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Financial Report

FY 2001 Expenditures

State General Fund	\$3,172,038
State Lottery Fund	\$8,199,808
Federal Fund	\$1,325,145
Video Revenue Fund	\$4,343
RADAR Revenue Grant Fund	\$81,077
Governor's Tolerance Fund	\$44,866
Gifts, Grants and Donations Revenue Fund: Tobacco Grant Fund	<u>\$101,812</u>
TOTAL	\$12,929,089

FY 2001 Grant Distributions

State General Fund	\$1,027,514
State Lottery Fund	\$7,309,236
Federal Fund	<u>\$329,953</u>
TOTAL	\$8,666,703

Introduction

From providing librarians with education workshops to improving computer access for all West Virginians, the West Virginia Library Commission has followed many pathways to greater success in 2001.

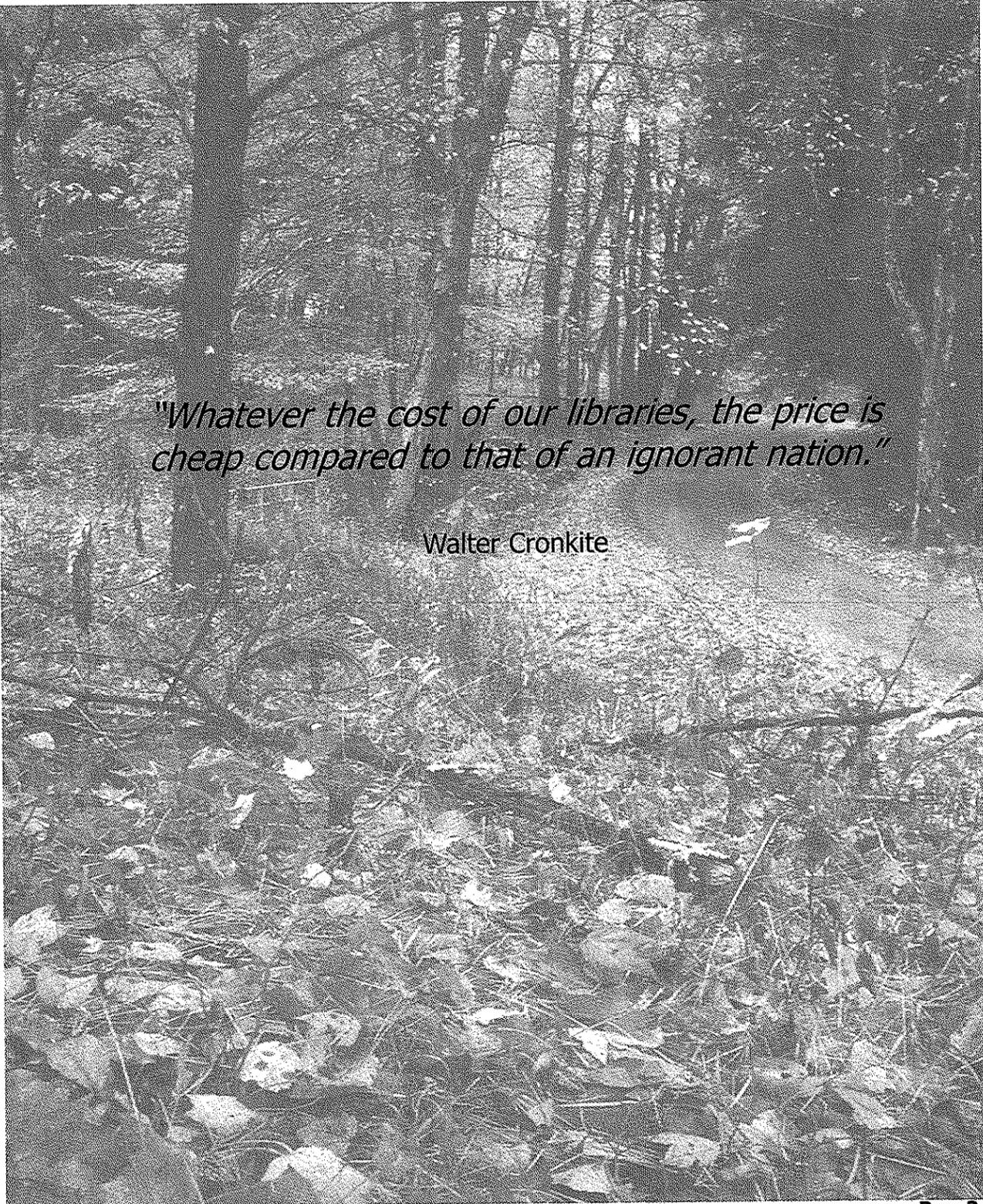
“Pathways to Greater Success” encompasses the many facets of library service. As community centers, libraries provide a wide array of resources and activities for a diverse population. Book discussions, author tours, computer classes, literacy tutoring and story hours for children are just a few of the programs available to patrons.

From pre-schoolers to seniors, to persons of all learning and economic levels, libraries are houses of knowledge easily accessible to every citizen.

A library is more than books. It is a facility for community gatherings, a lifelong education center, a free portal to the World Wide Web and a rich employment information resource. In the same manner, no single path leads to success.

Indeed, a successful library must forge the paths of Technology, Education, Information, Economic Development, Literacy and Access.

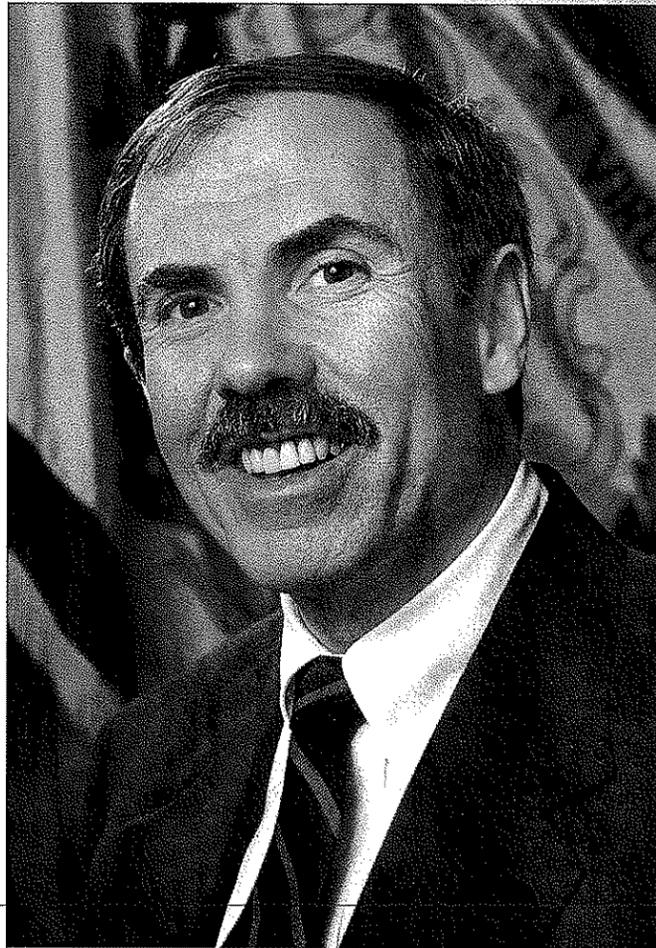
The West Virginia Library Commission remains committed to improving the pathways to success and building new ones for the benefit of the people of the Mountain State.



"Whatever the cost of our libraries, the price is cheap compared to that of an ignorant nation."

Walter Cronkite

Governor Bob Wise



'I am proud of the services our public libraries provide to our citizens and am encouraged by the improvements being implemented.'

Education is the key to a successful and prosperous West Virginia, and our state's libraries are an important element in this effort.

West Virginia's public libraries are an essential component of lifelong learning, offering free access to unlimited information and limitless educational resources.

Public libraries are a tremendous asset to our communities, from the first grader just learning to read, to the professor doing advanced worldwide research. Fundamental programs such as literacy advocacy and free Internet access are highly beneficial.

Resources continue to improve as a recent telecommunications network upgrade made every library in West Virginia Internet accessible.

I am proud of the services our public libraries provide to our citizens and am encouraged by the improvements being implemented.

Endeavors like these will continue to extend the reach of libraries throughout the state and will develop meaningful and educational relationships with West Virginia's citizens.

Very truly yours,

A handwritten signature in black ink that reads "Bob Wise". The signature is written in a cursive, slightly stylized font.

Cabinet Secretary Kay Goodwin

Education and the Arts

In the shadow of our West Virginia mountains lie many treasures: our homes, our families, our communities, and our libraries.

Reflecting on the theme of the West Virginia Library Commission's 2001 Annual Report - Pathways to Greater Success, I was reminded of one of the great treasures I discovered many years ago in my local library in Buckhannon: Robert Frost's poem The Road Not Taken.

The poet ended that poem with the following words:

*Two roads diverged in a wood, and I -
I took the one less traveled by,
And that has made all the difference.*

Throughout our lives, we are constantly choosing which path to take. Sometimes the path we take leads to greater success, and sometimes it does not.

Over the years, the West Virginia Library Commission and our 178 local public libraries have traveled down numerous new paths that have forever changed our libraries and set the stage for the greater success of our citizens and our communities.

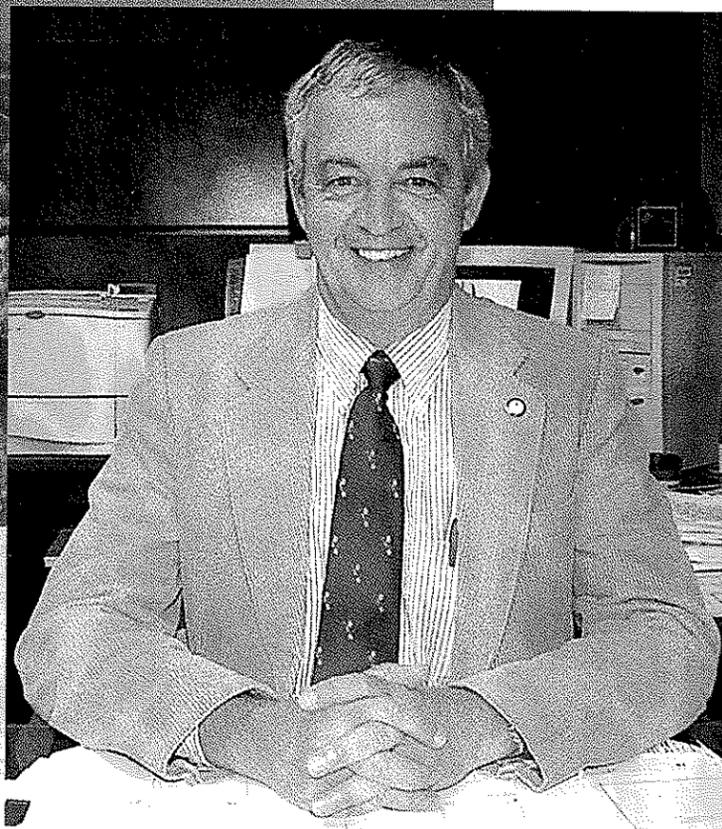
No longer are West Virginia's public libraries brick and mortar edifices built solely to store hardbound information. Today's public libraries are portals to the worldwide web, stages for informative lectures, classrooms for self-improvement, storehouses of their community's history, and the beginning place for all things imaginable.

Today's public libraries are not the libraries of my youth. As the 2001 Annual Report amply illustrates, they have embraced change. They have adapted to the needs and wants of their communities.



They have taken those pathways to greater success. And that has made all the difference.

WEST VIRGINIA LIBRARY COMMISSION



J.D. Waggoner, Interim Secretary

"Not only is West Virginia wealthy in culture and heritage, but also it is rich with information easily accessed through its 178 public libraries. Each library opens the pathways of prosperity, growth and a better quality of life."

J.D. Waggoner

WEST VIRGINIA LIBRARY COMMISSIONERS



Pictured left to right: Jack Kessler, Chairman Charles Pace, Elizabeth Mow, Dr. Charles Julian, Merle Moore, Alan Gould and Alison Deem
Not pictured: Duke Horstemeyer and Karen Coria

"Libraries store the energy that fuels the imagination. They open up windows to the world and inspire us to explore and achieve, and contribute to improving our quality of life. Libraries change lives for the better."

Sidney Sheldon

Accomplishments

Library Development

- Completed agency strategic plan process.
- Visited and assessed concerns and needs of 11 Service Center libraries.
- Logged approximately 1,533 contacts and visits with public libraries.
- Simplified forms for filing state Grants-In-Aid agreements, service plans, grant applications and annual statistical report data.
- Completed annual statistical survey of academic, public and special libraries in the state.
- Provided statewide trials to a variety of electronic databases.
- Administered 44 Library Services and Technology Act (LSTA) mini-grants.
- Developed and presented a series of six 2-hour statewide workshops to a total of 250 library staff.
- Developed and presented Library Basics 2000 to 44 registrants.
- Developed and presented a professional development workshop for 175 registrants.
- Gained State and Federal approval for the West Virginia Center for the Book.
- Facilitated the cooperative development of the annual Summer Reading Program with the Children's Services Roundtable of the West Virginia Library Association.
- Developed cooperative programs with the Ready to Learn Task Force of Educational Broadcasting, Read Aloud West Virginia, and WV Reads.
- Distributed children's books received from a private foundation to 20 public libraries with inadequate materials budgets.
- Facilitated the tour of author Fawn Valentine to libraries throughout the state.
- Facilitated the tours of author/instructors Kirk Judd and Barbara Smith to libraries.

- Participated in author tours for Keith Maillard, Linda Sue DeRosier and Paul Brett Johnson, which were sponsored by public libraries.
- Presented talks to senior citizens through the Governor's Summit on Aging and the CEOs' Senior Expo.
- Participated in two More Than Books episodes for the Library Television Network.
- Coordinated access to teleconference presentations on library issues by the College of DuPage.
- Assisted with establishing a West Virginia Library Association Literacy Roundtable.
- Represented the agency and libraries on statewide literacy councils including the Governor's Council on Literacy.
- Developed a plan for "Bright Start at the Library" program to promote early literacy skills.
- Prepared a state literacy level map and literacy bookmarks for literacy providers, tutors and students.
- Established a literacy providers listserv.
- Assisted several library-based literacy programs in obtaining computers from programs sponsored by Mission West Virginia.
- Advised and guided public libraries through the E-rate application and filing processes.
- Assessed technology needs and problems in at least 33 library systems through direct visits and consultation.

Statewide Library Network

- Replaced non-Pentium based computers with faster multi-media accessible systems. Streamlined library Local Area Networks (LANs) to include hubs, cat-5 cabling, and high-speed network interface cards.





- Changed Internet Protocol (IP) structure to allow more computers to have Internet access.
- 2,560 IP numbers were re-routed in the northern LATA and 3,840 in the southern LATA. This included re-networking more than 2,500 devices including routers, computers and printers.
- Added catalog access software and set up scripting to library sites statewide so they could manage their catalogs remotely.
- Set up over 50 Domain name service entries for public libraries. This enables the libraries freedom to create, maintain and control their individual Internet presence.
- WVLC statewide network technicians won the coveted 2001 Governor's Information Technology Award.
- The statewide network technicians were nominated for the prestigious 2001 NASIRE Award.
- State technicians received their Microsoft A+ certifications in Hardware and Software.
- Two additional T-1 high-speed lines were installed in the southern LATA to relieve network congestion at the Charleston co-hub.
- WVLC statewide network technicians traveled 36,416 miles in support of public libraries in 2001.

Library Services

- Circulated a total of 127,245 items to patrons throughout West Virginia.
- Acted as host organization for the 2001 Northern Conference of Librarians Serving the Blind and Physically Handicapped which was attended by representatives from 11 states.
- Subregional libraries circulated 55,504 items to patrons with special needs.

- Upgraded computer software to READS version 1.2A.
- Through donations from patrons and their families, Special Services expanded its descriptive video collection by more than 70 new titles.
- Answered more than 4,100 patron requests.
- 7,355 government documents were added to the collection.
- Librarians reviewed Internet databases and added Gale's Health and Wellness Resource Center and InfoUSA's Reference Center for business, residential, and health addresses and phone numbers.
- Recommended Web sites as reference links on the agency's home page.
- West Virginia Legislature's bills and journals were collected and distributed to appropriate state depository libraries.
- Patron services improved with "Ask Libbie" -- an e-mail based reference service.
- Material collections expanded to include books-on-CD, and films in DVD format.
- Filled 1,293 requests for materials.
- Distributed 385,944 pamphlets, booklets and promotional items for substance abuse education.
- Developed and implemented a database to track materials and patrons.
- Exhibited RADAR materials at 11 substance abuse conferences.
- Material collections expanded to include books on CD and films on DVD formats.
- The West Virginia Tobacco Prevention Clearinghouse began operations.
- Researched and purchased appropriate tobacco prevention materials.
- Developed and implemented a database for tracking material acquisition and distribution.
- Clearinghouse representatives attended grant writing workshops and other training sessions provided by the Bureau for Public Health.
- Filled 163 requests for materials with 57,585 tobacco related





materials.

- Exhibited Tobacco Prevention Clearinghouse materials at three conferences.
- Processed 3,454 library items, books, videos and audios.
- Improved cataloging by establishing Internet access to download full MARC 21 cataloging records from books-on-tape.
- Agency database upgraded to current cataloging standards.
- Upgraded staff computers with cataloging and processing programs.
- Catalog training and help sheets were created and distributed.

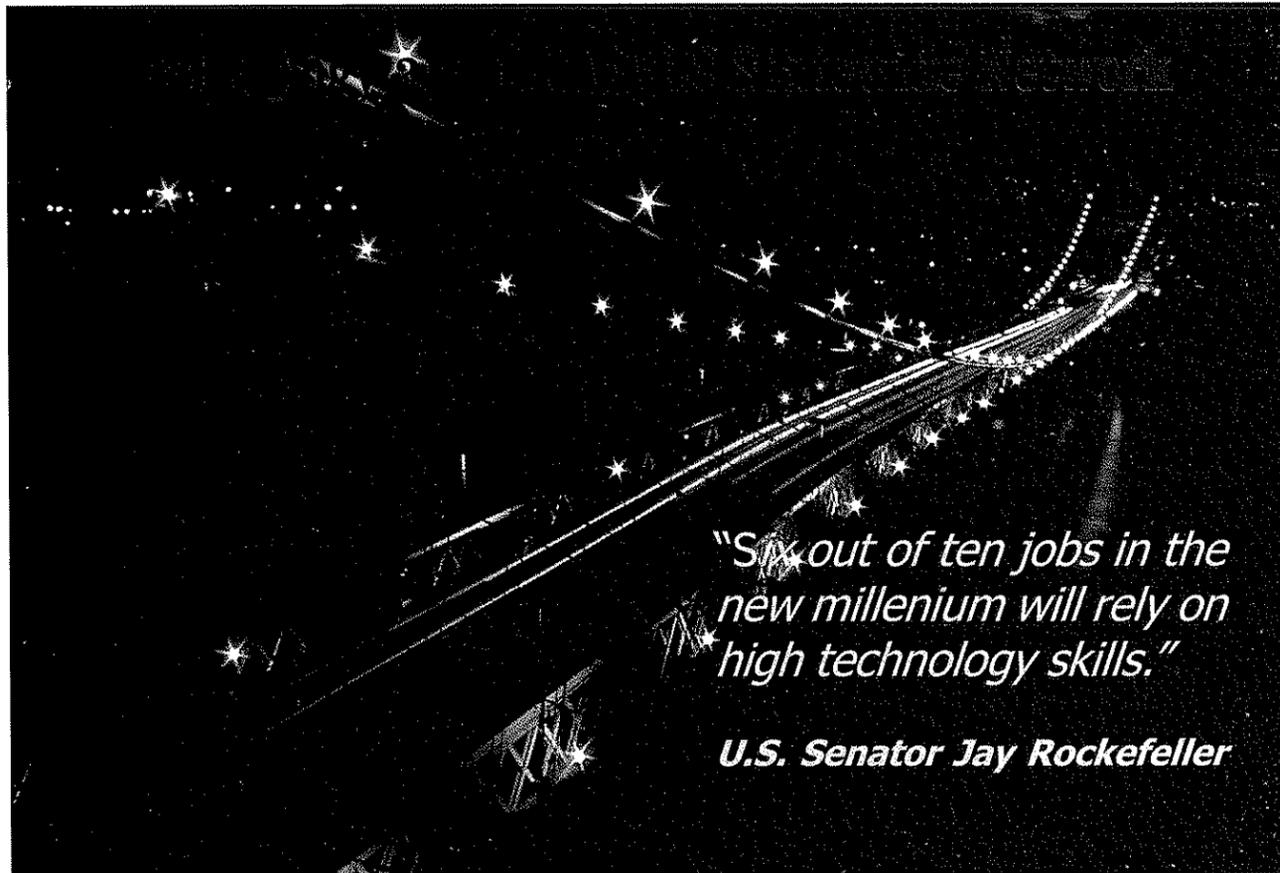
Communications and Public Relations

- Created a poster, bookmarks, public service announcement, and printed and distributed activity manuals and packets for 2001 summer reading program— *Rocket into Reading*.
- Produced and distributed the first edition of the *Library Update* quarterly newsletter.
- Redesigned the Special Services newsletter; completed layout and printing each quarter.
- Created National Library Week posters, bookmarks and a public service announcement.
- Created Northern Conference informational and promotional materials including an Assistive Technology video preview.
- First agency calendar was created and distributed to all staff and libraries.
- Assisted libraries in Calhoun and Sutton with special communications and public relations projects.
- Improved access to information by revamping the agency Web

site with updated software.

- 35 press releases written and distributed.
- Programming production doubled from 130 shows to 260 shows.
- Library Television Network increased weekly viewing audience by expanding Kanawha County coverage from 51,291 to 71,303.
- Created new station identifier and new station ID.
- Produced 30-minute Library Safety Video and distributed it to state public libraries, several libraries in other states, and to a library system in Montreal, Canada. The video gained national and international recognition with effective marketing and promotion.
- Produced Public Service Announcements (PSA's) for the following events and promotions:
 - Black History Month
 - National Library Week
 - Summer Reading Program 2001
 - West Virginia Book Festival
 - West Virginia Public Libraries: Adding Value to Your Community
- Produced a 10-minute videotape documenting services available from WVLC's Television Services to the state's public libraries.
- New Programs: *Inside the PSC, Forestry Today, Hope and Help for Families, More Than Books* and *Conservation in the Mountain State*.
- Produced short video on assistive technology for blind and physically handicapped individuals.





"Six out of ten jobs in the new millenium will rely on high technology skills."

U.S. Senator Jay Rockefeller

Technology skills are fundamental elements to professional and personal lives of West Virginians. This comes at a time when more people are employed collecting, handling and distributing information than ever before.

Libraries with computers and Internet access are available in 178 libraries in the Mountain State. This allows people who do not have this technology in their homes to have equal opportunities for access.

The WVLC is the provider of the Statewide Library Network which enables each public li-

brary to have Internet and database access. This access has enhanced the libraries' ability to meet community needs.

The Library Commission works to help make technology more affordable for public libraries. This year, WVLC staff guided all public libraries through the E-rate process through workshops and individual advising.

The E-rate program is a federal project that gives schools and libraries a discount on telecommunication services such as telephone and Internet service.

The Statewide Library Network Team consists of six technicians at the Commission office in Charleston and seven technicians located at sub-hubs across the state.

These technicians oversee the hardware, software and network equipment, answer questions from libraries, provide training to staff, and travel to on-site locations for maintenance and upgrades. Statewide technicians traveled 36,416 miles in support of public libraries in 2001.

Some of the major upgrades provided to public libraries during the year included:

- Replaced non-Pentium based computers with faster multi-media accessible systems.
- Streamlined library local area networks to include adding hubs, cat-5 cabling and high-speed network interface cards.
- Changed Internet Protocol structure to allow more computers Internet access. 2,560 IP numbers were re-routed in the northern Local Access Transport Area (LATA) and 3,840 in the southern LATA. This included re-networking over 2,500 devices to include Routers, computers and printers.
- Setup over 50 Domain name service entries for public libraries. This enables the libraries freedom to create, maintain and control their individual Internet presence.

- Added catalog access software and setup scripting to library sites statewide so that they could manage their catalogs remotely.

- State technicians received their Microsoft A+ Certification in Hardware and Software. They now are working on their Network certifications.

- Two additional T-1 high speed lines were installed in the Southern LATA to relieve network congestion at the Charleston co-hub.

The Statewide Network technicians won the 2001 Governors Information technology award and were nominated for the 2001 NASIRE award.

West Virginians deserve the best technology available. The Library Commission strives to provide quality computer access for all citizens, from pre-schooler to senior citizen.



Education

The paths of libraries and education often join in West Virginia.

The Library Commission supports libraries as they strive to meet community educational needs. The funds distributed by the Commission are necessary for building and maintaining educational resources.

The WVLC Library Development Consultants assist librarians with material acquisition, collection development, program planning and implementation for education-focused activities.

Following a national trend, the Commission has encouraged the proliferation of adult reading groups and book discussions.

In 2001, consultants facilitated six author tours in public libraries, assisted librarians with the development of adult reading programs and created two television shows featuring discussions with two West Virginia authors.



The WVLC is committed to partnerships with education. It has developed cooperative programs with other state organizations working with children's services including the Ready to Learn Task Force of Educational Broadcasting, Read Aloud West Virginia, and WV Reads.

The Library Commission worked with the Children's Services Roundtable to develop a summer reading program. This included developing theme, activity and art project concepts, as well as producing the promotional and reading

materials.

Another education focus for the Library Commission is providing continuing education opportunities for public library staff across West Virginia.

In 2001, WVLC Library Development staff presented a series of *Service Strategies* workshops.

Service Strategies 2001 addressed important library topics including employee policy development, effective Internet use policies, collection weed-

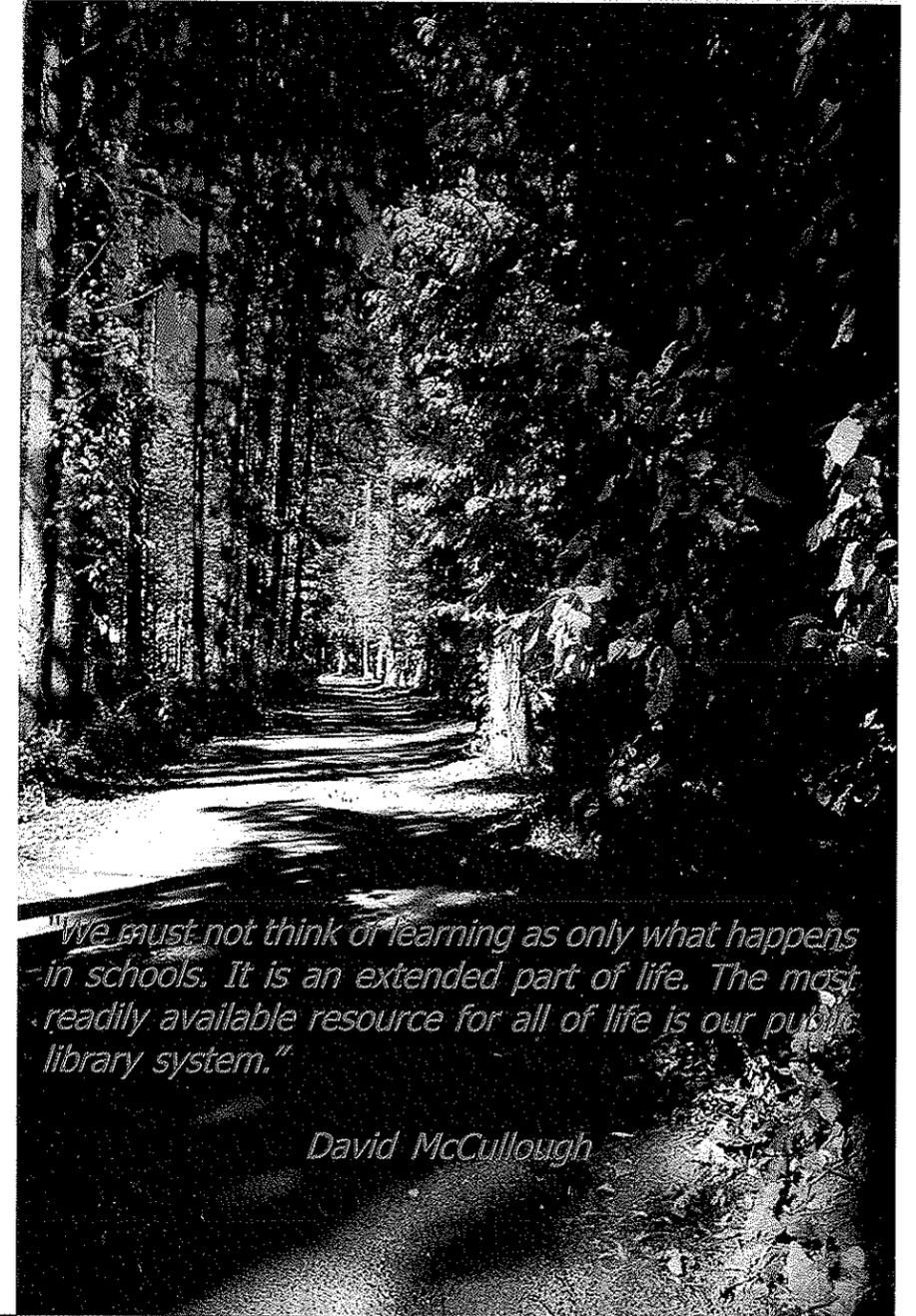
ing, adult and children's programming, and customer service.

The workshop series was conducted in four regions of the state and was presented to a total of 250 attendees.

An important aspect of supporting education is increasing the arsenal of resources, such as the availability of electronic research databases. This year, the WVLC tested several databases and chose a database provider that can meet the changing demands of educational needs.

For many years, education has been a top priority for West Virginia public libraries and the Library Commission.

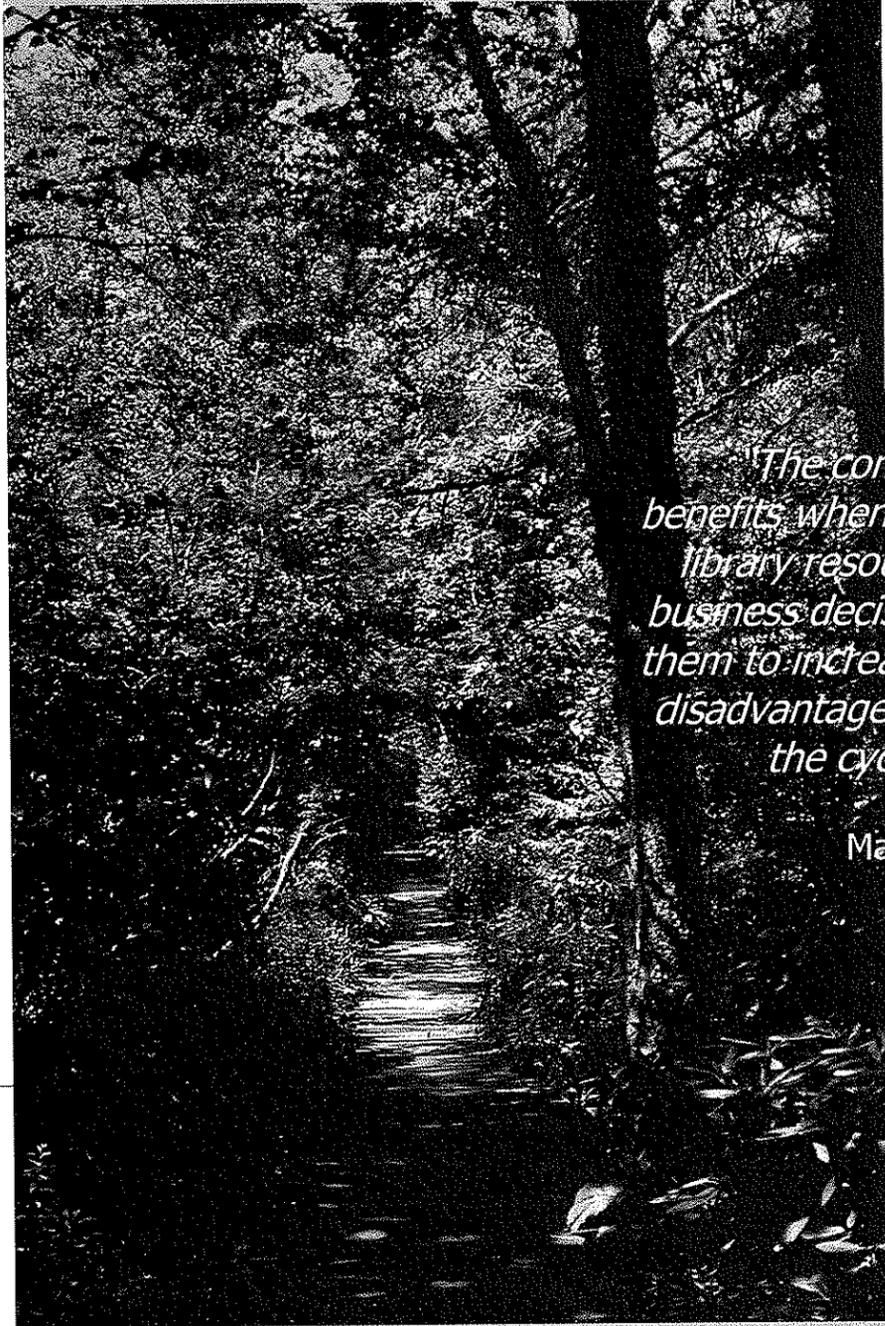
The value of education is clear and the WVLC is unwavering in its commitment to providing high quality services and education support to public libraries and the people of West Virginia.



"We must not think of learning as only what happens in schools. It is an extended part of life. The most readily available resource for all of life is our public library system."

David McCullough

Information and Economic Development



"The community's economy benefits when business people use library resources to make wise business decisions, employees use them to increase job skills, and the disadvantaged use them to break the cycle of poverty."

Mary Jo Goodwin,
Librarian

Information

There is no better path to free information than public libraries. They provide a huge variety of information in many different formats.

When people make important decisions, the first step is to gather information. The library is an excellent place to start.

There are many volumes of books on health, nutrition, investments, home repair and job hunting. For every book subject, there are magazine and newspaper articles, videos, cassette tapes and CDs.

Over 550 billion documents are available on the Internet which anyone can access at the public library. Accurate information leads to better decisions.

The Library Commission houses specialty information such as government docu-

ments, Tobacco Prevention Clearinghouse materials, and substance abuse prevention resources through the Regional Alcohol and Drug Awareness Resource (RADAR) network.

Through the RADAR program, teachers, social workers,

Reference Circulation	12,741
RADAR Materials	385,944
Tobacco Prevention	57,585
Blind Reading Materials	127,245

law enforcement officials, health care workers, and other interested persons can request free reading materials, posters, bookmarks and special promotional items.

Economic Development

Public libraries are an important, but often overlooked path to economic development.

They stimulate the economy by building a better workforce, supporting the community's businesses and serving as a business information center.

Libraries are fast becoming essential components in job searches. Resume books, computer access and newspapers are readily available.

Just as a public library supports its community and businesses, the WVLC supports public libraries in meeting economic development needs.

Funds administered by the Library Commission assist libraries by employing the library staff, developing collections for businesses and individuals, and offering courses designed to enhance the job skills of our citizens.

Literacy

The paths of opportunity are closed for people without basic literacy skills.

The Library Commission and public libraries are partnering with literacy groups to open paths of opportunity to those with low literacy skills.

The National Institute of Literacy reports that 20 percent of West Virginia adults read at level one, the lowest literacy level.

At level one, an individual can usually sign his or her name and locate the expiration date on a driver's license.

However, an individual at level one often can not locate two pieces of information in an article or locate employee benefits in a table.

To raise literacy levels in this state, the WVLC's literacy consultant has been developing positive relationships with many advocacy groups.

Some of these groups in-

clude the Governor's Council on Literacy, the West Virginia Library Association's (WVLA) Literacy Roundtable, Literacy Volunteers of America-WV and West Virginia Laubach Literacy.

In a cooperative effort with non-profit organizations, the Library Commission assisted public libraries in obtaining computers for literacy-based programs.

To raise awareness for literacy efforts, the WVLC developed and distributed a state literacy level map and literacy bookmarks for students to providers and tutors.

Additional awareness activities included establishing a literacy providers listserv, assisting with the establishment of a WVLA Literacy Roundtable, and distributing West Virginia Family Literacy Initiative's 2001 calendars to more than 100 libraries.

Dottie Thomas, WVLA president, said the importance of literacy could not be overstated because the

negative effect of poor literacy skills penetrates the entire society.

"No other factor is more important than determining whether one will have the capability of living a successful and fulfilling life, than literacy. We can not emphasize literacy too much!"

Public libraries provide materials and confidential learning areas for literacy students and tutors. Current and potential federal funding puts libraries into a pivotal position to work with community literacy groups to meet literacy needs.

There are 178 public libraries in West Virginia that offer more than 5,095,591 books, magazines, videos, cassette tapes and CDs for free use.

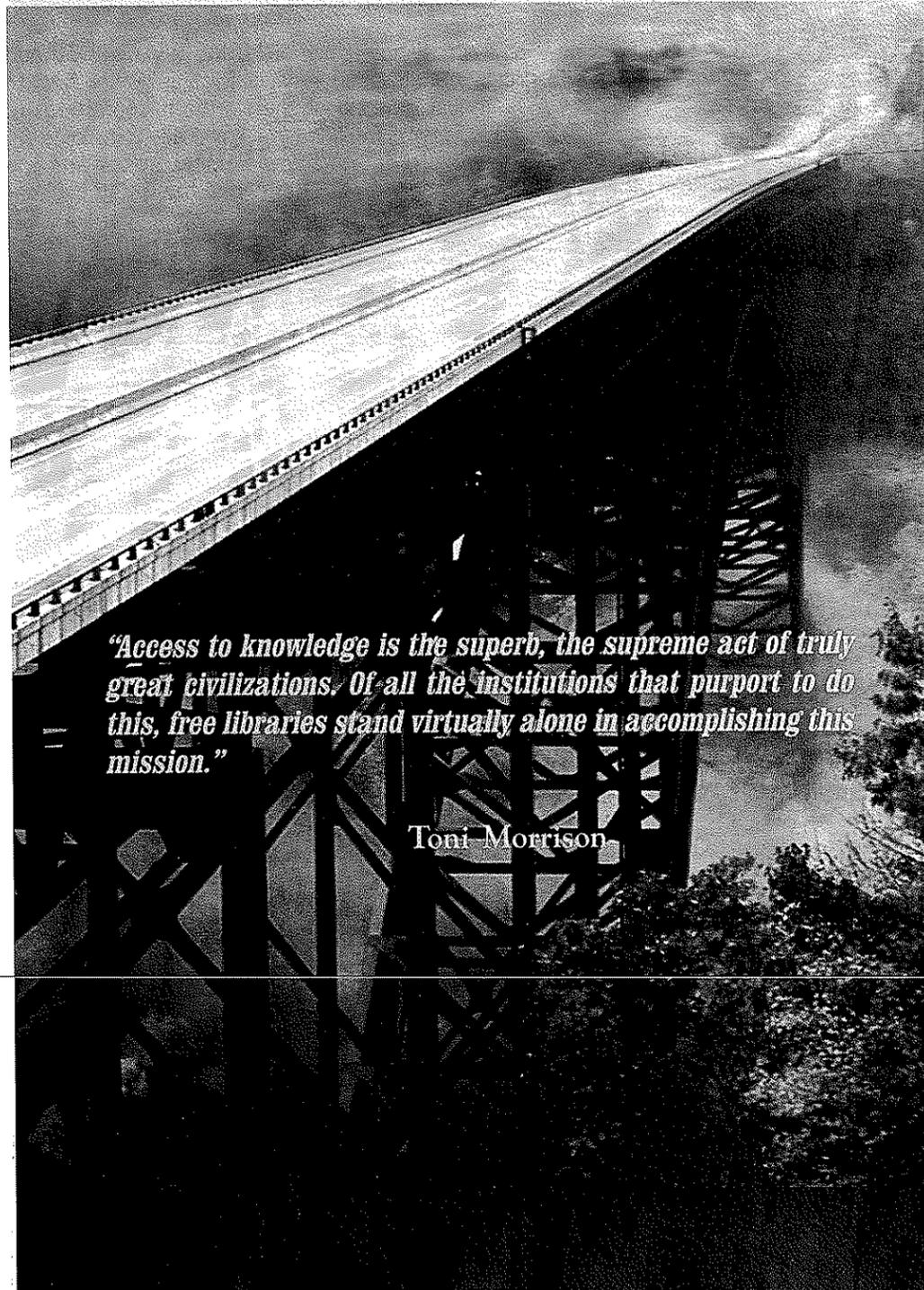
The West Virginia Library Commission is providing public libraries with the necessary information and tools to improve literacy, and therefore the quality of life, for all.



"No other factor is more important than determining whether one will have the capability of living a successful and fulfilling life, than literacy. We can not emphasize literacy too much!"

Dottie Thomas, president
West Virginia Library Association

Access: Helping West Virginians



"Access to knowledge is the superb, the supreme act of truly great civilizations. Of all the institutions that purport to do this, free libraries stand virtually alone in accomplishing this mission."

Toni Morrison

Overcome Barriers to Resources

Just as more than one path can be taken to reach a destination, there are many ways to access the same information.

The services that are delivered to blind and physically challenged patrons are no different than those provided to other patrons. The difference is format. Materials are available in large print, Braille and audio cassette. Reference questions from blind patrons, not specifically about the availability of books in alternative formats, are still answered by the reference librarians.

With the cooperation of authors and publishers, the National Library Service (NLS), Library of Congress selects and produces books and magazines in Braille or on special audio cassettes. Regional libraries and subregional libraries circulate the books and cassette players to patrons who are sight-impaired or are unable to hold regular print books.

The Library Commission is the state's regional library for the NLS. It administers circulation for many of Southern West Virginia's patrons and the four NLS subregional libraries, which are Cabell County Public Library, Ohio County Public Library, Romney School for the Blind, and Wood County Public Library. Patrons or subregional library staff members call or e-mail book requests to the WVLC's Blind and Physically Handicapped Services. The books, regardless of format, are checked out like books in standard print format. Monthly circulations total 10,600. Total circulation for 2001 is 127,245.

Braille reading material is obtained for circulation by a contract with the Library for the Blind and Physically Handicapped Free Library of Philadelphia. The contract makes the circulation of Braille books more cost efficient.

The Library Commission partners with the National Federation of the Blind - West Virginia, Teubert Foundation and the Cabell County Public Library to help bring newspapers to blind West Virginians.

For the first time since 1977, the WVLC's Blind and Physically Handicapped Services Division played host to the bi-annual meeting of the Northern Conference of Librarians Serving the Blind and Physically Handicapped. In early May, representatives from 11 states and the Library of Congress (NLS) attended the 3-day event -- "Access For All".

The WVLC received congratulatory remarks from Mr. Kurt Cylke, NLS Director, on the success of the event. Mr. Cylke requested copies of the conference materials for distribution to other state chairpersons as a model for future regional conferences.



Northern Conference attendees have a brief discussion during one of the breaks.

Special Report

Television Services

Television Services enjoyed a productive and successful year serving libraries, state agencies, and the public. The Library Commission Television Services department provides a valuable service to the people of West Virginia and to library patrons around the world.

The amount of locally-produced programming has doubled since last year. Television Services produced 260 shows in 2001 compared to 130 in 2000. Television Services has continued a philosophy of airing shows relevant to libraries and other state agencies.

Library Television Network (LTN) currently airs five new shows including *Forestry Today* and *Inside the PSC*. These shows inform the public of library issues and the activities of local state agencies.

Television Services has obtained the equipment and expertise necessary to produce more educational videos and public service announcements (PSAs) than last year.

A 30-minute Library Safety Video highlighted strategies for dealing with potential dangers. The video was distributed to all state public libraries, as well as libraries across the United States and Canada. The video was profiled in *Library Journal*.

A 30-minute assistive technology video en-

titled "Blind to Failure" documented the use of technology by blind persons in their daily lives.

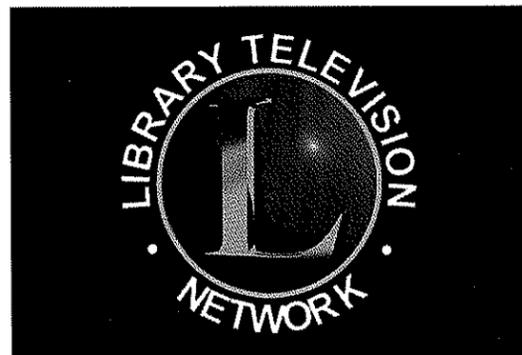
A series of 30-second video PSAs for Black History Month depicted famous African Americans whose accomplishments have had a profound and lasting effect on American life. Production and post-production lasted three days and involved more than 50 hours of research and graphic design.

In honor of National Library Week, a 30-second commercial detailed the many services offered at libraries. The PSA was consistent with the theme of the American Library Association's national campaign -- "@ the Library".

The Summer Reading promotional PSA helped to rocket children into reading. "Rocket into Reading" utilized different media including radio and video. Along with voice-over tracks, this PSA employed a unique graphic building process and sound effects.

In a cooperative effort between the Kanawha County Public Library and WVLC's Television Services, an announcement for the West Virginia Book Festival aired during Spring and Summer 2001. The announcement featured still photographs of several local authors along with music and voice-over.

To inform libraries of the television services



available to them, a 10-minute videotape describing video services available to libraries was distributed at the West Virginia Library Association's Spring Fling Conference.

The video included an inside look at the studio, post-production and production facilities, which is significant because it allows librarians to understand the ability of video to promote specific campaigns related to individual libraries.

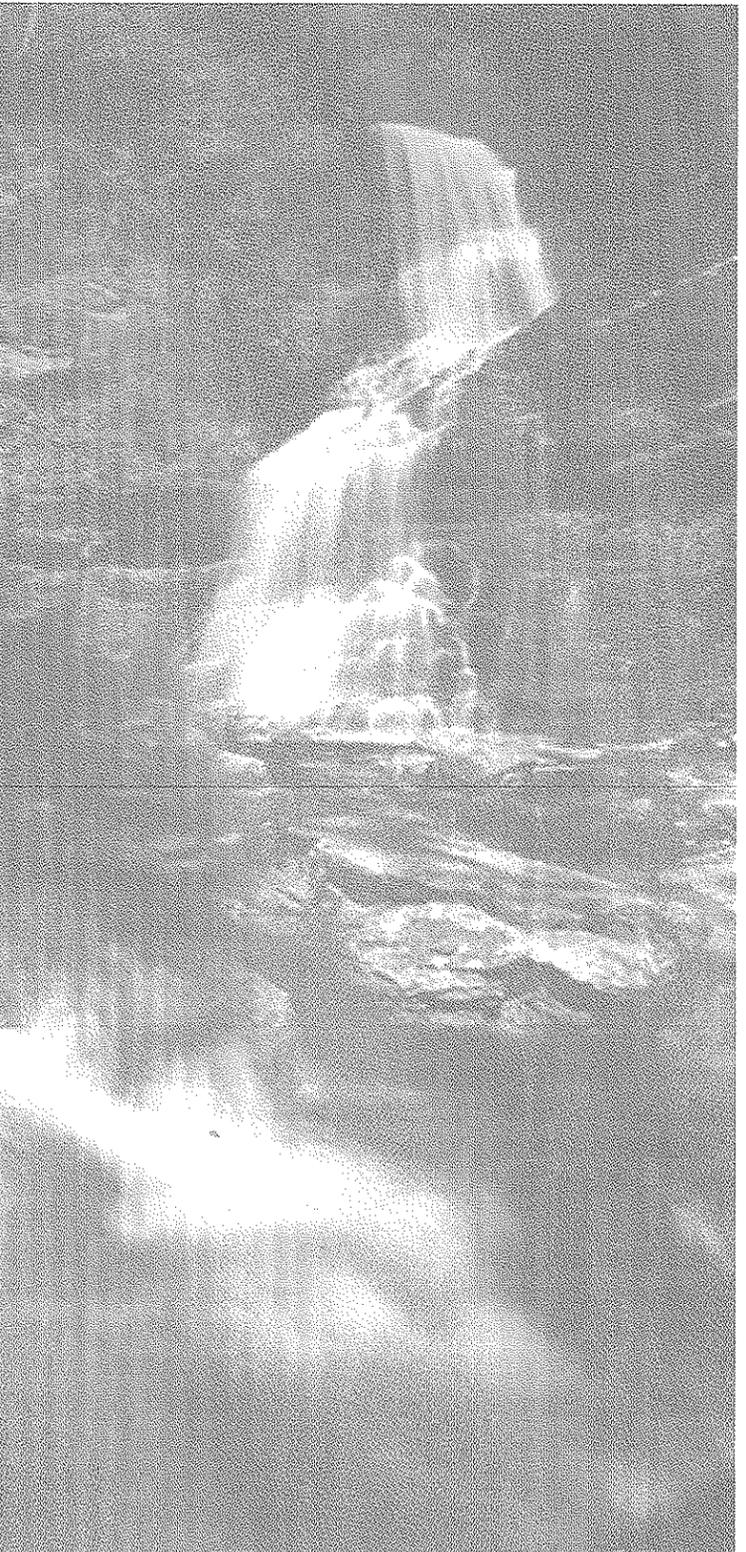
A professional station identifier now appears in the lower right-hand corner of every program aired on the Library Television Network.

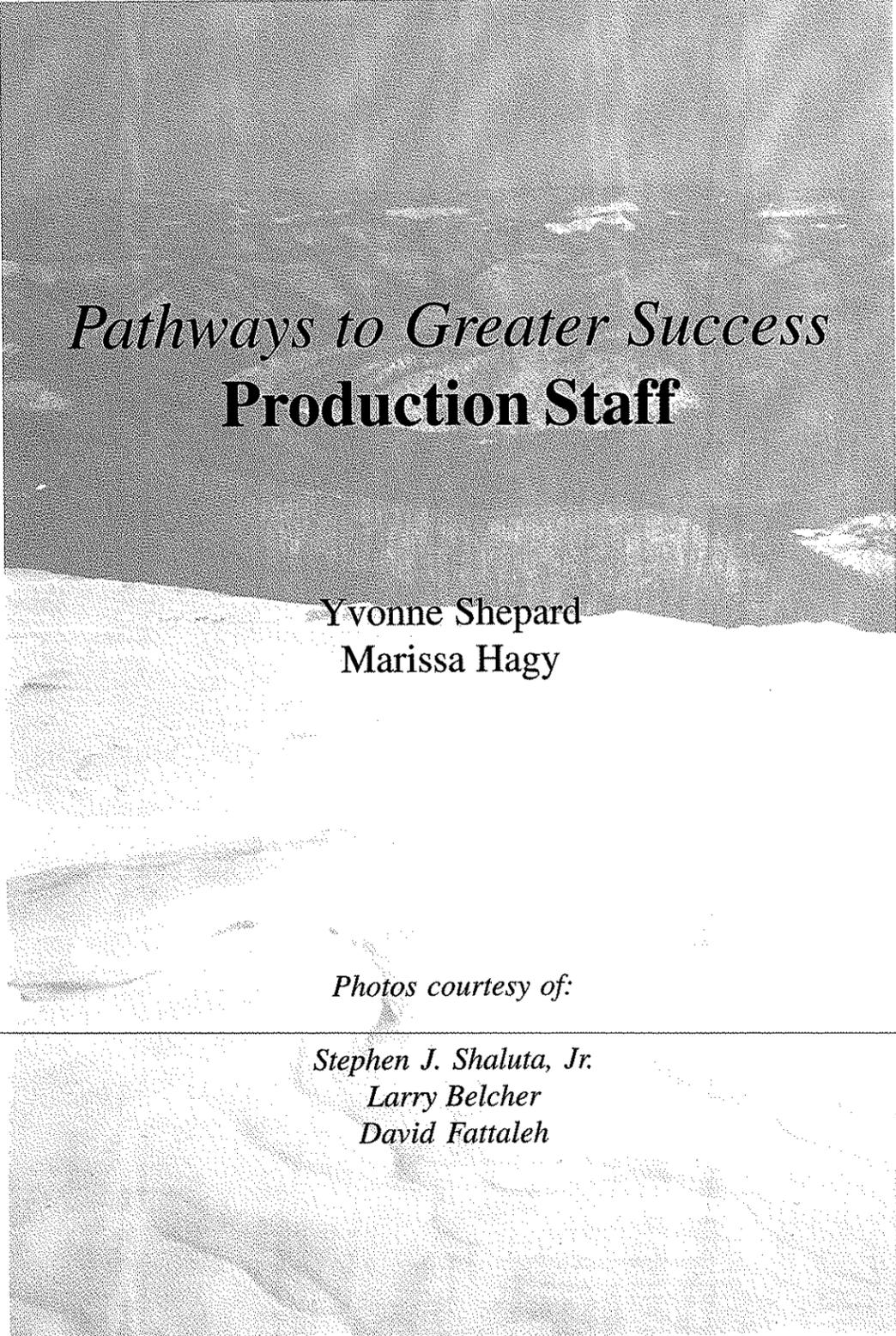
The identifier, called a "bug", is similar to other network logos and was produced entirely by in-house personnel. This is all part of an effort to promote the Library Television Network's identity in the Mountain State.

A new station ID was created using animated graphics and a voice-over. The logo works in combination with the "bug" to add a professional appearance to the Network. Both serve to differentiate our Network from other affiliates.

Television Services is another pathway to success for public libraries. In taking advantage of these services, libraries have the opportunity to promote their valuable resources and activities in an affordable manner.

The Library Commission is dedicated to promoting the value of public libraries.





Pathways to Greater Success
Production Staff

Yvonne Shepard
Marissa Hagy

Photos courtesy of:

Stephen J. Shaluta, Jr.
Larry Belcher
David Fattaleh

NOTES