAL FUNDS (IMLS/LSTA)	
Budget Description	Budgeted
Personal Services and Employee Benefits	\$ 423,655.95
Statewide Digital Resources	\$ 543,406.00
Current Expenses and Subrecipient Grants	\$ 1,064,456.35
Totals	\$ 2,031,518.30
NON-APPROPRIATED FUNDS	
Budget Description	Budgeted
Library Television Network (\$50,000 Spending Authority)	\$ 2,725.45
Unclassified - Gifts, Grants, & Donations (\$1M Spending Authority)	\$ 114,751.00
Totals	\$ 117,476.45
REAPPROPRIATED SPECIAL PROJECT FUNDS	
FY11 - Library Special Projects Reappropriated	\$ 18,982.00
FY12 - Library Special Projects Reappropriated	\$ 17,999.00
FY13 - Library Special Projects Reappropriated	\$ 337,252.00
Reappropriated Special Project Totals	\$ 374,233.00
Total FY2020 Budget	
	\$ 15,670,248.75



GRANT PROGRAMS

GRANTS TO PUBLIC LIBRARIES (ALSO KNOWN AS GIA)

Source: Lottery Education Funds

Amount: \$9,439,571

Purpose: These funds supplement local tax-based and non-tax-based funds that sustain operations, services, and collections of local public libraries. Most libraries use the grants for personnel, audit expenses, and continuing education.

Services to Public Libraries Grants

Source: Lottery Education Funds

Amount: \$550,000

Purpose: Many public libraries in the state are unable employ full time professional Directors and are assigned to Service Center libraries. Services to Public Libraries grants provide additional funds for Service Centers to provide professional and administrative assistance to these Affiliates.

Supplemental Grants

Source: Unexpended General Revenue and Lottery Education Funds

Amount: Varies

Purpose: When funds are available, the Library Commission invites libraries to apply for Supplemental Grants. These are usually restricted to a maximum amount of \$5,000 in the areas of collections enhancement, services enhancement, technology upgrades, and maintenance or renovation.

Consortia Support Grants

Source: Federal Funds – Library Services and Technology Act (LSTA) Administered by the Institute of Museum and Library Services (IMLS) and the Library Commission

Amount: Consortia Support: \$ 400,000 **Total (FY 2020 Allotment)** \$ 1,477,637

Purpose: To enhance resource sharing and make more information available to library users, the Library Commission provides funding to maintain and upgrade software and hardware and provides training, centralized software support and advice in the areas of library technology and cataloging. The Consortia Support grants are sub grants of the Federal program which also supports multiple other statewide programs.



GOVERNOR
Jim Justice

**NINE MEMBER
LIBRARY COMMISSION**

**EXECUTIVE
SECRETARY**

**ADMINISTRATIVE
SERVICES**

FINANCE & GRANTS
Budget
Procurement
E-rate

**HUMAN RESOURCES &
COLLECTIONS**
Inventory
Fleet Management
Graphics

TELEVISION SERVICES

**LIBRARY SERVICES &
COLLECTIONS**
Interlibrary Loan
Digital Resources

**STATEWIDE DEVELOPMENT
SERVICES**
Consulting
Continuing Education

SPECIAL SERVICES
For the Blind &
Print Disabled

**PATRON SERVICES &
COLLECTIONS**
Large Print
Reader's Advisor
Magazines

**COLLECTION & TECHNICAL
SERVICES**
Machines
Devices
BARD



ACCESS to information needed to be informed, productive citizens

Accessing information is not on Maslow's hierarchy of needs but it is on the Library Commission's. Finding aids improve Access. The COVID-19 Support Guide for Libraries and Librarians developed by the Library Commission in March 2020 continues to be updated and expanded.

Access requires technology. The Library Commission is a leader in **digital information access**. With the Commission's direct fiscal and technical assistance all the state's public libraries offer Internet connectivity. Although agency Network Services field technicians transitioned to the West Virginia Office of Technology in October 2019, the Library Commission continues to financially subsidize access to critical e-collection and support technology-based services in public libraries.



[Library Commission Home](#) / [LibGuides](#) / [COVID-19 Support for Libraries and Librarians](#) / [Policies and Procedures](#)

COVID-19 Support for Libraries and Librarians: Policies and Procedures

Tools to help West Virginia libraries and librarians in response to COVID-19

[Policies and Procedures](#)[WV Coronavirus Resources](#)[Vaccine Information](#)[Funding](#)[Database and Vendor Resources](#)[Education Resources](#)[Internet Access & Remote Work Support](#)

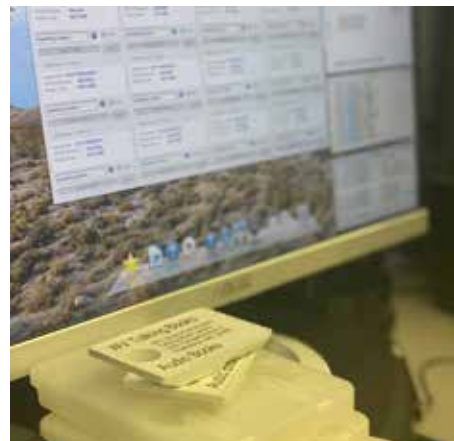
Matching needs to capacity is elusive. An example is a two-year Request for Proposal (RFP) process to dramatically increase **internet bandwidth** in public libraries without increasing cost. Development of the RFP began in FY 2019. The contract was awarded in October 2020. July 1, 2021 is the target date for rolling out 100 mpbs Internet speeds in all libraries. The critical need for digital information access points will not fade with COVID-19.



A barrier to information access often overlooked is physical ability. **Library Commission Special Services**, part of a national network administered by National Library Services (NLS) at the Library of Congress, removes that barrier for **Blind and Print Disabled** West Virginians.



COVID-19 forced Special Services to temporarily close. Duplication- on- Demand (DoD) initiated in the last quarter FY 2019 mitigated the results. DoD enabled Special Services to fill patron requests for talking books by creating digital cartridges containing multiple titles from the entire NLS collection, not just the stock available on site. Despite the shutdown and limited service, **circulation surpassed that of last year by 10%**.



Special Services staff in Charleston adapted to the many challenges COVID-19 presented its patrons. However, it was staff in the sub-regional libraries—**Cabell County Public Library, Parkersburg & Wood County Public Library, and the West Virginia School for the Blind in Romney**—that really stepped up.

The Reader's Advisors in these libraries took to the streets, literally, to decrease service disruptions. Their dedication fought isolation among their patrons with current affairs and entertainment. **Special Services** is committed to ensuring that its patrons, and the many challenges they face, are not overlooked.



Library Television Network Services (LTN) contributes to the Commission's information access mission by distributing valuable information from state agencies and nonprofit organizations to the public. Several show hosts took advantage of LTN's option to use the audio

portion of their shows as an online blog. Among them are **Live Well West Virginia**, hosted by the West Virginia Medical Association and **Volunteering West Virginia**, hosted by **Volunteer West Virginia**.

COVID-19 significantly reduced normal production output. However, four new programs debuted: **Mission West Virginia**; **Your Health Done Right**; **More Than Books**; and **Healthy Grandfamilies**. Production also resumed on **Spotlight on Health** hosted by the Kanawha-Charleston Health Department.

2020 marked the 4th Anniversary of the Library Television Network's **YOUTUBE CHANNEL**. The channel typically has up to 300 shows and videos available and has reached over **397,000** people online.



Enhance the **SERVICE CAPACITY** of public, academic, and school libraries

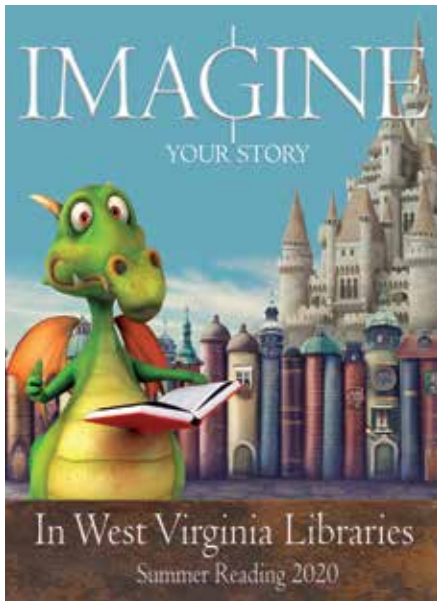
Collections, technology, programs, knowledgeable staff, and facilities are all components of service capacity. All Library Commission programs and activities are all focused on supporting and expanding that capacity for West Virginians.

There is no service without funding. Library Commission **grant programs** distribute more than \$10M annually in direct financial support.

Libraries equal Collections. Collections of **Books** in all formats. Books on the shelves and books in the cloud. Books for all ages. Books as magazines, newspapers, documents, and genealogical records. Collections of mobile hot spots and other interesting devices. Collections to lend – for free. Library Commission grants supplement library budgets but most still struggle to dedicate 20% of their budgets to **Collections**.

WVInfoDepot.org, an anywhere, anytime digital library accessible to all West Virginians, is one way the Commission enhances **Collection Service Capacity**. In response to COVID-19 and feedback from libraries, the Commission increased the scope and created tutorials on two

components, **Job & Career Accelerator** and **LearningExpress Library**. The agency sends libraries monthly **WVInfoDepot.org** news messages featuring individual resources.



Technology is also critical to **Service Capacity**. For more than 25 years, the Commission has encouraged and supported cooperative technology projects that ensure *all* public libraries can offer technology-based services. An example is the consortia-based model for automated library management systems (LMS) that enables libraries to share their collections with users at all the member libraries. In FY 2020, the members of the two largest consortia, the Mountain Library Network (MLN) and the Northern Library Network (NORLN) agreed to merge. When complete, the resulting **West Virginia Library Network (WVLN)** will increase the capacity of **72**

library systems, including 5 Academic, 1 School, and 2 Special libraries.



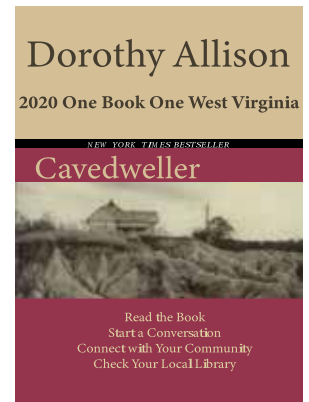
The annual **Summer Reading Program** is a centerpiece of public library programming. It encourages school aged children to keep reading during summer vacation, preventing the “summer slide”. The Library Commission’s membership in the Collaborative Summer Library Program (CSLP) provides a common theme, group purchasing power, artwork by nationally known artists, and fantastic programming ideas and resources. COVID-19 with its shutdowns, masks, and social distancing did not defeat this important event. **It went virtual!** The Library Commission committed \$25,000 of its

CARES Act funds to make this possible for both Summer 2020 and Summer 2021.

To guarantee collections, programs, and services meet **lifelong learning** needs in their communities, library staff and trustees must be lifelong learners too. A positive outcome of COVID-19 shutdowns and slowdowns was more time to learn. The Library Commission continuing education requirement for Directors and staff was universally exceeded. Librarians learned how to deliver virtual story hours, adult programs, young adult games, and summer reading programs. They learned how long to quarantine all kinds of library materials. They explored numerous resources to help their users deal with coronavirus-related issues.

Library Commission consultation services for West Virginia library staff and boards pivoted to virtual. The Library Commission subscribed to a secure **video conferencing** service to support even more learning. The Commission invited libraries across the state to use the platform and WVLC technical support for training, board meetings, and even conferences.

Although library buildings were closed through and well beyond the end of the 2020 fiscal year, the **facilities** are sources of curbside services, wireless Internet access, virtual programs, and virtual information services. They are bookmarks designating where the old normal ended and the new normal began. But too many facilities need repaired, remodeled, or replaced to accommodate the new normal. They need more adaptable spaces, more parking, more technology, new furniture and lighting and HVAC systems. To date, no funds have been appropriated to **Library Facilities Improvement Fund** to meet those needs. Until they have adequate facilities, libraries will continue to offer **essential services** with passion, but from a deficit position.



Public libraries are “powerful national assets with capacity that must be developed and fully used to enhance science literacy, economic development and lifelong learning.” (IMLS, 2012)

