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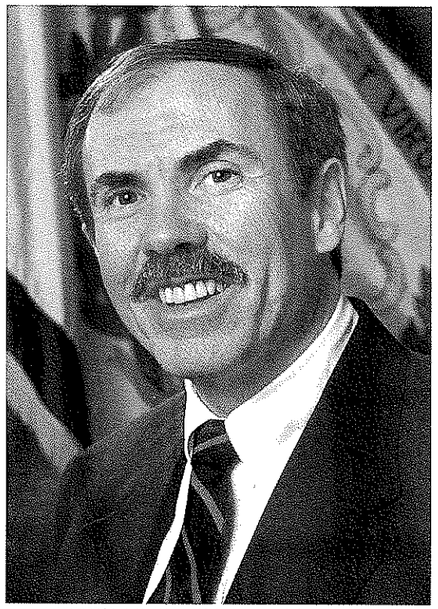
Library Commissioners

Merle Moore, Chairman Webster Springs Appointed 07/01/91	Moore is a retired school librarian, public librarian and government librarian. She holds an MLS from the University of Pittsburgh and an MPA from West Virginia University. She is serving her fourth term on the WV Library Commission. Moore lives in Webster Springs with her King Charles Spaniel, Bronte, and her Maine Coon cat, Sir Percival.
Alison H. Deem Bridgeport Appointed 03/15/99	Deem is a graduate of West Virginia University. Locally, Deem serves as Secretary of the Bridgeport Public Library Board of Trustees and President of the Clarksburg-Harrison Public Library Board of Trustees. In addition to her service on these boards, she is a member of the Board of Visitors of the College of Creative Arts at West Virginia University, a member of the United Health Foundation of the United Hospital Center in Clarksburg, and a former member of The Advisory Committee on the Arts (John F. Kennedy Center for the Performing Arts). In 2001, Deem served as the Campaign Chair of the United Way in Harrison County.
Emilie A. Holroyd Princeton Appointed 11/26/01	Holroyd works as a free-lance food columnist for the Daily Telegraph in Bluefield. She is active with an anti-domestic violence group connected to Pam's Place, Hawkins Scholarship Fund, Princeton's Library Board, and the regional board of West Virginia Alzheimer's Association.
Duke Horstemeyer Weirton Appointed 07/01/95	Horstemeyer serves as a Trustee for the Mary H. Weir Public Library. Horstemeyer is a member of Weirton Kiwanis Club, VFW No. 2716, Loyal Order of Moose, The American Legion, Weirton Elks Lodge, Ohio Valley Coin Club, Weirton Steel 25-Year Club, Weirton Steel Management Club, United Way Volunteers and served as a Director for the Red Cross.
Dr. Charles A. Julian Wheeling Appointed 07/28/00	Dr. Julian is the Manager of Knowledge-Based Services/Intellectual Property for the Robert C. Byrd National Technology Transfer Center at Wheeling Jesuit University. He has been a Library/information professional for more than 30 years with experience as: director, school librarian, cataloger, media librarian, and special librarian. Dr. Julian is a trustee for the Ohio County Public Library and is actively involved with the West Virginia Library Association, Friends of Wheeling, Hopeful City, and Leadership Wheeling Alumni Association.
Jack W. Kessler Hurricane Appointed 01/14/00	Kessler has served as a Library Trustee in Putnam County for 42 years. Kessler organized a committee of local people interested in working on new ways to raise money to support libraries in Putnam County.
Kathryn M'Ateer Shepherdstown Appointed 10/02/02	M'Ateer holds a BS degree from West Virginia University in Human Resources and Development and earned her MA in Education from George Washington University. M'Ateer has served on the Historic Shepherdstown-Preservation Society and serves as a 4-H leader in Old Mill and a Teacher-Family Life Specialist in Loudoun County, Virginia.
Elizabeth Mow Buckhannon Appointed 11/03/99	Elizabeth Mow, a former teacher, lives in Buckhannon. Mow taught Social Studies in high school for twenty years, but has been retired for fourteen years. Mow remains active in her teachers' organization and her church.
Carl W. Urps Welch Appointed 07/31/02	Urps has been involved in many groups and civic organizations including: Commissioner of McDowell County for six years, President of the Welch Lions Club, Secretary/Treasurer of Urps Metal Company and Co-Chair of the Coalfields Expressway Authority.

The preceding list of Commissioners were active at the time of this publication. Karen Coria and Alan Gould also served as Library Commissioners during the report year.

Greetings from the Governor



Governor Bob Wise

The future of West Virginia lies in the education of our citizens, and our state's libraries are a vital component in this process.

West Virginia's public libraries provide essential resources for lifelong learning, offering free access to unlimited information through books, audiotapes, and other media forms.

Indeed, public libraries are a tremendous asset to all members of the community, from the elementary school student just learning to read, to the university professor conducting an advanced research project.

I am extremely proud of the services that our libraries provide to the citizens of the Mountain State, and I know that they will continue to promote educational advancement and a love of learning for many years to come.

Very truly yours,

Bob Wise

Bob Wise
Governor

Kay Goodwin, Cabinet Secretary

A letter from the Cabinet Secretary

The Greek philosopher Aristotle believed that truth and justice are inherently stronger than their opposites, and if arguments for truth and justice are allowed to compete fairly with their opposites, truth and justice will prevail.

America's founding fathers – including Benjamin Franklin, the founder of America's first public library – dared to incorporate Aristotle's theory into the First Amendment of the United States Constitution, where they provided: "Congress shall make no law . . . abridging the freedom of speech or of the press . . . ."

In his famous dissent in *Abrams v. United States*, the great American jurist Oliver Wendell Holmes resurrected Aristotle's classical justification for freedom of speech when he wrote:

> [W]hen men have realized that time has upset many fighting faiths, they may come to believe . . . that the ultimate good desired is better reached by free trade in ideas, that the best test of truth is the power of the thought to get itself accepted in the competition of the market, and that truth is the only ground upon which their wishes safely can be carried out. That at any rate is the theory of our Constitution. It is an experiment, as all life is an experiment.

America's public libraries have been at the forefront of this grand experiment since our nation's founding. Not only have our public libraries served as a repository for great ideas, but also as a place where all have equal access to those great ideas – a place where truth and justice can compete fairly with their opposites.

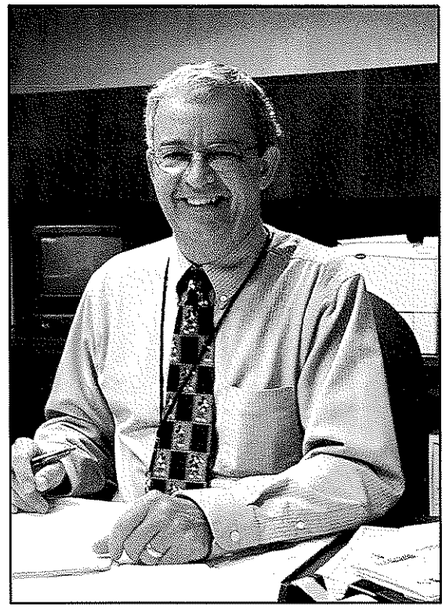
I salute West Virginia's public libraries as places where freedom of speech and freedom of access go hand in hand.

Sincerely,

Kay Goodwin

Kay Goodwin,
West Virginia Education and the Arts

A message from the Secretary



J.D. Waggoner, Secretary

Libraries are by their nature, centers of cooperation. The West Virginia Library Commission, because of its statutory charge, works closely with public libraries in providing support and assisting with development. The agency also serves as a conduit with all types of libraries, academic, school, and special. Because of this cooperation, WVLC is only successful if it aids the libraries in their services.

Libraries are perhaps West Virginia's best kept secret. The programs and services which define the library's role in the community have exploded in recent years. The traditional areas, best sellers or childrens' story hours, remain, but other programs continue to expand.

Want to send a fax? Go to your library. Check your e-mail? Go to the library. Attend a teleconference? The library.
Enroll in distance education? The library. Of course not every library can provide all of these services but all libraries do reach beyond traditional service. Still, books and reading remain not just the cornerstone of the library; they are the cornerstone of a free society.

The West Virginia Library Commission also serves a number of very distinct smaller groups of interest. The Reference Library located in the Cultural Center serves the Executive Office, Legislature, public employees, and the general public. The Regional Library for the Blind and Physically Handicapped is also located in the Cultural Center.

The overarching charge for the Library Commission is to serve all citizens. The agency takes this challenge very seriously and develops partnerships with governmental agencies and private concerns to meet and deliver these services to all West Virginians.

Best Regards,

James D. Waggoner,
West Virginia Library Commission

Administrative Services

Administrative Services provides support for the agency including budgeting, accounting, payroll, purchasing, accounts payable, accounts receivable, fleet management, maintaining building workspace, inventory control, records management and mail functions.

Pictured left to right: Beth McDaniel, Stacey Cullen, JoAnne Cooke, Jonnie Blackburn, and Vanesse Myers

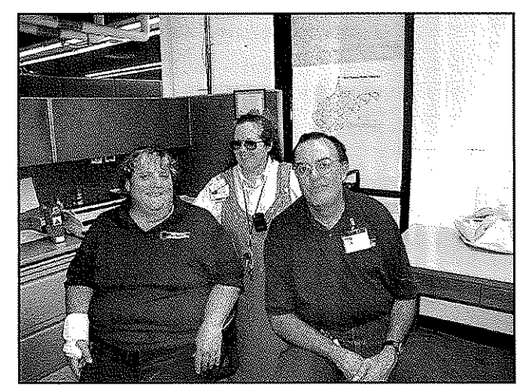
Understanding the budget process can be challenging. The budget process begins approximately one year before the start of the fiscal year for which appropriations are made. Appropriation request guidelines establish "current level" base budget. Appropriation requests above this level must be submitted as a separate "improvement package" justifying the need. The fiscal year begins July 1 and ends June 30. The Expenditure Schedule process includes completion of forms for:

1. Expenditure Schedule Account Summary.
2. Expenditure Schedule Monthly Appropriation Allotments.
3. Summary of Receipts and Disbursements.
4. Estimate of Revenue by Revenue Source.
5. Estimate of Receipts and Disbursements.
6. Expenditure Schedule Detail Summary.

The Governor makes his budget recommendations to the Legislature. Hearings are held and the Legislature passes a budget for the Governor to approve or veto.

From these expenditure schedules, the Department of Administration monitors and limits expenditures within the predefined quarterly allotments. The State's accounting system (FIMS) controls expenditures for appropriated accounts at the budgetary activity level on a defined quarterly basis. The State Auditor exercises control over spending at the budgetary activity level on an annual appropriation basis and monitors cash liquidity before issuing warrants. All invoices, deposits, adjusting entries are input into FIMS, which generates a coversheet with a unique number while summarizing financial detail. The total of invoices processed into FIMS was 1,771 with 128 deposits and 160 adjusting entries. There are two types of financial code combinations—Fund and Revenue with their components. Each component represents fund, fiscal year, organization, and activity object revenue class/source.

Because of the budget cycle, it is necessary to have three budgets in the process concurrently. The following pages represent the many funds in existence for FY2002 and how the expenses relate to the operations.

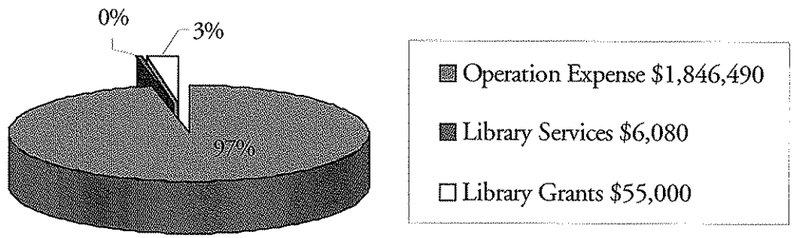


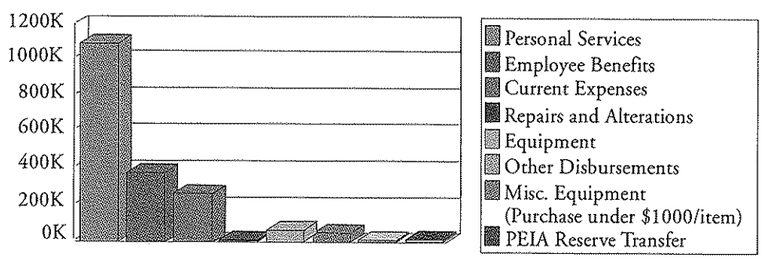
Pictured left to right: Linda Moles, Jan Iman, and David Kinser

Fund Sources

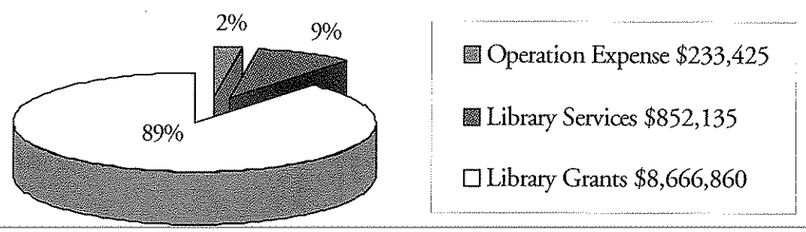
The FY2002 $14.2 million budget consisted of seven funds:

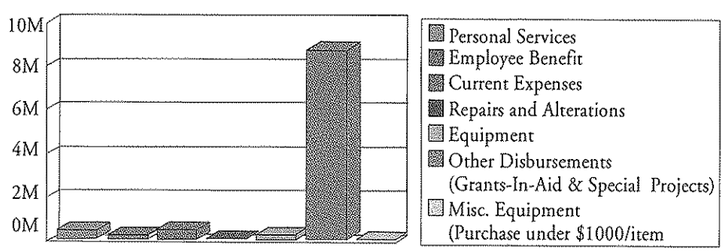
State **General Fund** is a State appropriated fund. With more and more funding being moved to the Lottery Fund, this is the Commission's primary operating fund.



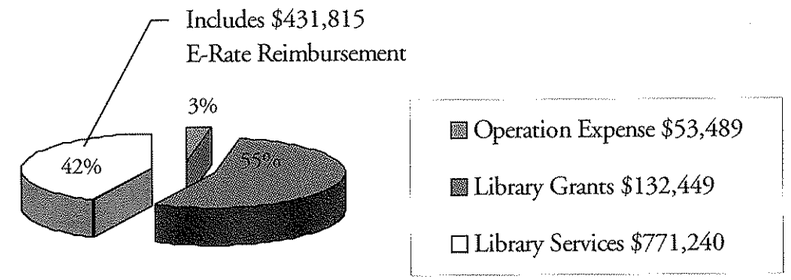


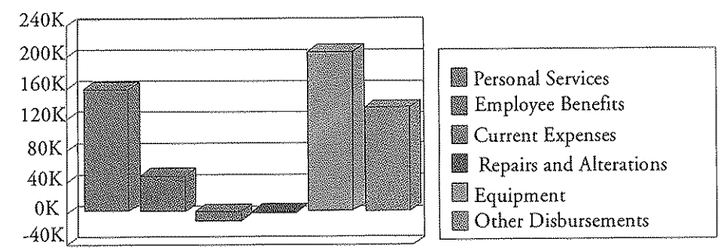
Lottery Fund is the State appropriated fund derived from lottery proceeds. It includes funding for the State Library Network , Grants-In-Aid to public libraries, Legislative Special Projects, Institutions and book funding for the Reference Collection.





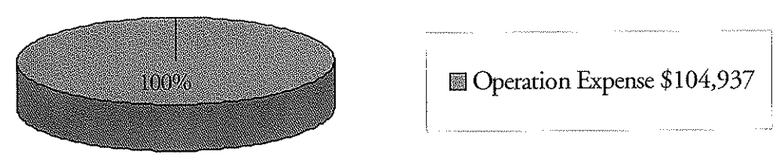
Federal Fund is supported by the Library Services and Technology Act (LSTA).

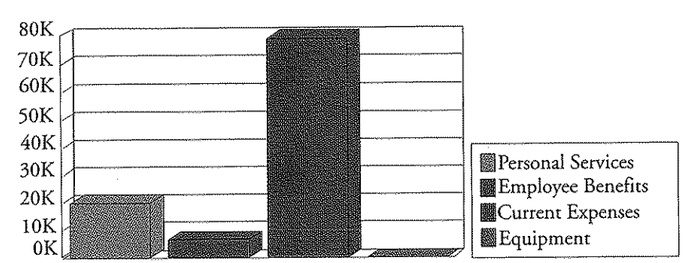




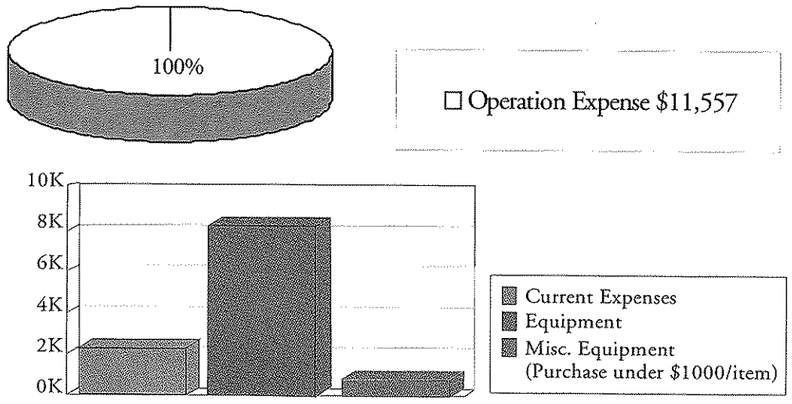
With the exception of the completion of the Governor's Contingency funding for the Tolerance Collection, of which 100% of $134 was used, the remaining three funds are special revenue accounts:

Radar Fund is a grant awarded from the West Virginia Department of Health and Human Resources for personal services and materials to provide a substance abuse prevention clearinghouse.





Video Fund is revenue provided from the production, taping, location shoots, and dubbing services for other State Departments and the general public.



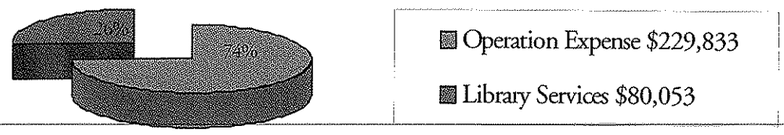
Gifts, Grants and Donations make up the major revenue fund. As the State FIMS was about to run out of account numbers, they suggested a fund combining all other revenue. Major grants were awarded to the Library Commission from:

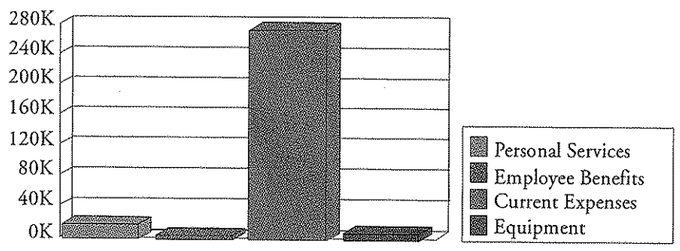
The Gates Foundation to provide Microsoft Training to the library community.

Tobacco Grant from the Department of Health and Human Resources to provide a West Virginia Tobacco Prevention Program Clearinghouse.

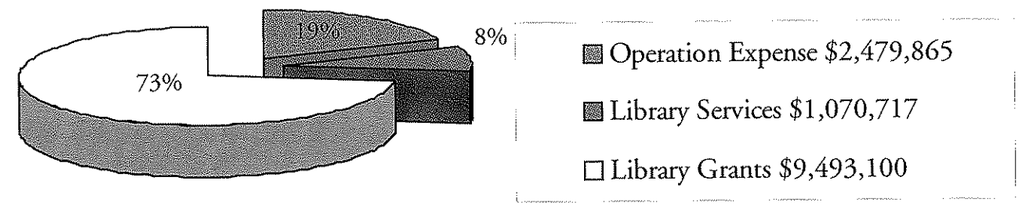
Telecommunications Grant from the Office of the Secretary of Education and the Arts to help offset data circuit cost.

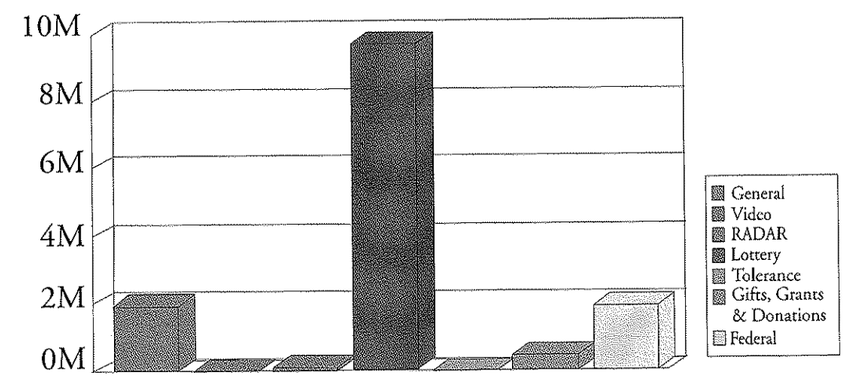
TV Equipment Grant from the Office of the Secretary of Education and the Arts to start the first phase of digital technology for the television studio.





Total Funds Summary Charts depict a summary of all funds with total percentages of expenditures required for operation expense, library services, grants to libraries and a summary of total dollars expended by fund source.





Books are the best of things, well used; abused, among the worst.
What is the right use?
What is the one end which all means go to effect?
They are for nothing but to inspire.

--Ralph Waldo Emerson

Library Services

Library Services incorporates three sections of the West Virginia Library Commission: Reference, Technical Services, and Blind & Physically Handicapped. These sections provide services to state government, government employees, public libraries, and public patrons.

Reference

Reference staff uses a variety of formats to fill the information requests of patrons and other libraries. Reference, like all of West Virginia, faces the print versus online debate. Electronic databases increase the accessibility of information for patrons. This year online tools and subscriptions have improved the scope of information and timeliness of responses available to patrons.

Changing technology precipitated a statewide change from one full text periodical database to another. *EbscoHost,* funded through LSTA federal funds, became the foundational database for West Virginia in August 2001. By December, patrons were able to access this resource from their homes or offices by using their library bar code as a password. All staff members participated in *EbscoHost* training and provided assistance with *EbscoHost* either in house or via telephone for home and office users.

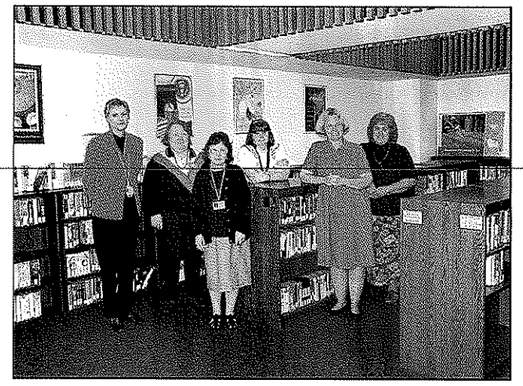
Reference provides access to the *West Virginia Newstand,* another full-text database from PROQUEST, to insure an index and access to Charleston newspapers. *Books In Print Online*, a third Internet database in Reference, was added in June 2002 to assist with acquisitions and patron needs. *Reference USA* from INFOUSA has been available in house since May 2001. This resource helps staff provide residential and business addresses and telephone numbers to patrons. Along with these paid subscriptions to web resources, Reference staff routinely uses Internet web sites, such as *American FactFinder*, to answer patron inquiries.

Along with electronic databases, Reference assists patrons using books, videos, audios, and microfilm. In order to provide better service to the public, Reference rearranged several collection areas. Reference pulled the nonfiction audio and video from the third floor book area and made a separate collection area for these materials in front of the nonfiction book collection. Reference staff extensively weeded the collection. Many new juvenile nonfiction titles were added to the collection.

Collections in the reference area were also rearranged. Reference materials for a historical library science collection for MLS students were brought together in one location. Videos were shifted to shelves for easier access. Additional space had to be provided for the growing audio fiction collection.

Collection development was not as extensive as last year due to budget cuts. Reference is proud that it was able to add several resources that appeared on awards lists at the end of the year. The audio book collection continued to increase and more books on CDs were added to meet the needs of traveling state employees. DVDs began showing up in the collection too.

Although book, video, and periodical prices increased, funds did not. Reference continued to evaluate periodicals, standing orders and orders received on annual basis plans. Reference staff discussed standing orders and continued cutting costly titles and identifying titles that could be purchased with every other edition. When the time came to renew Gale's Health Resources database, Reference decided not to continue the subscription.



Pictured left to right: Donna Calvert, Nancy Collins, Robin Chesney, Emily Neff, Janice Bickham, Billie DeLung

Health materials are included in EbscoHost's health resources and reliable government health information is available free on the Internet. Librarians also compared the cost of Gale's print literary publications to Gale's online literary database.

Interlibrary loan continued to be a valuable service to West Virginia libraries and state employees. A new electronic ILL system was initiated in April. Along with daily ILL telephone calls for book or video availability, Reference staff also answers questions about the new system. Over 1900 interlibrary loan requests were received from other libraries. Another 500 requests were filled for state employees.

The Library Commission has participated in the Federal Depository Library Program since 1975. More and more, current Federal government documents are available online. This electronic format increases the availability of Federal documents and Reference staff's Internet learning. Presently, Reference collects approximately 30% of government documents available each year. The Documents Librarian can file selections to the Government Printing Office electronically. Last year, 4,240 documents in various formats were selected and 1,235 documents were deselected. In addition, the Documents Librarian attended the Depository Conference in Washington D.C. and served as the chair of the West Virginia Government Documents Round Table.

Other Reference responsibilities include serving as a coordinating body to the State Data Center (SDC) and acting as a State Documents Clearinghouse. Librarians worked closely with SDC to keep abreast of economic and demographic census information. All Reference members attended a half-day session on American FactFinder, the government web site for Census 2000 information. In January and February, reference staff collected bills and journals from the West Virginia legislative session. Altogether, staff collected 92 items from the House and Senate. They sorted, boxed, and shipped 168 boxes of materials to 14 state depository libraries.

Learning continued to be an emphasis in Reference. Staff members participated in continuing education programs, including Medline searching, business resources, government documents, etc. All staff attended in-house training for American FactFinder, Books in Print Online, EbscoHost, Reference USA, and Microsoft Outlook. Staff participated in computer training classes provided with funds from the Gates Foundation.

Reference continues to review ways to train staff on changing reference resources. Like patrons who prefer print and those who prefer electronic resources, Reference staff members have their own list of favorite resources. Librarians have discussed cross training of staff. Reference staff members can take turns selecting their favorite resource, whether print or electronic, and then train the other staff how to use it.

Technical Services

Technical Services provides the processing and cataloging of all materials added to the Commission's holdings. Staff works with the bibliographic records entered and deleted on the Union Catalog. Records are being added to the Union Catalog via electronic resources from the Library of Congress, vendors and through a subscription to OCLC's Cat Express. This is a new subscription that enables staff to find bibliographic information for difficult titles. Technical Services processed 3,847 titles that were added to the collection this year. Technical Services staff worked with Reference staff in the weeding and merging of collections project. Library Development Consultants accepted a donation of videos from the West Virginia Humanities Foundation. The Technical Services staff processed the titles for Reference's collection, then created a database and shared the titles with Service Centers for use in their libraries.

Technical Services houses, supervises and administers two competitive grants for informational clearinghouses. These Clearinghouses select, acquire, inventory and distribute lay information for the Tobacco Prevention Program (TPP) and RADAR (Regional Alcohol & Drug Awareness Resource). RADAR received 1,230 requests and mailed 338,565 items. The TPP Clearinghouse has a priority to fill requests from other grant holders in the TPP. Shipping 201,203 items completed 163 priority requests. Shipping 568,648 items filled 955 requests from other health care and educational providers.

Pictured seated left to right: Jennifer Chambers, Vickie Morris, Sheila Knuckles, Peter Triplett, David Yost, and Allison Amick
Standing left to right: Tom Adamich and James Vance

Blind & Physically Handicapped

As part of the National Library Service for the Blind & Physically Handicapped of the Library of Congress, Special Services of the WVLC administers a free national library program for the visually and physically handicapped residents of West Virginia who cannot use traditional print library materials. Reading disabled individuals whose disability is certified by a medical doctor as being physically based are also eligible for this national program.

Recorded books, magazines, descriptive videos and large print books are mailed free to eligible patrons throughout the state. Through a joint effort with the National Federation of the Blind, Newsline, a telephone dial-up newspaper service is also provided. Special playback equipment is provided to registered patrons because books are recorded at slower-than-standard speed.

Special Services strives to provide library materials in alternative formats to persons who, because of physical or visual limitations, can no longer use the printed word.

This section is automated using READS (Readers Advisory and Delivery System). READS maintains all the functions of automated catalogs plus keeps a reading record and has a feature to automatically select titles for patrons according to reading interests. This year READS was upgraded to version 1.4. This upgrade has enhanced the tracking of holdings and has made patron circulation easier to track. The reporting part of READS improved the staff's ability to obtain more detailed reports and service the patrons' requests in a more timely manner.

In order to use all the improvements in the READS upgrade, four staff computers were replaced. New computers replaced older, slower models. Staff has seen a great improvement in the speed of checking materials and searching for titles.

The State's patrons using the services of the Blind & Physically Handicapped department are serviced either through the Regional Library, WVLC, or through one of four Subregional Libraries in the State. Cabell County Public Library, Ohio County Public Library, Parkersburg-Wood County Public Library and Romney School for the Blind are Subregional Libraries serving patrons in their multi-county areas. Subregional Libraries at Cabell County and Romney School are both automated with READS. This year grants of $10,000 each were awarded to Ohio County and Parkersburg to automate to the READS system. The READS automated system will greatly enhance each library's ability to serve its patrons.

The Regional Library has been recording titles of local interest in a makeshift studio. This studio has been closed for the last two months of the year to completely renovate. Carpet was replaced, new lighting installed and the room painted. New office furniture was ordered and a new computer was purchased, allowing us to record digitally on compact disk.

Seated left to right: Gwen Sizemore, Tara Conley, Sally Kessell, Terry Matheny, Dwayne Bartley, and Ruth Mills

Instead of going to Paris to attend lectures, go to the public library, and you won't come out for twenty years, if you really wish to learn.
--LEO TOLSTOY

Special Services would not be able to serve our patrons as efficiently without the assistance of our senior worker assigned through Putnam County Senior Services. This senior worker spends 20 hour per week checking in large print and recorded titles. Capital High School special students have volunteered with Special Services for 9 years. An average of four students and their teachers volunteer on a daily basis for a total of 15 hours per week . These students inspect and rewind titles received in the mail and prepare them for circulation to the next patron.

Three staff members from Special Services as well as the Subregional Librarian from Romney School attended the National Conference for Librarians Serving the Blind & Physically Handicapped held in Richmond, Virginia. The focus for this conference was the future of digital recording. NLS has projected that by the year 2008 digital recordings along with a machine to play the new format will be in effect.

Special Services provides a quarterly newsletter for our patrons. In the past, staff has produced the newsletter in large print and cassette formats, however, staff has now made the newsletter available on computer disk and via email. This year has also seen a great increase in the number of patron and/or patron's families requesting materials by e-mail.

	Reference	*Blind & Physically Handicapped*
Total Circulation	*33,297*	*195,249*
Interlibrary Loans	*2,437*	*N/A*

Commission Holdings (All formats) ***423,285***

Tech Services	*Processed*	*Discards*
	4,929	*14,119*

RADAR	*Total Items distributed*	*338,565*
TOBACCO	*Total Items distributed*	*769,851*

Perhaps no place in any community is so totally democratic as the town library. The only entrance requirement is interest.

--Lady Bird Johnson

If this nation is to be wise as well as strong, if we are to achieve our destiny, then we need more new ideas for more wise men reading more good books in more public libraries.

--John F. Kennedy

Library Development Services

Every morning on the way to work I drive by a barrel corral; a place where those orange and white striped barrels that block off lanes on the highway are kept. Sometimes the corral is full of barrels and warning signs. Other times the only barrels left are those battered, scratched, dented and squished ones that have obviously been out on the road too many times and are now approaching retirement.

The barrel corral reminds me of Library Development (LD). WVLC Library Development provides information, advice, assistance, support and training to library directors, library staff, public library trustees, Friends groups, state and local government officials, and library and other professional organizations. The mission is to develop effective library services for all West Virginians. Carrying out this mission requires the LD staff to spend a lot of time on West Virginia highways. The LD Consultants have been across the turnpike, I-64, I-77, and I-79 so many times that they not only know the mileage markers for all the rest stops; they know the exits in order of appearance.

Standing left to right: Steve Fesenmaier, Susan Haydon, Rebecca Van Der Meer, Juana Turner, and Suzy McGinley,
Seated left to right: Mary Hogue, Karen Hiser, Jennifer Soule and Karen Goff

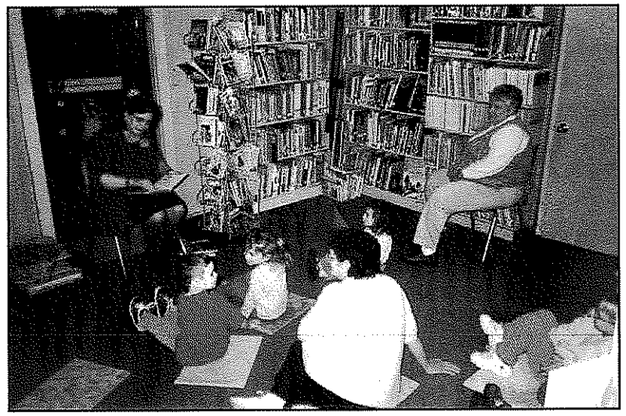
The LD staff has much in common with those barrels they encounter so often on their journeys. The barrels sometimes keep drivers away from washed out bridges. LD Consultants are quite familiar with washouts. This could easily be declared the year of the floods. The LD disaster crew made numerous trips to assess flood damage and to help clean up the mess in Mullens, Pineville, Oceana, Northfork, Welch, and War. They did everything from moving books to removing soaked drywall, to ferrying supplies. The most frequent disaster recovery travelers learned the value of rubber boots, bleach, and tetanus shots. They learned what FEMA would replace, that book donations are usually the proverbial gift horse, and that other libraries are willing to send people to help. The Princeton Public Library even shut down the library for a day to send help.

Library Development became flood information central for a few months. Just to make sure no flood went unnoticed, the flood prone areas were polled after every heavy rain. The LD Consultants provided information to the WVLC staff and statewide library community on needs and conditions in flooded libraries.

Barrels are in place when highway improvements are in progress; so are LD Consultants. They attended fund-raisers, including the gourmet ramp dinner at the Upshur County Public Library, building dedications and groundbreaking ceremonies.

But, unlike barrels, LD Consultants don't just stand there. The Consultants enhanced the skills and knowledge of library personnel by presenting workshops on readers' advisory services, collection management, planning for disasters, problem patrons, programs and materials for children 6-12, and meeting the literacy needs of a community. Each Consultant presented at least four workshops in different areas of the state. Only 61 of the 261 people who registered for the Service Strategies workshops did not attend. Training workshops are to LD what resurfacing projects are to highway construction contractors. This was the year for the first Beyond Library Basics workshop at Jackson's Mill. This weeklong continuing education event expanded the curriculum offered at Library Basics the previous two years. Library Basics alumni and library directors with post graduate degrees composed the target audience. In addition to Service Strategies and Beyond Library Basics, LD sponsored workshops on book repair and on

human resource management at the West Virginia Library Association's spring conference. The LD Continuing Education Consultant also scheduled 14 hands-on training sessions to introduce the statewide on-line EBSCO database subscription to 192 participants, and successfully implemented a training grant from the Bill and Melinda Gates Foundation. This grant provides beginning and intermediate level training on Microsoft Word, PowerPoint, Excel, and Access to library staff throughout the state. The program began in November 2001 and will continue through June 2003. In the first year, the training attracted 290 registrants. Recognizing that the primary audience of most of this training was people who work in libraries, LD developed a seminar for another important constituency, library trustees. The general perception of those who have never been a library trustee is that it is an easy job. But pubic library trusteeship deals with complex issues, requires a high degree of commitment, and often challenges personal beliefs. At a daylong seminar, presenters discussed library advocacy, library law, and library construction.



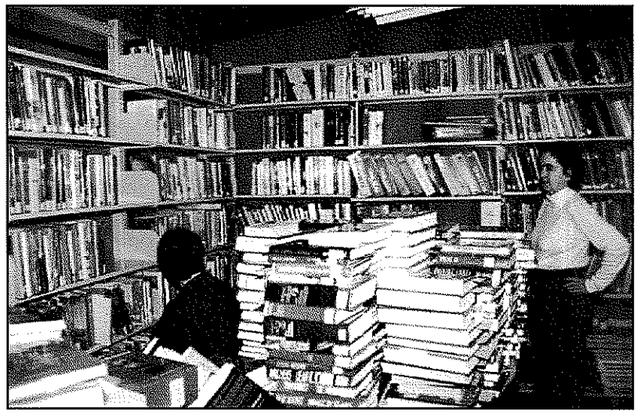
Suzy McGinley reads to children at Coal River Public Library

Just as I-79 is not the only highway under perpetual construction in the state, training is not the only highway to improving library services. Although many libraries need to expand or replace buildings, there are no state or federal funds to meet this need. LD can assist with certain equipment needs though. Library Services and Technology Act grants totaling $49,000 were awarded to 34 libraries to purchase new computers and to one library to add two libraries to its automation system. The Library Development Administration/Technology Consultant also assisted libraries filing for E-rate discounts and spent much of the year reviewing Internet use policies from all public libraries and monitoring the American Library Association/Children's Internet Protection Act lawsuit.

Stripes painted under the protection of orange barrels enhance highways. Programs developed and supported by LD enhance library services to a variety of users. West Virginia has the dubious distinction of leading the nation in the percentage of population over 65. Adult programming is difficult in adequately funded libraries and almost impossible without assistance in financially struggling libraries. LD assisted libraries in expanding adult programming by funding author tours by mystery authors John Bilheimer, Barbara Taylor McCafferty and Beverly Taylor Herald, romance author Lisa Jackson, and distinguished West Virginia author Mary Lee Settle. LD provided advice, leadership, and materials for adult reading/discussion groups in 17 libraries. Several new titles were added to discussion book list this year. The LD Adult Services Consultant also coordinated the distribution of state tax forms and Alzheimer Association resource kits to public libraries.

My observations of the barrel corral lead to the conclusion that the central distribution of barrels to areas where they are needed is the most efficient method of barrel distribution. This is the same philosophy adopted by LD's Adult and Children's services Consultants. Librarians often say that they want to provide additional programming but lack the time to do all the necessary planning and development. The statewide summer reading program is a good example of statewide programming. In cooperation with the Children's Roundtable of the West Virginia Library Association, the West Virginia Library Commission annually produces and distributes posters, bookmarks, reading logs, and completion certificates to all libraries participating in the program. This year's theme

was "Hog Wild About Books" and 71 libraries participated. The Children's Consultant developed a 350 page resource manual of bibliographies, crafts, program ideas, bookmarks, clip art, coloring sheets and, compliments of the chair of the Children's Roundtable, the Swell Swine Swill Cookbook. Librarians who chose an alternative summer reading program theme received assistance from the extensive collection of programs maintained by the Children's Consultant. This year, summer reading program enhancement was the priority for Children's Services LSTA grants. Grants totaling $16,990 were awarded to 14 libraries. About the time the summer reading programs start in the libraries, the Children's Consultant heaves a sigh of relief and attends to other projects. These projects include Service Strategies workshops, serving on the advisory board of Read Aloud West Virginia, visiting libraries, sorting, evaluating, and distributing children's books received from a private foundation, and supervising the design of state posters for National Library Week and Children's Book Week. This year she helped get Governor Wise to pose for the National Library Week poster, possibly because she also helped the First Lady choose Read Aloud books. All these activities are accomplished with a style designed to convince everyone that her job is wonderful fun. She is sort of like the barrel that encourages all the others to move closer to the center line to see the shocked expressions on drivers' faces.



Jennifer Soule and Karen Hiser assist in collection weeding at Green Bank Public Library

A Library Development program that is as critical to the future of the state as developing children's reading skills but much harder to promote is the literacy program. That may be because it is often more heartbreaking than heart comforting. In West Virginia, approximately 20% of the adult population can not read above a fourth grade education level (The State of Literacy in America, National Institute for Literacy, 1998). That 20% means that one of every five adults in the state does not have the basic skills needed to succeed at work or to succeed in preparing his/her children to learn. Helping low literate adults improve their basic skills has a direct and measurable impact on both the education and quality of life of their children. The Literacy Consultant emphasizes the role of libraries in promoting literacy throughout the state by encouraging public libraries to work collaboratively with schools, volunteer literacy programs, adult basic education programs, and the Governor's Council on Literacy. Much of her time is spent in meetings with other agencies and associations devoted to literacy, making sure that libraries are always included in the picture. Libraries often have neither the staff nor the space for library based literacy programs but in 2001-2002, four additional libraries began literacy programs, with the help of LSTA funds. There are now 33 library based literacy programs in the state. LSTA funds were also awarded to one library to build a high interest/low reading level collection. A total of $10,241 was awarded in eight literacy grants. Employing the central distribution model once again, LD purchased 176 sets of four books on life skills written for adults with low reading skills to be placed in every public library building in the state. Every pubic library also has access to an interactive test preparation site through a statewide subscription. The Literacy Consultant has added promoting this database to a long list of other projects. She has presented on-site demonstrations and discussions in 7 libraries and contacted many other libraries by phone since adding this flashing light. The benefit for adult basic education students is the ability to practice for the GED or improve reading, grammar or math skills if the GED

is still a distant goal. People outside the state are paying attention to the West Virginia Library Commission's literacy efforts. The Literacy Consultant was invited to present a program at the Public Library Association's national biennial conference in Phoenix.

Another observation about orange and white barrels: one is never enough. Another observation about public libraries: not only is one not enough but equipment alone isn't enough and programming alone isn't enough. Libraries need collections. Libraries need collections that meet the needs of their communities. The Collection Development Consultant, after two years of teaching librarians how to identify and discard books that no longer meet community needs, devoted this year to the next step. In six "What Do They Want?" Workshops she discussed both community assessment and collection assessment techniques with 53 participants. LSTA dollars funded collection development projects totaling $27,000. These were primarily book establishment grants for libraries completing new construction or expanding existing facilities. Other grants funded an expanded young adult audiobook collection, and provided funds for two libraries to rebuild extensively weeded nonfiction collections. A charter member of the disaster crew and unofficial LD photographer, one third of her 44 site visits were flood related.

Although the traditionalist associates books with library collections, this is a limited view. Libraries are gateways to more and more electronic information. Early this fiscal year, the West Virginia Library Commission initiated a process to evaluate on-line periodical database options for the statewide subscription provided with LSTA funds. A formal Request For Information was developed and distributed to interested database vendors. Two primary requirements specified in the RFI were a high percentage of full-text content and the ability to provide remote access. A committee made up of WVLC staff, the chair of the West Virginia Library Association Reference and Interlibrary Loan Roundtable, and reference librarians from large, medium, and small libraries then reviewed the proposals submitted by six vendors. The input of this committee significantly influenced the choice of the EbscoHost proposal for the statewide subscription. Several training sessions were provided by the vendor to familiarize library personnel with the capabilities of the system. The implementation of remote access has been slow but well received. Remote access enables library patrons to use the database from computers not located in the library. The West Virginia Library Commission's vision of a core collection of electronic databases in all types of libraries was furthered by the development of a consortium of academic, public, school, and special librarians promoting the West Virginia Digital Library concept. All that is needed to make the WVDL reality is funding.

The on-line database subscription enables libraries to access current periodical information that would not otherwise be available locally but this alone cannot meet all the needs of library users. Since no library in the state has all the materials needed by all its users, interlibrary loan is a vital service. Software problems seriously affected public library interlibrary loan service this year. Devising and implementing the solution was very much like fixing a flat on an ambulance while it is transporting a trauma victim to the hospital. The patch is currently holding but a group of academic, public, and school librarians is working with LD staff to build an entirely new ILL vehicle.

Orange barrels occasionally show up in non-highway related roles. Since beginning my barrel research project, I've seen them as water barrels, planters, boat docks, and barrel racing props. LD also takes on collateral projects. The newly established West Virginia Center for the Book provided funding to the Kanawha County Public Library's West Virginia Book Festival for a presentation by West Virginia author Mary Lee Settle and awarded seed money to the Ohio River Book Festival. The West Virginia Center for the Book also proudly participated in the Letters About Literature Project, a national reading-writing contest sponsored by The Center for the Book in the Library of Congress and Weekly Reader Corporation. In response to mailings sent to schools, nearly 400 young readers/writers in grades 4 -12 throughout West Virginia entered the contest by writing a letter to an author - living or dead-explaining how that author's work somehow changed the reader's view of the world or self. State judges selected first and second place essays and four honorable mentions for each level. National judges chose 44 West Virginia semifinalists overall. Cash awards were presented to the top essayists in the state at a ceremony in the West Virginia Library Com-

mission Reading Room recognizing all the award winners.

Unfortunately, all collateral projects are not as heartening as book festivals and essay contests. But the completion of a project that has been either in discussion or in process for over two years results in great satisfaction. Completely revising the Trustee Manual required the entire LD staff, aided and abetted by the Communications staff, and colleagues in state libraries throughout the country. It was revised, rewritten, edited, and revised several times again before finally being declared complete.

Regardless of the weather or the season of the year, the barrel corral is never entirely empty. It is difficult to determine if the same barrels are always left behind but it is clear that there are always barrels in residence. Library Development is rarely empty either. It may seem that way at times only because no one has mastered the skill of answering all three phone lines at the same time or the associated skill of creating an additional line when needed. The most place-bound LD program is the one charged with collecting and analyzing library statistics. This is not a program that makes librarians feel warm and fuzzy about the Library Commission. During the data submission time period a minimum of one phone line and sometimes all three are constantly lighted as the Research Librarian, the Administrative Consultant, and sometimes even the department director interpret FTE, ILL, capital expenditures and the always mysterious "other income". Flood damage management is easy in comparison. State law requires that the data be collected. LD supplies data to the Governor, state legislators, local governing authorities, and the Federal government. Many hours were spent during the year to make the on-line public library survey as painless as possible. Many more hours were involved in the preparation, submission, correction, and publication of State and Federal reports required of the state library agency. Another important, time-consuming, mostly place-bound project is the annual review of service populations for each library. This is vital because service populations determine the amount of state Grants-in-Aid received by each library. The State Data Center was consulted regularly and provided valuable assistance. Once all the service populations are assigned, it is time to send out forms for service plans, grants-in-aid application, and maintenance of effort.

The Consultants often come back in from road trips complaining about interstate lanes being blocked with barrels that are there for no apparent reason. In traveling the state gathering input for the Library Services and Technology Act five-year evaluation and the new five-year plan, I can sympathize with the complaints. I can also identify with the barrels. The purpose of LSTA plans and reports, of construction, literacy and continuing education surveys, of site visits, and phone calls can often seem obscure to citizens of Libraryland but the goal of everything WVLC Library Development does is to develop effective library services for all West Virginians.

Library Visits 211
Workshops * 90
Workshop Attendees* 745
LSTA Grants 97

*The workshop totals include the Microsoft training presented by New Horizons, paid for by Gates, coordinated by WVLC/LD and 10 EBSCO training sessions presented by the trainer from EBSCO, coordinated by WVLC/LD.

Network Services

The mission of Library Network Services is to provide an array of technical and communication services to West Virginia libraries, learning institutions and the public. This mission also includes, but is not limited to, Internet accessibility, electronic mail and file transfer capability, off-site cataloging and maintenance support for both hardware and software. Network Services designs, implements and maintains the Statewide Library Network infrastructure consisting of eight metropolitan area networks, as well as 97 library systems representing 176 facilities depending upon it.

In addition to maintaining the Statewide Library Network, the network staff is responsible for overseeing telecommunications services to all libraries, including the Universal Service Program and discounts. The Universal Service Program, known as E-rate, provides an average discount of 73% on telecommunications costs to public libraries statewide. Staff provides training as well as daily assistance to public libraries throughout the filing process.

Pictured left to right: Carl Hackworth, Sarah Johnson, Denise Ash, Harlan White, Fred Vickers, Cris Spradling, and Geoff Richardson

To ease network congestion at the sub-hub level, the network staff began with redirecting 17 satellite libraries in the Weirton area, thereby giving them a direct connection to the backbone. The intended goal of this project is to enhance access speed to the information super highway.

The 2002 Library Local Area Network (LAN) upgrades consisted of WVLC providing high speed switches to libraries with 10 or more computers, installing Norton Anti-Virus Software on public computers, and installing an uninterruptable power supply (UPS) to each library's router. In addition to the LAN upgrades the technicians upgraded the software on the Gates machines.

Network Services received a 2001 Appalachian Regional Commission grant of $50,000 that allows for the replacement of 63 computers in the public libraries of 27 counties designated as distressed. The areas affected constitute 45 public library systems. The counties designated as distressed had a poverty rate at 150 percent of the U.S. average or greater, three-year unemployment at 150 percent of the U.S. average or greater, and a per capita market income no greater than two-thirds the U.S. average. During the last U.S. census, ninety percent of the households in distressed counties did not have a computer. By providing computers and computer trained personnel to these areas, we hope public libraries will be better equipped to provide online job searches, genealogy research, school projects, and word processing programs to West Virginia citizens. In conjunction with the purchase of new computers, computer training has begun for public library staff across the state funded in part by the Bill and Melinda Gates Foundation. Network Services also received a WV 2001 Project grant, which provided $50,000 toward data circuit costs covering the Statewide Library Network.

Network staff provided in-house training on Outlook Express for e-mail communication as well as assisting librarians in the field in implementing and maintaining their web sites. Network staff redesigned the WVLC web site to promote a user-friendly atmosphere.

Larry Arnold
Southern Area
Systems Administrator

Scott Birchfield
Raleigh Area

Brian Clark
Martinsburg Area

Gary Higginbotham
Cabell Area

Jane Kraina
Weirton Area

Tim Linde
Kanawha Area

Tammy Richards
Northern Area
Systems Administrator

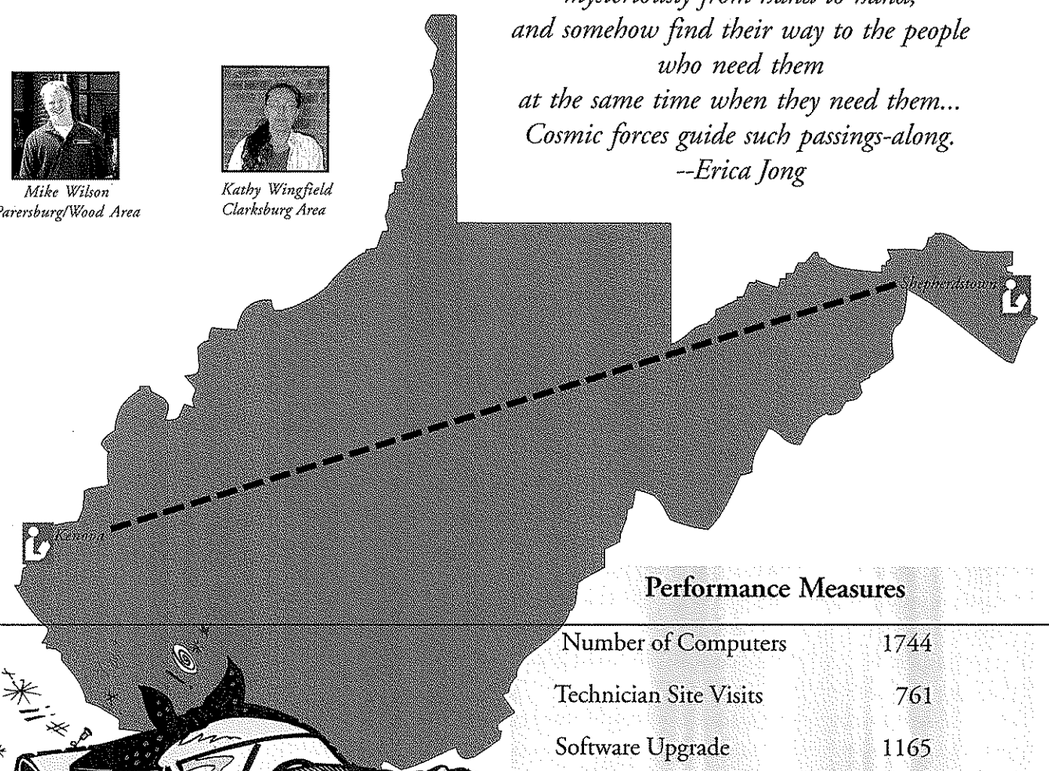
Mike Wilson
Parersburg/Wood Area

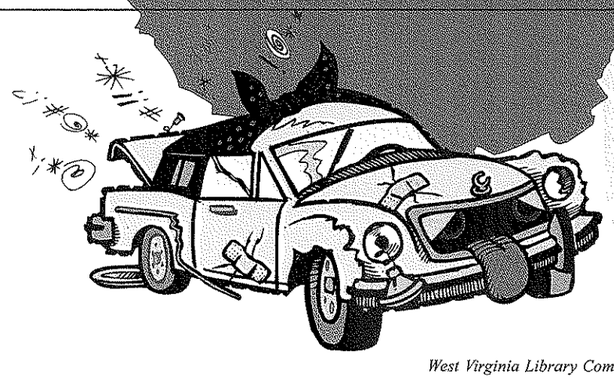
Kathy Wingfield
Clarksburg Area

Network Services

In the field & on the road

Books go out into the world, travel
mysteriously from hand to hand,
and somehow find their way to the people
who need them
at the same time when they need them...
Cosmic forces guide such passings-along.
--Erica Jong





Performance Measures

Number of Computers	1744
Technician Site Visits	761
Software Upgrade	1165

Total Miles Traveled

59,127 miles is the equivalent to traveling between Shepherdstown and Kenova 163 times.

Communication Services

Pictured left to right: Sharon White, Pat Love, Lori FitzGerald, and James White

Communication Services is responsible for educating and informing the public through Public Relations, Print and Television services about events affecting libraries and the West Virginia Library Commission. In addition to these responsibilities, Communications provides service to libraries in developing, designing and producing promotional and support materials to distribute in the libraries' communities. As part of WVLC's statutory charge, Communication Services (CS) staff also produces, prints and mails the Annual and Statistical reports for the agency.

During the past year, CS staff has written and/or released statements to the press regarding the selection of Commission Chairman Merle Moore, the search process for Secretary of WVLC, the Children's Internet Protection Act, the Gates Grant, the Appalachian Regional Commission Grant, the floods in Southern West Virginia, and Barbara Nissman's concerts which aired on Library Television Network. Libraries were issued the press releases but were given additional information affecting their services via an electronic News Bulletin issued every other Friday.

When the urgency of a press release is not required, CS staff issues information through the Quarterly Library Update. These Library Updates were written, printed, and then mailed to Governor Wise, the WVLC Commissioners, the Secretary of Education and the Arts, Kay Goodwin, the State Legislators, U.S. State Libraries and all instate libraries.

In fulfilling CS's objective to support libraries, logos were created for Roane County Public Library's (RCPL) Walking Books Program, RCPL's Friends of the Library, West Virginia Center for the Book, Bolivar-Harper's Ferry Public Library, and the PLADD project for Fairview Public Library. CS staff designed and produced placemats for Fairview's PLADD fundraising to build a library addition.

As in years past, CS staff produced posters for National Library Week, Children's Book Week, National Poetry Month, Literacy, and Summer Reading, as well as for individual libraries.

Bookmarks and brochures continue to be popular requests, and CS staff is planning more bookmark designs to distribute outside of the regular promotional events.

In cooperation with other departments and state agencies, CS staff printed and mailed six books including **Letters About Literature** and **West Virginia's African-American Women of Distinction.**
Because CS handles a large portion of the bulk mailings for the agency, other materials of interest to libraries and the patrons, i.e. brochures, newsletters, flyers and books, are included in the support materials sent out periodically.

Library Television Network

Pictured left to right : Dave Lewis, Mike Shock, Josh Strother, and Mark Lanham

Beyond the designing, printing and mailing services provided by this department, CS also operates the Library Television Network (LTN). Already producing, filming and airing 25 programs, four new programs were added to the schedule this year. **Connecting WV and the World** with the Department of Transportation, **Distress Signals** with the Office of Emergency Services, **ABCA Today** with the Alcohol Beverage Control Administration and **Community Issues in the Mountain State** with a local individual from Charleston are the newest additions to a lineup that fills 72 airtime hours weekly on Charter Cable Channel 11.

Throughout the year, LTN produced 240 shows, as well as 16 different Public Service Announcements (PSAs). PSAs were developed, produced and aired for *Adult Literacy Month, National Library Week, Library Card Sign-up Month, Get Caught Reading and Black History Month.*

Despite this heavy schedule, LTN is not simply operating in the studio. Equipment is transported for location shoots to cover press conferences for Governor Wise, WVLC meetings, and meetings and training classes for librarians.

After the summer floods, LTN staff traveled to the Northfork Public Library to shoot footage of the devastation and while there found themselves helping with the massive clean up. In a more somber special production, LTN worked with the Conservation Agency to prepare a 15-minute video on the "WV Statewide Flood Protection Plan" that was presented to the Legislature for review. This video reflected the tragic outcome of the summer floods of 2001 and showed what measures state and federal agencies have taken to remedy the problems facing these victims.

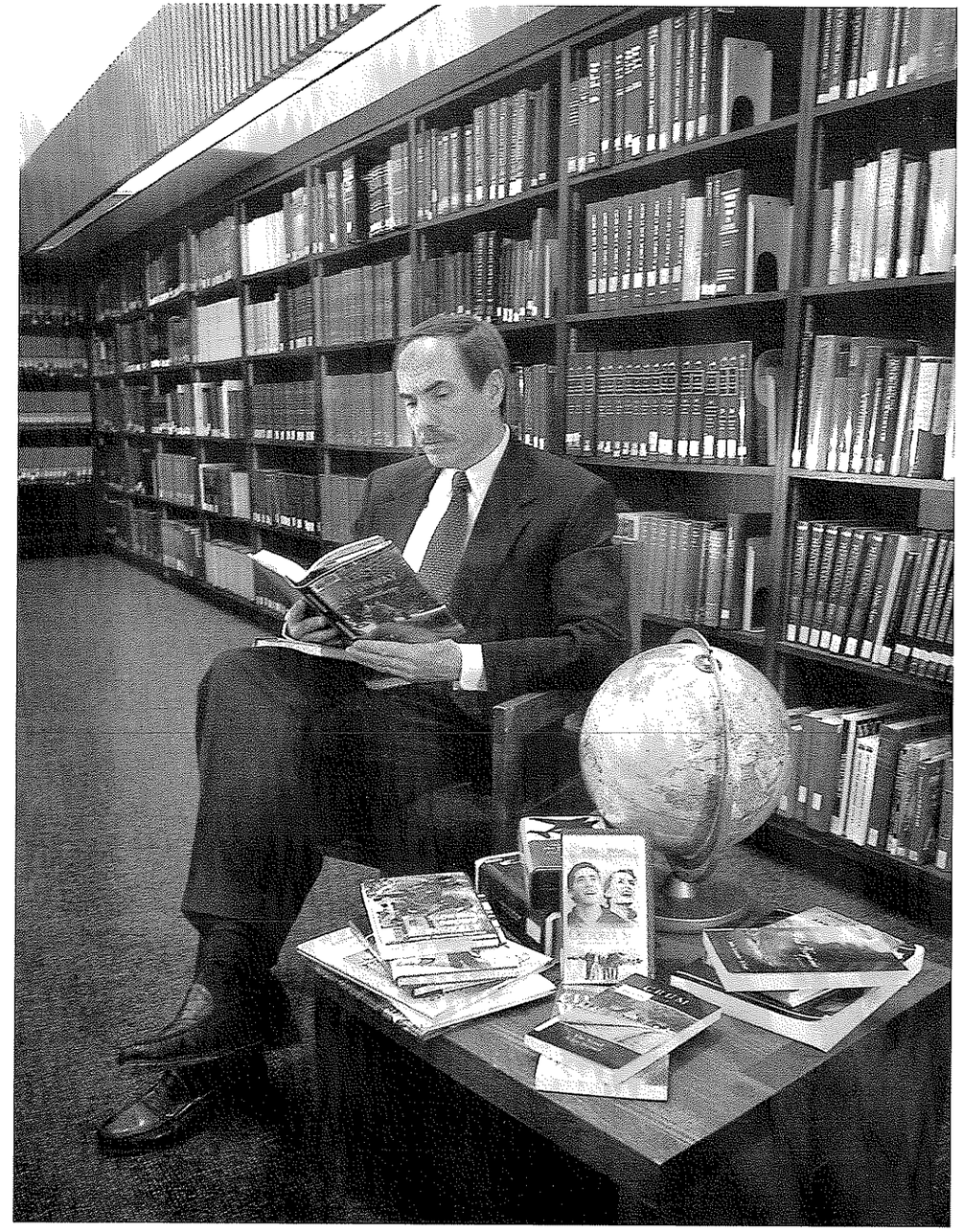
Other special productions added to LTN's schedule included a second production with pianist Barbara Nissman. This program evolved into an hour and a half long educational piano concert featuring music from Russian composers. The program, **The Russians are Coming**, was performed in the Cultural Center Theater and later aired on LTN. Even after multiple airings, CS staff continued to receive requests for tapes of the concert.

A more recent special production, still in development, is a series of videos with Mark Payne from the West Virginia Humanities Council aptly named **History Alive**. These videos will be taped for archival purposes. The programs will feature historical characters portrayed by local West Virginia actors and actresses. LTN staff had completed one taping in the series before the end of the fiscal year, however it is LTN's goal to continue archiving these historical characters throughout the coming year to complete the series.

At the close of the year, LTN received a grant from the Office of the Secretary of Education and the Arts to start the first phase of digital technology for the LTN bringing the television studio up to the high standards of advancing technology.

Keeping pace with the rapidly advancing technology, CS staff continues to improve their own skills through educational training in their individual areas of expertise thereby providing West Virginia's libraries with high quality public relations, print and television services.

	Designs/Layouts	Prints
Bookmarks	9	103,000
Brochures	6	17,600
Books	6	6,420
Posters	9	7,800
Library Card Applications	6	25,000
Newsletters	8	8,500
Logos	5	N/A
Postcards	2	15,000



"I am extremely proud of the services that our libraries provide to the citizens of the Mountain State, and I know that they will continue to promote educational advancement and a love of learning for many years to come."
--Governor Bob Wise