WEST VIRGINIA LIBRARY COMMISSION

1996

ANNUAL REPORT

West Virginia Library Commission
Charleston, WV 25305-0620

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Acting Executive Secretary

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(Three commissioners' positions were vacant at close of fiscal year)

FY 1996

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Overview -- Dave Childers

Fiscal year 1996 was a year of challenge for the Library Commission staff and for library development in West Virginia. Technological challenges are a fact of modern library existence but the addition of drastic personnel actions and even weather aberrations required extraordinary responses. The menu of reactions to challenge includes quitting, standing still, working around, overcoming and moving forward. The determination of the Library Commission staff to work for better libraries in West Virginia erased the first two options. Not all of the challenges were overcome; none were declared insurmountable.

This was the year all the planning, writing, and negotiating involved in the InfoMine project was supposed to result in completely integrated Internet access for academic, school, and public libraries. It didn't happen as planned. The contracts for essential equipment were bid, delayed, re-bid, and delayed again. The Commission's director, the chief creative force behind the entire project, was dismissed. The staff regrouped. Duties and responsibilities were reassigned. Plans for statewide training inched forward and over 300 library personnel attended the WVLC Internet Skills Institute May 28 - June 6 at Marshall University.

The bulk of the Marshall training was provided by PALINET, a Pennsylvania based library consortium, with Library Commission staff handling logistics. Several other training sessions throughout the year dealing with interlibrary loan email, automated serial holdings, database searching, and trustee responsibilities were totally designed and presented by Commission staff.

A current buzzword in libraryland, "partnerships", applies to cooperative relations between libraries and schools, libraries and government agencies, libraries and business, types of libraries, etc. It may be a new word but neither the concept nor the practice is new to the Library Commission. Each division of the agency has its unique cooperative projects.

Public Library Support Services expanded its traditional print operations to assume world wide web home page design and development. The Commission's home page was expanded. Librarians from around the state came to Charleston for individualized training on mounting and maintaining home pages. Cooperative efforts with state agencies, and West Virginia University were launched.

Technical Services was involved in two major cooperative projects. One involved coordinating the myriad technical aspects of the InfoMine project with vendors, and representatives of school, academic and public libraries. The other project resulted in major expansion of the interlibrary loan e-mail system.

MultiMedia Services worked with WV Public Television to produce First Lady Rachel Worby's Arts and Letters series, with Culture and History to cablecast the annual Vandalia Festival, and continued to provide television production, satellite teleconferencing, and post

production services to all state agencies. In addition a new project, Mountain Tells, was designed to provide public libraries with additional children's programming.

Field Services concentrated on training for the trustees, staff, and Friends of public libraries in the state. The success of the Marshall Institute was the result of this division's organization skills.

The fact that the Logan Area Public Library is under construction as a joint public/school library shows that efforts at cooperation do yield results. Direct Services has worked with the Governor, state legislators, the Logan County Commission, the School Building Authority, State Department of Education personnel and the Logan Area Trustees for years to make this project a reality.

Film Services helped program film festivals around the state. The addition of several new videos on the Internet and World Wide Web searching expanded training opportunities for libraries and state agencies alike.

Services for the Blind and Physically Handicapped coordinated activities of the five subregional libraries in the state. Cooperative efforts with the National Library Services and the Bell Atlantic Telephone Pioneers resulted in much more efficient machine repair for blind library patrons.

Reference Services confronted the new challenge of establishing a State Publications Clearinghouse by requesting over 200 state agencies to name documents officers, selecting depository libraries, writing guidelines, and shipping 148 boxes of documents.

The past year was not one that many Library Commission staffers would like to see repeated. However, it was a year of challenges met with intelligence and courage. The past year guarantees that future challenges will be met in the same way.

Construction -- Dave Childers

The Commission began fiscal year 1996 with carryover construction funds in the amount of $169,183. Notification was received in May 1996 that $174,112 was being allotted to West Virginia for Federal fiscal year 1996. Total funds available for obligation to construction projects in FY 1996 was $343,295.

The Commission wasted little time in considering an application from the Logan Area Library. The approval is to purchase an interest in the newly planned Logan Middle School to be built on Midleburg Island in Logan. The planned school library was to be 4,000 square feet, however, this was expanded to 10,000 square feet to accommodate a school/public library.

The next round of project approvals came at the Commission's meeting held on May 28, 1996. Two new projects were approved and a supplemental allotment was made to a project previously approved. Please see Table II for a list of the projects and amounts.

The Commission closed the fiscal year with forty-four projects requested in the amount of $29,305,935. Please see Table III for details.

TABLE I
Appropriations of State Funds - Construction 1970 - 1996

1970	$500,000	1984	$388,000
1971	0	1985	$20,000
1972	$250,000	1986	$20,000
1973	$700,000	1987	$390,000
1974	$1,250,000	1988	0
1975	$1,500,000	1989	0
1976	$1,500,000	1990	0
1977	$1,500,000	1991	0
1978	$1,000,000	1992	0
1979	$1,350,000	1993	0
1980	$1,200,000	1994	0
1981	0	1995	0
1982	0	1996	0
1983	$100,000	TOTALS	$11,668,000

TABLE II CONSTRUCTION PROJECTS APPROVED FY1995-96				
PROJECTS	**DATE APPROVED**	**LSCA**	**LOCAL**	**TOTAL COST**
Logan	11/27/95	$169,183	$344,817	$514,000
Calhoun County	5/28/96	$37,604	$37,604	$75,208
Left Hand	5/28/96	$60,000	$146,000	$206,000
War *	5/28/96	$29,450	$29,450	$58,900
Total Approval	FY 1996	$296,237	$557,871	$854,108

* Supplement to an earlier grant in the amount of $40,550.

TABLE III PROPOSED CONSTRUCTION PROJECTS			
TYPE	**NUMBER OF PROJECTS**	**ESTIMATED TOTAL COST**	**REQUESTED STATE AND/OR FEDERAL SHARE**
Major Construction	12	$21,686,875	$17,349,500
ADA Compliance	7	$625,000	$500,000
Remodel/Addition	25	$6,994,060	$5,595,248
TOTALS	**44**	**$29,305,935**	**$23,444,748**

Library	YEAR	TYPE	POP.	LOCAL $	STATE $	FEDERAL $	TOTAL $
Alderson	1978	O R	1,500	4,000	22,334	13,448	39,782
Alum Creek	1986	I	3,715	25,135	5,000	30,000	60,135
Ansted	1976	I	5,000	0	33,404	11,012	44,416
Baker	1978	O	11,000	2,000	13,991	0	15,991
Barboursville	1966	C	17,201	66,164	1,767	128,095	196,026
Barrett-Wharton	1977	I	1,000	9,450	37,050	0	46,500
Beckley	1973	C	86,821	500,000	757,000	448,855	1,705,855
Belington	1980	O	2,000	3,000	17,858	0	20,858
Benwood-McMechen	1980	C	6,000	100,000	165,000	0	265,000
Blacksville	1973	I	6,804	23,000	11,320	0	34,320
Bluefield	1972	C R	73,942	181,400	426,299	216,101	823,800
Bolivar-Harpers Ferry	1976	I R	2,000	46,376	31,241	52,747	130,364
Bradshaw	1984	O	800	2,000	19,500	141	21,641
Branchland	1979	O R	1,024	25,799	16,229	20,000	62,028
Brandywine	1979	O	2,200	2,000	15,905	0	17,905
Bridgeport	1994	F	6,739	50,000	0	50,000	100,000
Brown's Chapel	1980	O	4,374	3,000	17,836	0	20,836
Buckhannon	1978	C	10,000	0	27,196	750,000	777,196
Buffalo	1984	O	1,034	2,000	450	19,191	21,641
Burnsville	1976	I	3,000	0	36,776	6,933	43,709
Center Point	1979	O	2,200	2,000	16,103	0	18,103
Chapmanville	1976	I R	2,000	12,808	57,531	38,270	108,609
Charleston	1965	C	23,414	1,580,814	0	436,510	2,017,324
Cheat Lake	1976	I	4,991	31,743	27,540	0	59,283
Chester	1974	I R	5,000	80,533	45,253	0	125,786
Circleville	1979	O	2,200	2,000	15,906	0	17,906
Clarksburg	1973	C	77,710	1,018,971	395,000	427,000	1,840,971
Clay	1980	C	11,265	103,500	250,000	0	353,500
Clendenin	1976	R	1,438	75,825	24,000	22,000	121,825
Cowen	1978	I R	2,500	11,901	65,941	20,149	97,991
Craigsville	1975	I R R	5,000	82,100	53,908	59,523	195,531
Cross Lanes	1974	I	5,000	45,000	14,300	0	59,300
Davy	1978	O	1,200	3,000	14,806	0	17,806

Library	YEAR	TYPE	POP.	LOCAL $	STATE $	FEDERAL $	TOTAL $
Dunbar	1976	C	9,151	279,820	250,000	0	529,820
Eleanor	1979	O	2,500	2,000	15,583	0	17,583
Elizabeth	1979	C	4,922	32,000	128,000	0	160,000
Elk Valley	1975	R	22,139	67,139	44,800	0	111,939
Elkins	1967	C F	8,536	63,052	2,532	132,153	197,737
Fairmont	1976	R	26,093	0	4,200	0	4,200
Fort Ashby	1984	I	9,633	16,998	16,808	26,591	60,397
Fort Gay	1974	I	5,000	0	30,624	0	30,624
Franklin	1987	C	3,510	84,063	183,873	140,127	408,063
Gassaway	1974	I	7,600	3,500	32,887	0	36,387
Gilbert	1979	O	1,200	3,000	16,783	0	19,783
Glasgow	1977	R	12,000	0	5,600	0	5,600
Glenville	1978	I R	3,000	63,478	52,500	25,000	140,978
Grafton	1979	C	16,584	226,720	250,425	150,000	627,145
Grantsville	1967	C R	8,250	58,405	0	112,639	171,044
Green Bank	1976	I R	3,000	11,589	52,741	2,107	66,437
Guyandotte	1984	C	10,020	199,998	0	173,400	373,398
Hamlin	1973	I R C	15,825	465,059	44,621	338,000	847,680
Hannan	1986	O R	2,186	35,129	1,500	30,500	67,129
Harman	1988	O R	1,753	43,426	0	31,300	74,726
Helvetia	1984	O	1,100	2,000	8,166	12,541	22,707
Hillsboro	1978	O R	500	5,000	31,049	0	36,049
Hinton	1983	C R R	15,785	30,672	77,274	40,000	147,946
Hundred	1979	O	800	2,000	15,822	0	17,822
Huntington	1977	C	106,835	3,560,029	1,309,980	0	4,870,009
Huntington (West)	1989	C	15,413	285,000		175,000	460,000
Hurricane (Putnam)	1973	C	38,181	190,184	223,000	107,000	520,184
Hurricane	1987	C	3,751	60,333	20,000	56,000	136,333
Huttonsville	1978	O	500	2,000	14,102	0	16,102
Iaeger	1978	O	1,200	3,000	14,723	0	17,723
Inwood	1978	O	2,000	2,500	13,376	0	15,876
Kenova	1984	C	21,423	164,657	0	173,400	338,057
Kingwood	1967	C	7,031	54,211	0	180,921	235,132

Library	YEAR	TYPE	POP.	LOCAL $	STATE $	FEDERAL $	TOTAL $
Left Hand	1996	C	4,000	146,000	0	60,000	206,000
Lesage	1980	O	2,000	3,000	18,379	0	21,379
Lewisburg	1977	R	3,065	0	6,000	0	6,000
Logan	1996	C	24,032	344,817	0	169,183	514,000
Madison	1973	R	30,447	27,738	105,000	0	132,738
Man	1973	I	17,000	38,000	33,579	0	71,579
Mannington	1974	R	2,747	7,000	4,200	0	11,200
Marlinton	1986	R	3,749	0	10,000	0	10,000
Marlowe	1978	O	2,000	2,500	13,376	0	15,876
Marmet	1980	O	3,500	50,000	18,173	0	68,173
Martinsburg	1966	C F R	46,775	294,578	431,250	747,072	1,472,900
Mason	1975	I	3,000	3,000	35,000	0	38,000
Matewan	1979	O	1,200	2,500	16,783	0	19,283
Middlebourne	1976	I	1,000	0	28,880	15,115	43,995
Milton	1977	C	1,600	593,375	190,020	0	783,395
Moorefield	1978	C F R	10,030	109,998	207,000	0	316,998
Mt. Hope	1979	I	4,500	7,387	50,050	0	57,437
Mt. Storm	1984	O R	2,737	26,701	30,191	12,541	69,433
Mullens	1976	R	2,967	0	13,000	0	13,000
New Haven	1987	C	2,000	86,437	179,552	121,568	387,557
New Martinsville	1975	C	21,874	152,889	215,000	105,000	472,889
Nitro	1989	R	8,074	65,499		65,499	130,998
Northfork	1978	O	1,200	3,000	14,671	0	17,671
Nutter Fort	1984	I R	6,500	75,203	25,447	79,071	179,721
Oak Hill	1976	R	6,812	83,157	203,022	0	286,179
Paden City	1974	I R	5,612	40,213	49,564	0	89,777
Parkersburg	1974	C	93,648	1,177,101	620,000	450,000	2,247,101
Parkersburg (South)	1973	I	18,000	21,000	11,685	0	32,685
Parsons	1974	I	4,845	0	32,666	0	32,666
Paw Paw	1976	I	1,000	0	33,018	12,377	45,395
Pennsboro	1984	C	3,814	15,340	51,226	185	66,751
Petersburg	1975	R C	10,210	310,000	18,000	310,000	638,000
Peterstown	1976	I R	1,000	13,985	50,663	27,851	92,499

Library	YEAR	TYPE	POP.	LOCAL $	STATE $	FEDERAL $	TOTAL $
Philippi	1991	R	9,151	149,818		148,861	298,679
Pine Grove	1976	I	1,000	0	28,860	15,010	43,870
Pineville	1985	C	12,000	116,568	12,000	0	128,568
Poca	1980	O	1,000	3,000	18,281	0	21,281
Point Pleasant	1975	C	27,045	120,000	200,000	265,000	585,000
Princeton	1975	R	7,493	0	5,950	0	5,950
Quinwood	1984	O	2,000	2,000	1,659	23,150	26,809
Racine	1980	I	1,500	0	52,500	0	52,500
Rainelle	1974	I R	10,000	28,966	53,641	19,684	102,291
Ravenswood	1972	C	11,790	69,256	88,001	89,599	246,856
Richwood	1975	C	11,276	105,000	130,000	125,000	360,000
Ripley	1972	C	14,004	66,235	88,000	89,600	243,835
Roane County	1975	C	15,952	151,568	282,764	217,236	651,568
Romney	1965	C	14,867	94,670	0	207,777	302,447
Ronceverte	1979	O I	2,000	33,648	18,335	32,937	84,920
Rupert	1978	O R	1,200	3,000	18,122	0	21,122
Shady Spring	1983	C	12,253	92,710	100,000	0	192,710
Shinnston	1973	F R	2,576	34,393	24,580	0	58,973
Sissonville	1979	I	2,000	75,123	15,500	0	90,623
Sophia	1974	I	6,000	30,200	12,342	0	42,542
South Charleston	1968	C R	15,968	179,112	213,000	310,891	703,003
St. Albans	1970	R	12,402	35,762	98,785	44,253	178,800
St. Marys	1973	C	8,236	77,560	109,450	0	187,010
Stickney	1976	I	5,000	17,623	14,330	11,915	43,868
Summersville	1991	C	9,375	391,955		200,000	591,955
Summit Point	1984	O	7,598	6,800	5,677	12,695	25,172
Terra Alta	1975	R	4,111	1,000	7,209	0	8,209
Thomas	1979	O	2,000	2,000	15,865	0	17,865
Union	1979	C	12,873	43,750	288,000	28,250	360,000
Valley Head	1978	O R	500	4,377	23,590	13,145	41,112
Vienna	1975	C	11,618	161,955	167,018	0	328,973
War	1976	I R	2,004	17,590	63,746	18,800	100,136
Webster Springs	1973	I R R	6,000	29,358	63,746	17,640	110,744

A Day In The Life

The ninth year of the *Day In The Life Of West Virginia Libraries* reinforced the position of libraries as central hubs in their communities. The figures tell one story: materials checked in - 38,710; materials checked out - 50,669; reference questions - 16,693; new cards issued - 1,052; on-line computer searches 12,445. The real story, however, is probably told in the variety of programs being offered by the libraries. Literacy groups, school visits, preschool story hours, tax forms distributed, items notarized, all illustrate the wide range of needs served in the community. The image of the library where only books are stamped is melted away in today's services. The true picture of the library is a mosaic of different interests providing for the educational, recreational, cultural, and social needs of its patrons.

RADAR

The RADAR program is a clearinghouse for alcohol and drug abuse information. It is offered through a block grant from the Health Department, Alcohol and Drug Abuse Division. The clearinghouse offers promotional items to draw young people to the programs and educational materials to give them the foundation to understand the dangers of abuse.

The growing need for these materials is reflected in the increased requests. Since the start up of the program in October 1989 through June 1996, 15,592 mailings have provided 4,393,177 items to libraries, prevention programs, and others. Annual promotions have been readily accepted including the wildflower seed packets encouraging youth to "Grow Up Drug-Free" and National Red Ribbon Week.

INSTITUTIONS

The number of clients being served in state institutions rose to 4,512 in 1995-1996. This service is provided to the institutions through a series of sub-grants awarded to selected public libraries. This brings the service to a more local and, hopefully, more responsive delivery system.

This year was also one of reevaluation of the service following two separate actions. The first was definition of "state institution" by the Library Commission through advise of the Attorney General. The second action was a Legislative Audit that caused the agency to take a second look at what agencies the WV Code permits us to serve. Final changes will be completed in the next fiscal year.

GIFTS & EXCHANGE SECTION

Statistically this section only increases. It is the number of staff which declines. In this report year 460 visitors came to the G&E collection. Also, for the first time in several years the items sent out crossed the 100,000 mark. The section was fortunate to receive a number of titles appropriate to the summer reading program. Because the collection must be built with creativity and string, smoke and mirrors, it is very difficult to target specific age-appropriate materials. This year, however, the planets lined up and available books matched the program.

The feast and famine nature of this collection has led to a series of part-time employees. Stability in service cannot be based on this constant retraining process. The section has reviewed several ways to provide the availability list electronically. This process still

continues. The greatest limitation to providing the lists electronically is the mixed bag of computer levels in the libraries.

GRANTS

This was indeed a strange year for grants. The problem was not getting them. It was spending them. In last year's annual report grants from the US Department of Education and the US Department of Commerce were reported. Both grants were related to the InfoMine Project, which would provide access to the INTERNET and other electronic resources. A third grant was added this year from the Appalachian Regional Commission. Extensions had to be sought for each of these grants because of repeated bidding procedures and slow responses in other areas. Many of these events were beyond the control of the agency. The size of the project, however, does make the delays more understandable.

OTHER ACTIVITIES

So, what about our spare time, you might ask. Field Services is also responsible for the statistical tracking of all libraries, regardless of type, in West Virginia. The Statistical Report of the Library Commission is included in this charge. Reports are submitted to Washington on the activities of public, academic, and school libraries.

As first contact for public libraries, Field Services also surveyed continuing education needs in the libraries and had to survey flood damage in January. Of the eight-one libraries in the disaster area, only five libraries reported damage.

The Library Services and Construction Act requires reports for the agency's annual program, long range plan, and annual report. Each of these reports are compiled by this office. An added duty in the current year was reviewing the re-authorization legislation of this Federal program.

Staff began the holiday season by sending 90,000 tax forms to public libraries. This program was so popular that three additional requests for forms had to be made to the Tax Department.

Field Services is also the liaison for the Library Commission in cooperation activities with other state and private agencies. These efforts include AARP, Red Cross, the Solid Waste Authority, Department of Health and others.

None of the above described programs touches on the advice and direction provided to public libraries across the State by this office. The telephone is a constant companion and plans for an entire day can be erased by one call. Although this responsibility is difficult to report on, it is the most important duty of Field Services.

Reference Services -- Karen Goff

"What's Missing?"

Aunt Gladys is a harmless looking woman. She's short, round, and smiles a lot. Looks are deceiving. Preparing for a visit from her is similar to preparing for a visit from royalty, or at least documents inspectors. Aunt Gladys could be the point person for the President. She writes first to present a list of possible dates. Then she calls to confirm the visitation, following that with a written confirmation. Next come the "special needs" instructions; Uncle Harry needs a banana and eight ounces of grape juice every day; they have given up on the dietary supplement but need skim milk; no coffee, just decaffeinated or herbal tea. This time she also requested a tour of the Reference Library. It had been a few years since she'd been there and Uncle Harry wanted to watch the baseball playoffs. I can cook, dust, scrub, and wash windows at home to give the illusion of efficiency and control but work is different. Maybe that's why the library was on the visitation schedule.

On the appointed day, after a breakfast of bran muffins, bananas, grape juice, and herbal tea, we left Uncle Harry with the TV Guide, the remote control, and the list of what channel was which network on the cable. Aunt Gladys and I headed east on I-64. It didn't surprise me at all that the weather was beautiful and the traffic light. She dutifully signed in with Security at the Cultural Center and received her visitor's badge. She left a neat basket of her award winning brownies with the guards. A second basket was for Reference and Administration. While the staff munched, we started the tour in my office. I had done some cleaning so it wasn't its usual mess. She asked if I had email. After browsing my latest crop of Stumpers-L questions, and answering several, she checked her own mail. She asked why I didn't have a mouse on my computer and why I was using Pine instead of Eudora. She accepted the explanation that I'd given my mouse to the Reading Room computer but frowned a little at my declaration about liking Pine.

We moved on to the Reading Room. She approved of the additional computers and slightly approved of the overall setup of the in-progress computer center. Then she asked about that strange black wire snaking down the wall. "That's our power source Aunt Gladys". "It's ugly", she said. So I showed her the room's outlet layout; 21 in the floor; six in the stacks, and two on the wall. The computer center is hooked together with power strips and extension cords. We only kick the breaker when the printer, the heater, and the electric pencil sharpener are all in use simultaneously. Aunt Gladys took notes. I outlined the plan to network the most popular of the library's 200 CD-ROMS. The two twelve bay CD towers are already in place. When completely loaded, each computer in the agency will be installed with a menu that will permit staff and patrons to search for phone numbers, businesses by place or SIC, state and federal tax forms, tax regulations, quotes, poetry, census data, current issue research, or grant sources. Aunt Gladys took notes and commented "Something's missing".

So I showed her the Internet computer. Library users can sign up for 30 minute sessions and, from the Library Commission homepage, search the world. Choosing the

Information and Referral database designed by Reference Services, they can find everything from a list of food pantries to a list of legislators. Each entry gives the address, phone and fax numbers, contact person, and a brief description of services. It was developed from a database originally designed for the VTLS union catalog. It is a prototype for the conversion of other databases. Next in line is the West Virginia Periodical Index. This index is currently in print and on an in-house disk. It is also much in need of a supplement for the years 1994-1996. Aunt Gladys took more notes.

We proceeded to the Circulation desk. Aunt Gladys noticed right away that we had moved the photocopy machine to this area. I explained that the primary reason for the move was to get it in a more public area to discourage patrons from making 100 copies and paying for ten. "How many copies a year are you talking about?" asked Aunt Gladys. "34,305", I answered. "Good move", she replied. I felt compelled to add that not all those copies were made by patrons. Probably 80% - 90% are made by staff responding to interlibrary loan and reference requests. For staff, moving the machine closer to the collection was a good move too.

Aunt Gladys and Billie, the Circulation clerk, chatted for a while before Aunt G got back to business. "How are your circulation statistics this year?", she asked. I waffled. "They're down". "Why?" Fortunately, I had a theory. Direct loan, in-house use, and new registrations are about the same as last year but interlibrary loan is way down. My theory is that this is a positive indicator. It shows that the statewide network is working. Instead of automatically sending all requests to the Library Commission, libraries are able to check the holdings of nearby libraries first. Because of reasonably priced CD-ROMS there are fewer requests for periodical articles too. Many libraries that had minimal periodical collections are able to supply full-text articles thanks to various CD-ROM products. The InfoMine project expands this even further by providing access to 1600 periodical titles, almost half of which are full-text, via the Internet. The role of Reference Services in the future will be less that of a supplier and more that of evaluator, trainer, and builder of databases. The coordination of pilot projects that resulted in choosing UMI's ProQuest Direct to be part of the InfoMine package is an example of this new role. Another example is the statewide pool of searches for OCLC's FirstSearch that is a Reference Services responsibility. While interlibrary loan requests will probably continue to drop, other output measures will increase. We just need to adjust what we count and how we count it accordingly. Aunt Gladys nodded, took notes, and murmured, "Something's missing".

Maybe we'd find whatever she thought was missing in the non-circulating stack area. I'd written Aunt Gladys several times about the inventory project. Now I could tell her that the inventory of the non-circulating books was complete. Every Book had a bar-code; every bar-code was attached to the correct record. Missing books were so indicated and holdings records correct. She thought the stacks were dimly lit and the shelves crowded. She was right. She asked why there were outlets at the end of every other range of stacks. I told her it was a mystery to me. She just sighed. I asked her advice on what to do with the carrels after we discarded the outdated state tax services. We've carried the discontinued services on the tables for two years. No longer able to afford all 50 states, we are down to ten. The ten were

originally in paper but the company converted to CD. We are beginning to think our patrons were better served by paper. Aunt Gladys took out her measuring tape, wrote down some figures, eyeballed the setup and said she would send me a diagram.

Before going upstairs we stopped in the microfilm area. Aunt Gladys was glad to see the reader-printers were still in good condition. She asked if I wanted a diagram for better use of the Phonefiche area now that we have phone numbers on CD. I said "Sure". "How many microforms do you have now?" she asked. I checked my notes. "229,317 microfiche and 22,858 reels of film". "Will you be getting less now that you have Internet access to so many?' "The renewal list is on my desk now", I answered. "Choose carefully," she warned.

I was ready for her next question as soon as we stepped off the elevator on the third floor. Before she even asked I told her that the book collection numbered 93,887 a net add this year of 1043. The continuing and possibly never ending inventory project has resulted in a lot of weeding. Books that have not circulated in ten years, books with no records or no bar-codes, those that are outdated or falling apart are all considered for weeding. She approved and commented on the excellent order of the stacks. I reminded her that we had lost the part time page position years ago. Herb, who has almost as many years experience as we have books, keeps the stacks in order when he isn't answering reference questions, indexing the newspaper, filling interlibrary loan requests, putting together "some assembly required" equipment, or tracking the progress of library legislation. Emily, who has as many duties as Herb, but a few less years experience, keeps the 621 newspaper and periodical subscriptions and all the microfilm in the same perfect shape. She also updates the Commission's holdings in the West Virginia Union List. Aunt Gladys started a new page of notes but kept glancing all around.

I took her to the government documents area. Ma Lei explained the new depository strategy to put almost all document titles in electronic form by the year 2000. Aunt Gladys was appalled and promised to write every Congressman. She agreed that electronic access will be great for many titles but that the nearly total elimination of paper was too drastic, too soon. Ma Lei demonstrated some of the CD and Internet documents, pointing out some of the difficulties encountered with certain types of data. She also showed Aunt G the user aids she has developed to help locate and use the electronic documents. Robin showed her how the document periodicals were checked in on the VTLS system. They praised the work of our summer student who bar-coded many previously anonymous documents received in 1990-1996. Aunt Gladys was impressed but still insisted "Something is missing".

There was only one more thing to show her, the State Publications Clearinghouse. I led her to the area set aside for temporary storage of the state publications collected through the legislation that established the clearinghouse. I gave her copies of the guidelines and procedures for both state agency documents officers and state publications depository libraries. We aren't GPO. We don't have lighted bins. But we do have our ducks in a row. In the first six months of operation we sent out boxes of publications to the thirteen depository libraries. The libraries are pleased, 20% of the state agencies are cooperating and thousands of pages of state legislation did not defeat us. She congratulated me and the Reference staff which,

although not as intrepid as in earlier days, and definitely more stressed, is still providing high quality service.

"Well, that's the tour Aunt Gladys. Did you decide what's missing?" "Yes," she answered, "that man with the plaid suits. The one who has more ideas than I do. The one who says my brownies are better than Rose City's. The one who thinks globally and acts locally. Where is he?" "He had to leave Aunt Gladys". "Now that's ugly", she declared.

Blind and Physically Handicapped Services -- Frani Fesenmaier

The Blind and Physically Handicapped Department serves the needs of blind or visually impaired, and physically and learning disabled library patrons in the State of West Virginia by providing access to talking books and other non-book formats for those unable to read standard print.

Eligibility for Service

Persons who meet the following criteria are enrolled:

- Blind persons whose visual acuity, as determined by competent authority, is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees;
- Persons whose visual disability, with correction and regardless of optical measurements, is certified by competent authority as preventing the reading of standard printed material;
- Persons certified by competent authority as unable to read or unable to use standard printed materials as a result of physical limitations;
- Persons certified by a competent authority as having a reading disability resulting from organic dysfunction and of sufficient severity to prevent their reading printed material in a normal manner.

Volunteers

The volunteers which have assisted this department during the year are a very special and mixed group. The examples which follow show how diverse backgrounds can come together to provide for the needs of our patrons.

Special education students from Capitol High School have assisted in rewinding and the check in of tapes twice a week. The department has been fortunate to have these students and their trainers. This year the students even helped during the summer months, as long as school was in session.

The department has also had the services of a Senior Volunteer this year, courtesy of support from the Putnam County Commission on Aging.

One volunteer responded to a notice placed in her church bulletin and became our main reader for Goldenseal and Wonder West Virginia. This volunteer comes with considerable radio experience, which included at one time her own radio show.

A high school student volunteered during her break from school in December. This allowed the pulling and redistributing of the talking books.

Machine Agency

The National Library Service visited Charleston on September 6, 1995. The purpose of this visit was to evaluate the efficiency of the Telephone Pioneer and Library Commission machine repair. The National Library Service sent three individuals who met with us all day at the Bell Atlantic Telephone Pioneer Workshop on South Ruffner.

Machine Reconciliation was completed during the year and will soon be reconciled with the NLS database.

In November 1995 the department had a waiting list two months old. Through the cooperative efforts of NLS, the Telephone Pioneers, and WVLC, additional machines were put into circulation. By June 30, 1996, all new patrons were receiving first dates of service and machines within a one week period. All patrons returning defective machines received working machines on a 24-hour basis.

Subregional Libraries

Visits were made to four subregional libraries in this report year. Kanawha County Public Library almost closed its subregional, but has officially reconsidered. This action leaves the total of subregionals in the State at five.

The subregional representative at Ohio County Public Library has been changed after seven years. The previous representative moved to another position but the representative's position has been filled.

Large-Print Books

Reorganization in the department brought one employee to work directly with the large print collection and moved another to a Registration and Magazine position. Cataloging of the large print collection is progressing very nicely and soon all will be entered in the database. The department is presently working toward complete data entry and creation of a catalog of the large print books.

Descriptive Video

Patrons continued to enjoy the Laurence Jones Video Collection and many additional videotapes. Patrons cooperated beautifully to keep these tapes circulating, by returning them within the shortened time limit. At this time, we stock 115 titles.

Technology

Blind and Physically Handicapped was connected to the INTERNET and the World Wide Web. Staff "surfed the net" for patrons looking for information. Almost all organizations connected to our service are "on the web" now. The National Library Service, Library of Congress, Recordings for the Blind, Vocational Rehabilitation, Guide Dogs for the Blind, American Foundation for the Blind are all currently accessible and the list continues to grow everyday. This has been an exciting year for our department with the opening of many new avenues for provision of the best possible service to our patrons.

STATISTICS BLIND AND PHYSICALLY HANDICAPPED	
CIRCULATION	
Subregional Libraries	62,675
Regional Library (WVLC)	97,850
Periodicals	28,200
Braille	4,830
Total	193,555
TOTAL REGISTRATION	
Individuals	5,023
Deposits ***	2,080
Total	7,103
HOLDINGS IN PRINT AND NON-PRINT FORMAT	
Talking Books *	18,844
Cassette Books *	128,708
Large Print Books **	17,260
MACHINE HOLDINGS	
Talking Book Machines *	968
Cassette Book Machines *	3,975
Total	4,943

* Items sent to WV by the Library of Congress, NLS
** Items purchased with State Funds
*** Multiple of 10 has been applied to all Deposit Registration figures

Direct Services -- Donna B. Calvert

The past year held many unexpected changes within the region. For years we have worked on plans and preparations to improve services to our public. Thanks to combined input from the region, plans were developed to address common needs. One example was the bid to purchase new bar code readers. It was agreed upon that a more reliable reader was needed. After research on the most dependable types and a joint bid for twenty-five readers, each library had an affordable, dependable reader. The twenty-four Direct Service Libraries have worked together and developed plans that benefit their library and the region. Changes in these plans were necessary due to technology, staff and nature.

Improved Facilities

Craigsville spent the year raising funds to build their new addition. By the end of the year they were ready to start construction. The new addition should be ready for use before December of 1996.

The Logan Area Public Library is under construction and will be a reality in 1997. The Logan area will be rewarded for it's long struggle to get a public library with a model facility and program. This modern library is a true cooperative effort involving the Logan Area Library Board of Trustees and Logan County Board of Education. The facility will be a joint public/school library located in the new Logan Middle School. Ten thousand square feet of the building will be the library servicing both the students and the public. The location is on the point of Midleburg Island, highly visible from the main routes into Logan. Midleburg Island also is the location of Logan High School, Logan Elementary, the football stadium and several baseball fields. This location should prove to be easily accessible to the patrons in the Logan area. Planning this modern, high tech facility with the county school personnel has been an exciting project. The cooperation and enthusiasm for this library has been wonderful. Governor Caperton, Senator Tomblin, the Logan County Commission, the School Building Authority, State Department of Education, and the Library Commission have all assisted with funds and support to make this project a reality.

The Direct Service Office continues to support the central Logan area with a Books-By-Mail program. Once the new library is open and operating, the Logan Area Library Board of Trustees will be deciding the type of outreach programs and service to the area.

Floods of 1996

Although the librarians and trustees of the Direct Service Region are involved in planning and preparations, this winter has been a lesson in disaster drills and crisis management. January was a month of snow, thaws and devastating flood. The McClintic Library in Marlinton was filled with water to within ten inches of the ceiling. Everything within the facility was lost. Alderson Public Library had advance notice and was able to elicit volunteers to move much of their equipment and materials to higher ground. Alderson Public Library was still heavily damaged.

Thanks to the efforts of both these communities both facilities are operational. Alderson Public is now restored to full service, complete with new carpet and walls. McClintic Library is a temporary, portable structure located near the new middle school, well

out of the flood area. The staffs, trustees and volunteers worked long and hard to restore library service to their community. Their efforts speak highly of the role these libraries play in their community.

Workshop

In December of 1995 the Direct Service Region met for a workshop at the Hamlin-Lincoln County Public Library. The main emphasis for the workshop was to address the needs of the region and plan for the coming year. The main concern was the increasing need to up-date training and hardware to meet the changing technologies. In order to up-grade software, new powerful computers had to be acquired. The staff members of Direct Services, in cooperation with the Technical Services Department, researched the specifications and bid new file servers for the region.

Literacy

Literacy and Family Literacy programs continue to be a commitment of the Direct Service Libraries. LSCA Title VI grants were awarded to Monroe County for both Peterstown and Union, Greenbrier County for all seven libraries, Lincoln County for all three libraries, and Summers County. These four counties have strong, successful programs that are assisting eager participants.

Read Your Way To The Governor's Office

Governor Caperton once again encouraged our Middle School/Junior High Aged patrons to express their views on the importance of reading. In a jointly sponsored National Library Week Program the Library Commission and Governor Caperton celebrated the winning essays at an awards luncheon. Each winner received a certificate from Governor Caperton and had their essays printed in a booklet.

Direct Service Office

The Direct Service Office has been through a year of constant staff changes. Due to a series of retirements, promotions, and duty changes, several staff members have moved from this department. Talented replacements have filled these vacancies. With these changes comes extensive training and needed time to learn the functions of the office and region. Each member of this department has had to take on additional duties and responsibilities in order to maintain services to our public, the libraries within the region. While training new staff members, the department took the opportunity to evaluate services and tasks and redefine our mission.

DIRECT SERVICES OFFICE	
Volumes Owned	100,460
Cassette Recordings Owned	1,319
Staff Visits	32
Deposits	17,704
Circulation Transactions	26,572

Circulation Transactions By Category	
Audio Visual Materials	564
Extension Homemakers Clubs	129
Other Loans	1,729
Books-By-Mail	5,919

Film Services -- Steve Fesenmaier

Viewers	95,633
Videos Out	10,249
Videos In	10,006
Films in Collection	3,298
Videos in Collection	4,063
CD ROMS	65
FREE videos donated to libraries	108

The Year of the Web

This year Film Services caught up with the rest of the world thanks to the Commission's InfoMine project. This connection has revolutionized our program over night. Just as media libraries all over the world were some of the first organizations on the web, so now we too can give everyone access to our world-class video collection. The direct access to the near infinite film resources on the web has also allowed us to find information almost instantly that would have taken us hours and even days to locate. On a daily basis, we are now able to utilize the biggest improvement in information distribution since the invention of the printing press.

Computer Videos

The department worked with our InfoMine trainer previewing and selecting many new videotapes dealing with the Web and related areas. After watching literally every new one being produced, we selected several which could be used by beginning web users. The tapes were reviewed in **Nuggets**, the statewide newsletter for the InfoMine, letting librarians know quickly what items were available. During the last few years we have purchased thousands of dollars worth of new computer training tapes for both the Mac and IBM platforms. The largest series we bought this year was a 8 tape series on Photoshop, the most used visual program.

Visions of Light

This year we finally had to physically make room for our hundreds of new videotapes. We weeded our 16 mm collection, sending everything to Surplus Property EXCEPT our feature films, our Appalachian collection, films on film making, and animation. We were able to redesign our first row of films, using wooden shelves to create space for our most popular video titles - the features. We continued to purchase the highest quality films from leading independent film distributors. These 16 mm prints were shown around the state, premiering at the Morgantown Film Alternative, the Charleston based West Virginia International Film Festival, at the Huntington Film Club, and many other sites which maintain 16 mm. We lent our three Apollo projectors so much that we finally had to purchase a new one - the first new one in more than five years. Many children around the state have never seen a 16 mm film projected in a classroom or elsewhere, and there is a renewed interest in this format. The quality of the image is unmatched by video despite all of the improvement.

Film Festivals Around the State

The department helped program the two series sponsored annually by the WV International Film Festival. Assistance was given in locating some films, finding sources of information on many of them, and even providing many of the prints used in the spring festival. This year Film Services provided a collection of Italian-language videotapes to be used in Clarksburg as part of their annual festival. During the month of September, the films could be borrowed directly from the Clarksburg-Harrison County Public Library. The productions included many by Fellini who was being celebrated all over the country. Film Services also provided many films and tapes to the Governor's Arts Academy, held this year at Institute. The department helped WV State's Capitol Center by providing films during the month of August, showing rare 16 mm films, and even having only the second showing anywhere of a new film by Les Blank - **"Sworn to the Drum"**.

Major Gift

Secretary of State Ken Hechler donated 150 video tapes on WW II, worth thousands of dollars. A detailed videography was created for this series that was sent to every library in the state.

The Pare Lorentz Film Festival

One of the greatest documentary filmmakers, Pare Lorentz, was a native of WV. His widow, Commissioner Bill Drennen, and this department have been working to create an award in honor of Mr. Lorentz. He was a friend of ours since 1982 when we programmed his two most famous films, "The Plow that Broke the Plains" and "The River" at the 50th anniversary of the state capitol building.

Pickvid Papers 3

During the last 18 months Film Services has been creating a new catalog, describing and indexing all of our tapes. We finally published a prototype catalog, 250 pages in size. (This is the same catalog put on the InfoMine.) We plan on publishing a final version and sending a copy to every public, college, and university library.

100 Years of Cinema

1995 was the centennial of movies in America. During the past 12 months we acquired many noteworthy films and videos. One series devoted to this anniversary was the Kino series "The Movies Begin". This five tape series covers the first two decades of film all over the world. The producers restored thousands of clips of damaged film to create this monumental history. We purchased 16 mm prints of several new award-winning films including **"Careful"**, directed by Guy Maddin; **"The Last Seduction"**, picked as the "outstanding independent film of the year", **"Colonel Chabert"**, one of the best new films from France; **"Moving the Mountain"**, a new documentary on China picked as the "best documentary of the year "by the IDA; and 16 mm prints from The Museum of Modern Art in NYC of newly restored, hand tinted versions of **"Last of the Mohicans"**, **"Confederate Ironclad"**, **"Wonderful World of Oz"** (first film version), and **"Battle of Red Men"**.

National Video Project

The department assisted William Sloan, head of circulating film at The Museum of Modern Art and guest editor of the special publication put out by the National Video Resources on health videos. Information was provided about various high quality videos which related to health including a film about the MIC leaks in Bhopal and Charleston. This publication was distributed nationwide. It includes special tapes which have been subsidized by the MacArthur Foundation, thus reducing the cost of the videos.

MultiMedia Services -- David H. Shouldis

Based on the comments of users statewide and statistics in-house, this department had another outstanding and productive year. The new name for the department, MultiMedia Services, concisely incorporates television production with the Radio Reading for the Blind while clearly pointing to the continuing expansion of services.

A primary goal of the department is to provide intellectually challenging informational television programming to library patrons and home viewers of the Library Channel. Traditional MultiMedia services include acting as a site for teleconferencing, up-linking and down-linking specific programs, and producing distance education workshops. Without neglecting any of these services, the department is expanding to meet the needs of not only library patrons and students, but also the librarians themselves.

Programming

A pilot project titled "Mountain Tells" focuses on storytelling for children. It is designed to provide librarians in the larger public libraries with additional programs and librarians in smaller public libraries with a primary source of quality children's programming. It is the goal of each program not only to entertain but to enlighten, teach and challenge children. Children are given positive messages based on the stories. They are also encouraged to visit the local library to find more stories and more information. Multi-talented Sue Eichelberger from the Alpha Regional Library is Executive Producer of the "Mountain Tells" project.

Another project slated for production has been given the working title of "Check Us Out". Targeting the state's front line librarians, this series will keep them informed about trends in library services. Using the in-house training concept, library personnel throughout the state will be kept current about automation upgrades, new projects and library development strategies within the Library Commission.

Three other major production projects involve West Virginia history, highway safety, and religious faith. The history project will combine traditional Appalachian music and interviews with state historians. The highway safety programs will be done in cooperation with the WV State Police. The third project, titled "The Root and the Branch" is already a released series. Hosted by Hazel Crawley, it features discussion among a Roman Catholic priest, a rabbi, and a Protestant minister on aspects of their faith and other topics. The 30 minute program is usually produced live weekly. Viewers are given the opportunity to phone in questions while the program is airing.

"Lifeline" is also a 30 minute weekly production. This series, which deals with senior citizen health care issues, was awarded the Health Care Financing Administration's Beneficiary Services Certificate of Merit for 1996. This series remains one of the main productions of the department.

MultiMedia Services continues to provide television production, satellite teleconferencing, and post production services to all state agencies. The department worked with WV Public Television to produce First Lady Rachel Worby's Arts and Letters series. These programs were shot live and broadcast over the statewide EBA network.

Because of MultiMedia Services, over thirty hours of the Culture and History Division's Vandalia Festival were cablecasted live over the Library Channel. This enabled viewers in the Charleston metro area to see both indoor and outdoor concerts and performances. It required many extra crew hours for both planning and filming but was a tremendous success. The department's post production facilities were used to edit the documentary "Vandalia; The Tradition Continues". This tape, celebrating twenty years of Vandalia Gatherings offers a wide variety of West Virginia folk culture, music, and interviews.

Accessibility

Department activities were not limited to productions only. Thanks in large part to the efforts of Shelia Knuckles of Technical Services, access to the entire collection of videos produced by this department over the years is available on the West Virginia Union Catalog via VTLS. The inclusion of the videos on the union catalog facilitates wider usage of the programs by librarians and library users. We plan to either discard or archive programs every 6-8 years to keep the collection current. MultiMedia Services now has a presence on the World Wide Web too. The department's programming is being added to the Library Commission's home page through the talents of David Martin of Support Services.

Internships

MultiMedia Services also participated in Marshall University's Broadcast Journalism internship program. This year's student not only performed the required duties around the studio, but also produced, hosted, edited, and shot her own video footage for a program titled **"Out for the Summer"**. The program gave out-of-school kids all sorts of options for combating midsummer boredom. The feeling was the department learned as much from our intern as she learned from us. By request, starting in October 1996, MultiMedia Services will extend the internship program to regional high school students interested in broadcasting.

MULTIMEDIA SERVICES -- PRODUCTIVE MEASURES	
Catalog Productions	516
Cablecast Programs	1,075
Teleconference Down-Links	22
Satellite Up-Links	1
Studio Production (Hours/Day)	7.5
Local Cablecast (Hours/Day)	3
Post Production/Graphic Development (Hours/Day)	5
Library Network	178
Cable Network (Towns/Cities)	31
Cable Systems	5
Duplications (Total units 1/2" and 3/4")	4,711

Radio Reading Service Division

Hears to You Radio Reading Service is one of only 12 radio reading services in the United States to be on the air 24 hours per day, seven days per week. When the hours increased in February 1990, there were only four radio reading services in the country with this level of service. The total of radio reading services registered with the National Association of Radio Reading Services was 144. Today, the number is up to over 150 and growing.

West Virginia's Radio Reading Service is one of the few services which has an automated system with a computer capable of running the machines necessary to provide readings of newspapers and magazines after working hours. This has also been in operation since 1990 and was at one time the only radio reading service to have this system.

Volunteers

The number of volunteers has remained fairly steady, although more would be useful. The obstacles to recruiting more remain the same; lack of parking and the fact the building closes at 5:00 PM. The former frustrates many would be volunteers while the latter simply precludes working people and others who might not have time until the evening hours to read for the Service.

The nature of our volunteers is that we can expect a comparatively fast turnover, if recent trends are an indication. This is partly due to the two problems just cited and partly due to the fact that more high school students are volunteering to satisfy service hours for graduation. For obvious reasons, these students may not be expected to commit to the RRS for any length of time.

Radios

There is a need for additional radios. Some radios being produced have interchangeable crystals that would simplify our inventory, system of storage, and corresponding record keeping. This technology is relatively new and still must prove itself. The radio, currently in use, has been in production for a number of years and has proven itself to be an excellent radio in every respect.

Friends of Hears to You

This nonprofit group has been largely dormant for a couple of years. However, there is a rewriting of the Constitution and Bylaws of the Organization in progress that will redefine Board of Directors. These changes should make for a stronger organization with a clear purpose.

Public Radio Goes Digital

West Virginia Public Radio has changed their method of transmission to digital. This change should not effect the Radio Reading Service.

RADIO READING SERVICE	
Number of Volunteers, Current	31
Number of Volunteers, New	7
Number of Volunteers Lost	11
Total Broadcast Hours	8,736
Total Hours "Down"	494
Net Broadcast Hours	8,242
Number of Radios by Location	
Huntington	67
Charleston	5
Beckley	35
Buckhannon/Weston	22
Total Number of Radios	129
Number of Repairs	15
Number of Computers	2
Hours of Local Programming	1,456
Number of Cassette Tapes Reproduced for Various Agencies	222
Number of Voice-Overs	12
Number of Grants Still Active	1
Number of Newspapers Purchased	820

Public Library Support Services -- David H. Martin

Computerization

The fiscal year began with a number of changes in the operation and scope of Public Library Support Services. Most were a result, either directly or indirectly, of computerization. New accounting procedures were put in place with the development of a data base that produces a standardized estimating, invoicing, and processing log. This same approach has been applied to the inventory lists and supplies. The systems were custom designed to meet the needs of audit requirements but can also generate sound decision making strategies. It is possible to extract time requirements for the purpose of scheduling and prioritizing activities; analyze the cost effectiveness of different processes; and measure client requests.

However, the labor saving aspects of inventory, production, invoicing, mailing and tracking (while greatly increasing the potential accuracy of record keeping) demand some attention to the input of data and the up-dating of variables. These activities are now handled by fewer people performing multiple tasks. Graphic production personnel juggle purchasing, billing, record keeping and the receipt and delivery of mail and supplies. As it is not possible to perform these operations simultaneously, urgency and expediency prioritize activities.

Changes In Format

Computers have gone far beyond expediting graphic art procedures and practices as the INTERNET redefines the processes of the archiving and transmission of information. The systems once used in pre-press production are by-passing the press and delivering information on demand to remote locations. Ephemeral information is now being formatted less and less for print. The present systems in P.L.S.S. are uniquely suited to this and have been heavily utilized in the development of the InfoMine.

Cooperative Ventures

The government-wide implementation of Total Quality Management, Inspire et al, lead directly to a number of cooperative initiatives in state government. P.L.S.S. joined with the GIS coordinator for the state to establish a web site and clearinghouse for geographic information systems. This has lead to various cooperative efforts and ventures with WVU, DEP, Tax and the Geologic and Economic Survey. Additionally, P.L.S.S. has worked with the State Historic Preservation Office in a number of projects, supplying technological expertise in both print and electronic media.

Statewide Campaigns

In all, it has been a year of unimaginable change. Many of the activities that consumed most of this department's attention in the past will no longer be performed. "Out-sourcing" will take care of some (where there is no longer the staff to carry out the projects) while other activities will become obsolescent with the new technology. The activity measures for this year reflect many of these trends with the addition of electronic screens in the production statistics. Statewide campaigns this year included: ***Read Your Way To The Governor's Office***, the ***Summer Reading Program***, the ***10th Annual West Virginia Read Out***, the annual ***Drug Free Campaign***, ***Archaeology Week***, the first annual ***GIS Exposition*** and ***Candidates Corner***.

Statewide databases created for the InfoMine include: the West Virginia Archaeological Research Library, GIS, the Literacy database, and the Information and Referral database.

PUBLIC LIBRARY SUPPORT STATISTICS	
Print	321 jobs completed
	506,680 copies
	1,302,792 impressions
Electronic Screens	1,436

TECHNICAL SERVICES -- Judy Prosser

INTERNET/INFOMINE

After many meetings of the Implementation Committee, specifications for the InfoMine Project equipment were sent out for the bidding process. The first response was rejected because there were only two bidders. However, the second go round resulted in only one response in spite of the bid documents being sent to nearly every library software vendor in the world. After the demonstration and months of maneuvering with red tape, the contract was signed and the project got back on track with projections that the installation of both telephone lines and workstations would be completed late in 1996.

Negotiations continue with Citizens Telecom and other small "mom and pop" telephone companies for viable rates that will not swallow the library's entire budget. The non-Bell Atlantic installations involve not only the line charge for the library end but also a Bell Atlantic fee for the link at the meet points are involved where the two systems join. In some cases three meet points are involved where the smaller company links cross both Citizens territory and Bell Atlantic. This makes the fees for small company lines cost $300 or more per month. The Commission, the Communications Center of IS&C, and the Public Service Commission are negotiating for a flat fee regardless of how many telephone company territories are crossed in keeping the Universal Service Fund discounts stipulated for schools, public libraries, and rural health facilities in the Federal Communications Act of 1996.

West Virginia Union Catalog

Among the 1996 recommendations by RGM Consultants, Inc., the consulting company which evaluated the library automation systems, technologies, and services in West Virginia, was that West Virginia "keep the statewide union database concept."

The West Virginia Union Catalog grew by 63,279 records in 1995-1996 to 1,547,486 records. Records were added to the catalog by Library Commission staff, remote VTLS "mainframe" libraries, OCLC resource-sharing libraries, and by OCLC batch loading (135,768 OCLC records processed in batch). Records were also updated by all libraries to reflect their own holdings. There are an estimated 13,200,000 volumes represented in the catalog.

We migrated to VTLS-94 on September 16 and experienced no major problems. We also upgraded the HP3000/948 operating system to "five-dot-o" [a.k.a. MPE/iX 5.0 Release C.50.00] on November 18. We experienced only minor problems during installation thanks to our new software maintenance agreement with HP.

When the VTLS software was initially installed, the Union Catalog database grew at such a fast pace that some features had to be left out. One of those features was "Keyword Indexing". That feature required too much overhead in processing records and it required too much disc space. Now, with a faster processor and more manageable data storage, the department has implemented keyword indexing. Retrospective indexing was started in June and will take six to nine months to complete. The indexing enables in-house libraries to filter their own records by a keyword argument consisting of their location code and another keyword.

OCLC BATCH LOADING STATISTICS			
DATE	GENERAL SUBSCRIPTION	GOVERNMENT DOCUMENTS	TOTALS
July 1995	9,102	1,079	10,181
August 1995	8,053	1,395	9,448
September 1995	11,080	1,369	12,449
October 1995	10,826	1,460	12,286
November 1995	9,255	1,347	10,602
December 1995	9,536	1,499	11,035
January 1996	5,776	746	6,522
February 1996	12,473	1,600	14,073
March 1996	10,292	847	11,139
April 1996	11,631	1,901	13,532
May 1996	9,422	1,712	11,134
June 1996	10,368	1,613	11,981
Totals	117,814	16,568	134,382

COMPUTER SEARCHES STATISTICS 1995-1996				
LIBRARY GROUP	AUTHOR	SUBJECT	TITLE	TOTALS
WVLC	9,557	13,754	53,638	76,949
Internet Connections	828	351	5,884	7,063
Subhubs/Micros/Dials	12,954	8,615	63,913	85,482
WVU Institute of Technology	3,017	7,141	5,774	15,932
University of Charleston	4,480	10,570	16,969	32,019
Glenville State College	4,543	10,385	11,455	26,383
Totals	35,379	50,816	157,633	243,828

ACQUISITIONS

ACQUISITIONS	
Orders	16,885
Titles	11,066
Receipts	15,701
Invoices Totaling	1,683
Allocations	$407,263

All of the preparation and ordering of materials were reassigned as staff assumed the roles of receiving and distributing the mail and periodical duties.

Updating the acquisitions program which would allow electronic ordering was not successful. System crashes made it necessary to reload from a workable backup. Problems with the dying and final death of the ISC Gateway also played havoc with the work flow.

A new computer allowed Acquisitions to have a stand alone file server. This made life more pleasant for many (technicians included), as the Acquisition's program was causing conflicts with other programs being implemented. This was requiring many reboots to free a locked keyboard resulting in inconvenient shut downs for the Acquisition's staff.

Life was also made easier with the purchase of the program "Reflections." Daily downloading of records from Acquisitions to Libbie via older versions of Kermit, or the obsolete Advancelink program would cause endless conflicts -- some days refusing to work at all.

PROCESSING

This year has been very productive for Processing. Our staff was able to process and distribute all materials by the end of the fiscal year, even though we shared one of our staff with another department.

In August of this year, Processing lost a valuable employee to another state agency in favor of a higher classification and a salary increase. Although this position will not be filled, we are confident we can continue to provide the libraries with the service they have been receiving in the past.

Our staff is anxiously anticipating acquiring new label printers for spine labels, and installation of new computers. With this action they will have access to the new technology available to enhance their work performance and provide them with the opportunity to learn new skills which will benefit not only our own work but facilitate exchanging work with other departments as well. The staff is being encouraged to take advantage of the computer classes offered by the Division of Personnel.

Although we are still laboring over the task of converting BIB LEVEL call numbers to ITEM LEVEL call numbers, we have worked out a plan with Direct Services that has made the project a lot easier.

Staff is still hard at work cataloging, inputting, and updating materials for Video Services, preparing this information to be put on-line for the InfoMine project.

Our goal is to process and distribute library materials in a timely manner, so that the Commission affiliated libraries have access to the newest and most up-to-date information.

PROCESSING	
TYPE OF MATERIALS	TOTALS
Volumes	15,742
Paperbacks	8,001
Audio Visual	732
Cassettes	178
CD ROM's	12,918
Microfiche	5,123
Microfilm	603

CATALOGING

A lot of material passed through the Cataloging Department this past year, giving the opportunity to create new records for material that had not been cataloged on the VTLS OPAC in the past. So many of the books covering computer software, information science and even study guides for standardized tests, contain 3½ inch computer disks or 4-3/4 inch computer laser optical disks. This presents a new shelving problem for libraries -- whether to leave the disks in the book and risk having the disks disappear; if the disks are left in the books regular shelving practices could damage or destroy the disks; if the disks are housed away from the books, extra time will be spent retrieving these for patrons. Modern technology is very nice but does present new problems for housing the material. CD-ROMS are now available at many libraries for checkout, giving patrons a chance to access information they could not afford to buy for personal use and/or to have available at home for research. Again, having the CD-ROMS for checkout is wonderful but presents another shelving problem. To help the patron with the CD-ROM or computer software selection, systems requirements and software requirements are included as extra fields in the MARC record, outlining what is required before a user can access the information on his/her PC.

The Cataloging PC was upgraded with a new/used hard drive, mini tower and memory, to allow installation of Windows 3.1, Netscape, access to LCB, PerfectOffice 3 and WordPerfect 6.0. For a while, it was possible to export records from LCB (Library of Congress Bibliographic) to a disk -- transfer the records into the main database, for processing in the buffer. This gave the full MARC record and saved a lot of original input of records in the MARC format. Unfortunately, Library of Congress will no longer offer the MARC records for purchase by libraries. The end result is input of original records in the MARC format, taking more time for the material to be cataloged. Years of experience, however, have produced a rhythm for original input of records at a really steady pace. Different types of material require different fixed field formats and so many have been memorized, it just becomes a reflex action to enter the different codes in each format. New sources for downloadable cataloging data which can be linked to the Library Network are being investigated.

All of the libraries' orders were cataloged and ready for processing before the end of the fiscal year, giving time to prepare for the rush of new orders to arrive. There were no

other backlogs and even the "Lois Lenski" books, a collection donated to supplement the smaller libraries were completed. By donating these books, the Juvenile and Easy collections really benefited. In addition, Gifts and Exchange Division had a lot of material that was cataloged for the library collections, giving more information at no cost to the library.

INTERLIBRARY LOAN

Interlibrary Loan Department really had a lot of changes during the past fiscal year. A lot of work came to this department via telephone, fax, post office mail, walk-ins, E-mail and any other way a request could be communicated.

Another boon to ILL was the addition of many new libraries to the ILL E-mail system. This cut down the amount of requests sent by fax, post office mail, etc. The two major universities are not on the E-mail system, but the hope is to change this by spring of 1997.

INTERLIBRARY LOAN STATISTICS		
Requests sent by post office mail, fax, phone calls, walk-ins, etc.		
	Total amount of requests sent to WVLC ILL Dept.	8,549
	Total amount of material sent to libraries from WVLC	4,378
Requests sent by E-Mail		
	Total amount of requests sent to WVLC ILL Dept.	82,078
	Total amount of material sent to libraries from WVLC	38,252

A lot of the material needed by other libraries was sent by other libraries, but as one can see from the statistics, WVLC provided quite a lot of material for West Virginia patrons. In addition, quite a lot of requests are sent to WVLC, keeping us very, very busy all year long. As more people come to the libraries for information, searching will be expanded to take advantage of new technology by keeping up with the latest Web sites, especially ones that are specialized for information difficult to search for in more traditional resources. By the end of the next fiscal year, we hope to be doing most of the transactions on the PC, cutting paper work and costs especially postage.

ILL initiated the policy of using the material in Gifts and Exchange to fill requests, giving free materials to add to the collection as well as having that information available for future requests.