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Mission Statement

The mission of the West Virginia Library Commission is to promote, assist, and support the development of effective and efficient library services that ensure all citizens in the state access to the highest quality library services and information resources to meet their needs.



Comments from the Cabinet Secretary

Although, at the time, it seems that we are spending forever in some type of formal education, less than 3% of our lives are actually spent there. Recent research reveals that most of what we learn, we learn through free choice. It is not a giant leap of logic to then assume that the library is at the hub of free-choice learning. Where else can learners of all ages go for information on making play dough or living with diabetes? Where else can people with Ph.D.s, GEDs and no degrees at all listen to ancient philosophers, visit China without leaving home, learn why whales sing, and open the doors to imagination?



find what to read next. Libraries in West Virginia share materials and form consortia to better serve their users. I am constantly amazed at the range of library activities and the energy and dedication of all those who work in and for libraries.

This report tells how the state agency supports library services in West Virginia, how it maintains a technology network, provides training, delivers programs, services, materials and dollars, how it serves blind and physically handicapped readers, in short, how it supports free choice learning opportunities for all West Virginians.

The same research study found that 76% of the sources of information the target group used for specific science knowledge came from books and magazines not for school. This again points to the significant role of the library in the learning infrastructure. The citizens of West Virginia have access to books, magazines, films, databases, and Internet sites because of a library agency and a library community dedicated to the concept of free-choice learning. Librarians carefully evaluate and select materials appropriate for their communities. They reveal the joys of reading to children and teach children and adults how to do research, and

Cordially,



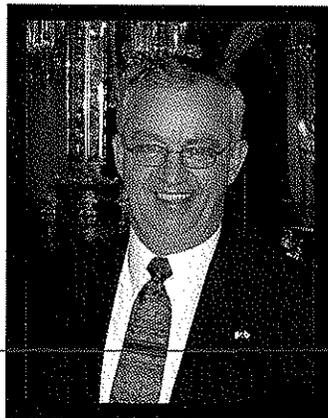
Kay Goodwin, Secretary
Education & the Arts

Letter from the Secretary

The West Virginia Library Commission's role in the development of libraries in the state allows the agency to be a part of a vibrant and active community. Throughout history libraries have grown and changed to meet the needs of the citizen. The libraries in West Virginia are extremely proficient at growth and change.

Rumors of the "disappearance" of the book are unfounded. The comfort found in reading for pleasure or reading to expand one's education is still an important part of what libraries do. In a society that is much more mobile, the circulation of books on cassette or CD continues to increase.

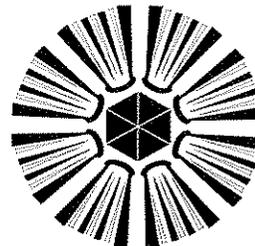
The belief that the Internet will replace the library is also withering on the vine. Studies of trends in library construction now indicate that new libraries must be built larger in the future. In the past, a small corner with a comfortable chair was all that was required for the reader, now a workstation is necessary for the electronic user. Space for the CPU, monitor, printer and desk used by many patrons exceeds the space for a chair, even a comfortable chair. Internet users still need librarians to help them navigate through the billions of hits retrieved from the common search engine. Also, the cost of intellectual properties means that the common search engine may not have



access to the most valid information but libraries subscribe to databases that have negotiated permissions with authors and publishers.

Libraries are not just warehouses of information. The staff of each library adds a component that is difficult to measure but critical to success. Over the next pages, you will see how the Library Commission has worked in partnership with libraries to meet the needs of all of our citizens. Formats may change but West Virginia's libraries are always looking ahead to be prepared for those changes.

Sincerely,



James D. Waggoner, Secretary
West Virginia Library Commission

Administrative Services

The Administrative Services Division is responsible for all agency fiscal and administrative functions. Major fiscal activities include preparing and submitting the agency appropriation request for legislative approval, preparing and submitting the agency expenditure schedule to the State Budget Office for approval, and implementing the agency budget. Additional fiscal activities such as accounting, payroll, and purchasing keep the financial boat afloat. Each year financial management presents new challenges. The expected challenges of reductions in current year and next year budgets were present again this year. Fiscal year 2004 presented two budget cuts in the general fund personnel line. The first was a 9 percent reduction in the first quarter of the year with a 2.9 percent additional reduction in the second quarter. In order to avoid laying off employees, most vacancies were unfilled. This meant that many employees took on additional duties, some were moved to new workplace sites, and departments were combined. Administrative Services was not exempt from this scenario.

Six separate funds housed the total Library Commission FY 2004 budget of \$12,468,363. The **General Fund** is appropriated by the State from general revenue sources. This is the Commission's primary operating fund for personal services, repairs, and equipment. In comparison with FY 2003, the Library Commission operated with over \$180,000 less in this fund in 2004. The **Lottery Fund**, appropriated from Lottery proceeds includes funding for the State Library Network, Grants-in-Aid to public libraries, Legislative Special Projects, and resource materials for the WVLC Reference collection. Although the appropriation from this fund was slightly less than in 2003, the agency was extremely pleased that Grants-in-Aid to public libraries were not reduced. Maintaining the previous year's \$4.06 per capita disbursement to the public libraries was a definite victory in a year when the Legislature faced multiple difficult financial decisions. It is interesting to note that 89 percent of the Lottery Fund appropriation goes directly to public libraries. Knowing that many of the libraries depend on GIA to meet payroll, Administrative Services is dedicated to distributing the GIA checks as early in the quarter as possible. The quarterly distribution of Special Projects grants presents unique obstacles usually involving the precise identification of some of the recipients.

The **Federal Fund** consists of a grant to the state agency supported by the Library Services and Technology Act and administered by the Institute of Library and Museum Services plus reimbursements from the Federal E-rate program. LSTA funds are used to support library development, services to people having difficulty using libraries, and library technology initiatives in libraries including access to online full text and test preparation databases. The *E-rate* program was established in 1996 as part of a broad effort to bring high-speed Internet access to schools and libraries around the country, particularly in rural areas. Under the program, schools and libraries can receive grants that cover up to 90 percent of their Internet service and telecommunications costs. Funding for the program comes from Universal Service Fees assessed on telecommunications services. E-rate is a labor-intensive program to administer and is the responsibility of the agency's E-rate Coordinator. However, the effort unquestionably benefits every West Virginian by enabling each of the state's public libraries to offer Internet services.

The agency's three other funds, **RADAR, Video, and Gifts, Grants and Donations** become even more significant in times of decreasing state revenue. The Regional Alcohol and Drug Awareness Resource

(RADAR) fund is a grant awarded to the West Virginia Library Commission by the West Virginia Department of Health and Human Resources. Approximately 80 percent of the grant funds for FY 2004 were used to purchase and distribute more than 450,000 anti-drug informational and promotional items to state agencies, schools, libraries, social service agencies, and other organizations during the year. The **Video Fund** is revenue generated from the production, taping, location shooting, and dubbing services provided by the Library Commission's Library Television Network staff for other state agencies and organizations. This revenue is used to replace and upgrade equipment needed by the TV Network staff. Only revenue generated may be expended.

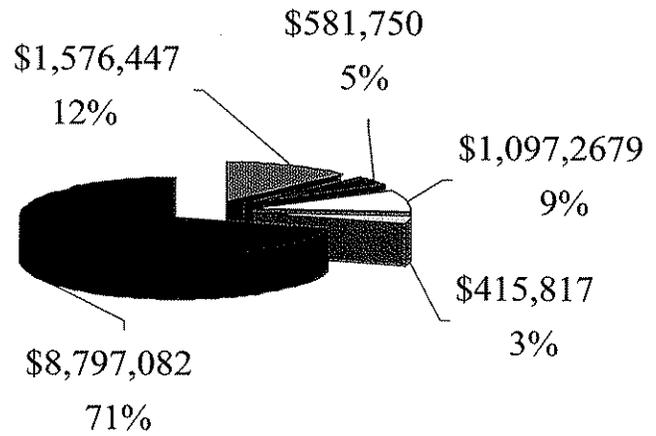
The **Gifts, Grants and Donations Fund** is the designation for revenue resulting from all sources not described above. It could just as easily be designated "other income". This fund was created because the range of account numbers in the state financial management system (FIMS) is limited. At any time, this fund may contain funds provided from other state agencies, foundations, and individuals. The fund includes the Tobacco grant that, like the RADAR grant, is from the West Virginia Department of Health and Human Resources. The funds are used to staff and supply the West Virginia Tobacco Prevention Program Clearinghouse. The agency received a major grant from the Bill and Melinda Gates Foundation in 2004. This grant of \$424,000 will be used to upgrade telecommunications lines in many public libraries and to replace one computer in each of the 173 public libraries. West Virginia was one of eighteen states to receive a Staying Connected grant from the Gates Foundation. It was also the state chosen to host the national announcement of the grant awards. Melinda Gates stated at the press conference that West Virginia was chosen in recognition of its outstanding performance in administering and implementing previous grants. Other components of the **Gifts, Grants and Donations Fund** are the West Virginia Writers Fund and the West Virginia Center for the Book. Both funds reflect revenue generated by donations that is used to support and promote awareness of the state's literary heritage. Setting up the process to accept online credit card donations to the West Virginia Writer's Fund was a challenge that required staff from Administrative Services, Network Services and the Treasurer's Office to meet.

Administrative Services also participated in an interagency attack on GASB34 (General Accounting Standards Board) regulations for public libraries. Preparation for compliance with the regulations became the joint project of Administrative Services, Library Development, and the State Auditor's Office. It was often as difficult to get all the players together as it was to interpret the regulations.

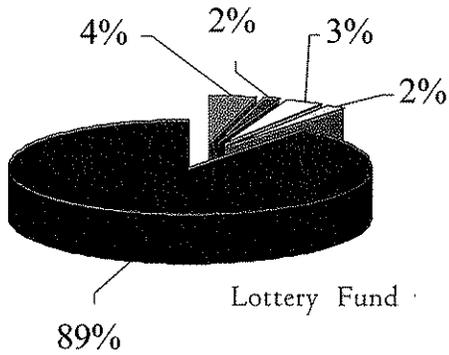
In addition to keeping a firm hand on the financial matters of the agency, Administrative Services performs other duties that keep the Library Commission functioning. Administrative Services maintains and schedules the WVLC fleet of vehicles. Several times a year, there is so much travel going on that none of the four vehicles is available. Administrative Services also moves all the mail, moves people and their stuff from workstation to workstation, and often moves entire workstations to new locations. New locations mean new phone and fax numbers and inevitably involve packing more stuff off to Surplus Property. Building new storage areas and a new recording studio for Special Services were frequently delayed but finally completed projects. All of the administrative responsibilities, including inventory control and records management, are addressed with the same intensity and dedication as financial management.

West Virginia Library Commission FY04 Spending Graphs

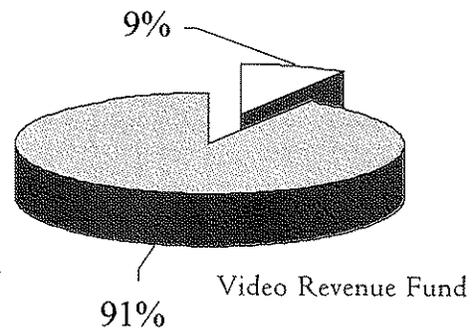
- Personal Services
- Employee Benefits
- Current Expenses
- Repairs & Equipment
- Grants



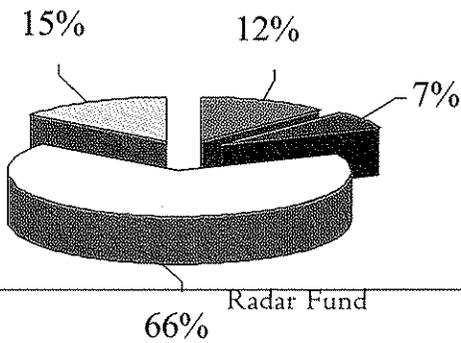
Total Funds Summary



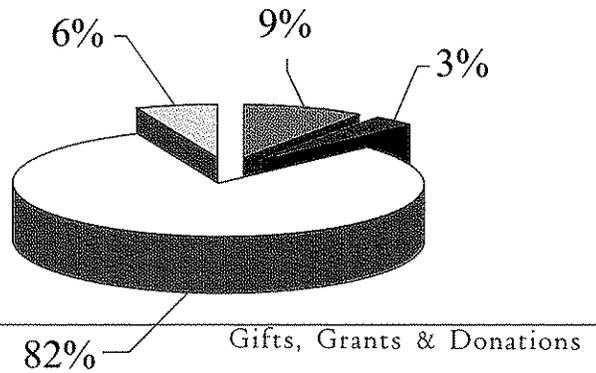
Lottery Fund



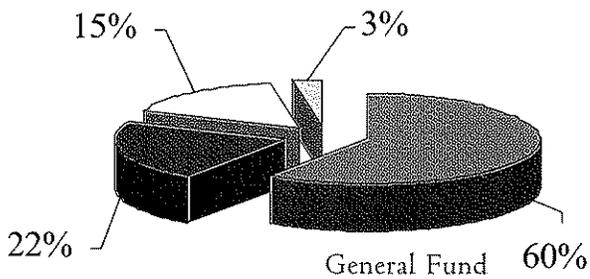
Video Revenue Fund



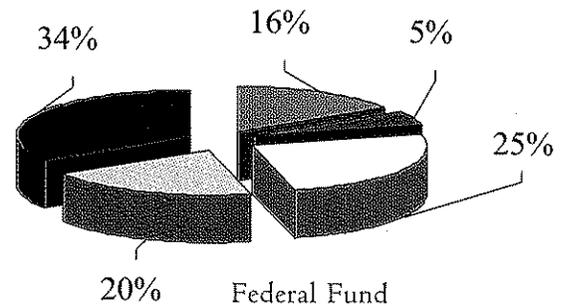
Radar Fund



Gifts, Grants & Donations



General Fund



Federal Fund

Library Development

Every March teams of brave dogs and mushers leave Anchorage in south central Alaska and head for Nome over 1,150 miles away. The trip lasts 10 days. Every July the brave Consultants of LD leave the previous fiscal year and start again. The trip lasts 12 months. In 2004 the Consultants traveled the equivalent of more than 30 trips from Anchorage to Nome.

The Iditarod commemorates the delivery of diphtheria serum. Library Development delivers leadership, advocacy, expert assistance, planning, training and funding to the public libraries the state. LD's serum enhances and expands library services for every West Virginian.

Running the Iditarod is a grueling test and can involve head-on encounters with some of the most forbidding weather and terrain on earth. Libraries are constantly involved in head-on encounters with the forbidding terrain of finances. This year's series of Service Strategies workshops "Money: How to Keep Track of What You Have and How to Get More" and "Marketing for the Small Public Library" addressed that challenge. The impending need for libraries to comply with GASB 34 (Governmental Accounting Standards Board) regulations (which also have to do with money) resulted in nine workshops in state, two workshops out of state, and GASB becoming a four-letter word. LD helped libraries save staff development money by providing access to training teleconferences produced by the College of DuPage.

Part of the Iditarod trail is on the Yukon, a river highway that takes teams west through the arctic tundra. The arctic tundra facing 33 libraries this year was made up of the ice of migrating to a new automation system and the sleet of standardized cataloging. The LD Continuing Education Consultant and the Library Services Cataloging Services Librarian teamed up to deliver supplies and provide shelter. They coordinated and presented cataloging and automation system workshops for 436 attendees.

A highly select team of several volunteer trail breakers gets one of the more enviable jobs of the entire race; riding high-powered snow machines from Anchorage to Nome at race expense. WVLC and Marshall University teamed up to break a new trail in library continuing education. The Public Library Technology certification program is for public library support staff and those interested in public library employment. It prepares students to function in all areas of public library service. The program, offered through the Marshall University Community and Technical College requires 33 credit hours including 15 hours of general studies courses. All PLT classes are taught by Marshall or WVLC librarians and delivered online.

Each Iditarod team is limited to 16 dogs, constituting an incredibly powerful pulling machine. The best leaders are especially good at following commands under all conditions. The team dogs can handle swing or wheel or even lead when needed. The ability to both lead and follow, sometimes at the same time, is required of every LD Consultant. The Youth Services Consultant develops a summer reading program in coop-

eration with the Children's Roundtable of the West Virginia Library Association. Working with the Roundtable and the WVLC Communications staff, she coordinates the design, production and distribution of posters, bookmarks, certificates, and logbooks based on the theme selected by the roundtable. The summer reading theme for 2004 was "Under the Big Book". The Youth Services Consultant also helps develop the posters for National Library Week and Children's Book Week and has even got up at 4:00AM to promote Children's Book Week on a local TV station's early show. She visits libraries in desperate need of new materials for children. Librarians anticipate visits from the Youth Services Consultant. During this fiscal year over 1700 books worth approximately \$12,000 were delivered to eight public libraries, two school libraries damaged by floods and the Donald R. Kuhn Juvenile Center. No stranger to grant opportunities, the Youth Services Consultant worked with the Brownstone Foundation to identify recipient libraries.

Adult services are as diversified as adults. Adult Services partnership with WorkForce West Virginia and Verizon resulted in the creation of a map showing literacy levels, and the location of One-Stop Centers and public libraries in every county. Partnership with the WV Educational Broadcasting Authority and the Alzheimer's Association led to libraries promoting the PBS broadcast of "The Forgetting" and other program clubs. As a result of the Adult Services Consultant's work with the Robert C. Byrd National Technology Transfer Center, public libraries became access points for the Coal Impoundment Location and Warning System. Working with the Center for the Book in the Library of Congress, the Adult Services Consultant identified candidates for a family literacy "Reading Powers the Mind" grant and worked with the Summers County Public Library, the recipient on the grant. Another collaboration resulted in the Pocahontas County Free Public Library being awarded a Human Rights Video grant by the American Library Association. LD takes the lead in encouraging and supporting book discussion groups in libraries. Sixteen different book groups, six of them new this year, borrowed 65 titles from the Adult Services discussion group collection. The entire collection is posted on the WVLC website along with a list of discontinued titles that are available for library collections. The leadership of the Adult Services Consultant is unchallenged in the promotion of the test preparation database available in every public library.

The food and supplies for each checkpoint (the bundles for the boonies) are shipped out of Anchorage by the race organization so as to be in place when the mushers arrive. Taxes are an inevitable accompaniment to adulthood. In a weak moment, WVLC agreed to annually deliver over 100,000 state tax forms to libraries. The patron saint of shipping and organization, hearing the moans and groans of the Adult Services Consultant, sent her a terrific boonie bundler. This paragon took orders, packed boxes, made phone calls, and guaranteed tax forms at each checkpoint/library.

Mandatory gear for the Iditarod (and most other races) includes essential survival gear including snowshoes, an ax, and an alcohol stove with a four or five gallon pot for melting snow and making hot water for dog food. Mandatory gear in public libraries is the collection. Unfortunately, it is not possible for many of the state's libraries to add significant numbers of new titles each year. Some rely

on donations, spending nothing on the collection. One way that LD makes sure all public library users have access to current information on a variety of topics is by using federal Library Services and Technology Act funds to provide each library a package of online databases. The databases contain full text for periodicals, newspapers, reference books, biographies, and primary source documents, plus an image collection of photos, maps & flags and full text television & radio news transcripts

Because of its difficulty, the Iditarod places strict qualifying restrictions on people who would take the long road to Nome. One of the painfully necessary duties of the Administrative Services Consultant is making sure libraries comply with state and federal rules and regulations. The explanation that public funds require a high level of accountability is rarely greeted with great enthusiasm. When any consultants, librarians, or trustees want to make sure they are traveling between the markers, they rely on the Administrative Services Consultant. And they don't always have to ask. They don't have to ask for help in times of trouble either. When the libraries in Mt. Storm and Terra Alta took on run off water, when the library in Rainelle lost all of the books on the bottom shelves to six inches of flood water, when the Fairview library burned, the Administrative Services Consultant was there to bail, to discard, to listen.

At each checkpoint along the trail, there are numerous race personnel with specific functions. ... The first person the musher sees on pulling into a checkpoint will usually be the checker. The checker formally inventories the sled for the required gear, counts the dogs, and records the official times. ... Every finisher is entitled to a banquet and a chance at the podium to receive the coveted belt buckle and finisher's patch. Since not all of the mushers are finished by the time of the main banquet, the volunteers also put on a smaller but no less popular Red Lantern Banquet for the latecomers. WVLC is required to provide data on library services in the state. The Research Librarian a.k.a. State Data Coordinator is responsible for assembling and analyzing that data. He works with the agency's data collection vendor and other staff members to re-design the survey, informs librarians of changes, reminds them of problem areas, uses the collected data to create the annual statistical report, and submits the data to federal agencies. It is a 12-month cycle, involving many contacts. WVLC does not host banquets for libraries submitting their statistical reports on time, but does recognize the effort of those submitting early by awarding them the Shirley Smith Award. This year eight public libraries, six academic libraries, and thirteen special libraries qualified for the award. The possibility of a Red Lantern award for the last report submitted is being considered.

This being an even numbered year, the research Librarian sent a salary survey to all academic and public libraries. This survey tracks trends in the compensation of the library workforce. Eighty-seven of the ninety-seven public library systems and twelve of thirty academic libraries responded.

The musher's only real control of this juggernaut is voice commands to the lead dog (the sled has a brake, but it is sometimes not much more effective than dragging a foot in the snow).... Once underway, the team will run virtually on autopilot, almost always choosing the correct trail. Indeed, the musher's job on long runs with good trails and fair weather often involves hours of merely monitoring the team's progress and making commands only when needed.

Note: All sections concerning the Iditarod are from a series of articles by Don Bowers on Iditarod history available on the web at http://www.iditarod.com/general_information.html.

Communication Services & the Library Television Network

Communications Services is responsible for the West Virginia Library Commission's print, online, and graphic publications and assists libraries develop, design, and produce promotional and support materials. A major project is the production and distribution of the agency's Annual and Statistical reports. In 2004, for the first time in WVLC history, the WVLC Statistical Report was distributed on CD-ROM.

In order to keep libraries aware of important information, Communications Services issues an electronic *News Bulletin* biweekly and emails special bulletins or memos to notify librarians of events and information that require their immediate attention. To keep the public, legislators, and government agencies aware of the activities of libraries and the Library Commission, Communications Services issues press releases and produces the print publication *Library Update* quarterly. This year Communications Services doubled the number of statements written and/or released (57) to the press. Once again, *Stateline*, a newsletter distributed statewide by WV Division of Personnel, published stories and photos by Communications Services, this time featuring students from the Letters About Literature contest.

Logos are a common request. Applying advanced technology; Communications Services created an animated logo the Digital Bridge project. Other logos were designed for The West Virginia Center for the Book, WVLC embosser and the Mountain Library Network. As part of the objective to support libraries, CS staff continues to design and produce application cards, hold notices and request cards for individual libraries at their request, as well as providing designs for special needs or events. Posters, bookmarks, flyers and brochures continued to be popular requests from both the agency and libraries in the field. Original designs were produced to promote the Summer Reading Program, Children's Book Week, Literacy Month, Mountain Library Network, Book Discussion Groups, Audio Book Month, EBSCO databases, and Learning Express. These publications and the Communications Services staff represented the agency at exhibits at the West Virginia Library Association's Annual Conference and Spring Fling, Law Day, West Virginia Book Festival, Ohio River Book Festival, Public Service Recognition Week, and the National Book Festival. This year Communications Services also produced various maps to support library services. Included among those maps are library sites, sub-hubs, service center libraries, and network libraries serving the blind and handicapped.

Cooperation with other departments and state agencies is a major aspect of the work provided by Communication Services. Staff designed, developed and/or distributed materials of interest to public, academic, special libraries, and school libraries. Trustee Manuals and Library Advocacy books were designed and printed to assist Library Development. Other Library Development projects included surveys for literacy and construction and Service Strategies brochures.

Communications Services and the Library Television Network (LTN) work together to produce video public service announcements for libraries as the need arises. LTN produced several different public service announcements throughout the year including the "Summer Reading Program" to promote the libraries, Law Day for the Supreme Court and 2 spots for the Federal Emergency Management Agency (FEMA) to provide disaster assistance information for the

flood victims of West Virginia. In addition, LTN provided the voice and recording work for the Mountain Library Network PSAs that aired at radio stations in 16 W.Va. counties.

LTN produced over 256 shows this year, exceeding last year's total of 230 productions. Several new programs were started this year including *Branches: Many Branches, One Tree* with the Division of Culture and History and *Marshall Headliners* with Marshall University. As well as completing a heavy production schedule, LTN took on some very special productions. Working with the Department of Education and the Arts, LTN produced a one-hour video titled *Figuring out the FAFSA: A High School Student's Guide to Completing the FAFSA*. This special production set a new LTN record for mass videotape duplications - 1500 - which were distributed to selected high schools, public and academic libraries, and the general public. Another project involving high schools is the LTN and WOWK Channel 13 cooperative Christmas video. Once again, LTN produced the recording with 10 different choral groups from around the state for a program that was aired all Christmas day throughout the state on WOWK and LTN. LTN also participated in two live productions from the Commission's TV Studio to WOWK Channel 13's facility for Literacy Month in September and Children's Book Week during the month of November. LTN provided the video and audio feed for WOWK's live morning news broadcast to promote these special events.

A special request from Literacy West Virginia led to the production of a training video called *Can I Help You*. Using different scenarios, the program teaches One Stop Centers' staff members interaction techniques for clients with low level reading skills and/or mental and physical disabilities. Two other special productions resulted from requests by the Secretary of State's Office. The first, *Candid Candidates*, a new program available on the Secretary of State's public access web page, provides information about any candidate running for public office. LTN helped produce 3-minute video messages from political candidates. The second request concerned audio recordings for visually impaired voters. These tracks enabled listeners to hear the names of candidates from the WV Primary Election Certification list. The compact discs were then sent to be set up for the voting systems and were distributed around the state.

Even though the LTN staff is small, location shoots are not neglected. LTN traveled to the Wayne County Public Library to shoot footage for a public service announcement, to Pocahontas County for the presentation of the Institute of Library and Museum Services National Award for Library Services, and to the South Charleston Public Library for a Gates Grant press conference.

Supporting the agency's goal of continuing education for librarians, LTN started a new series of cataloging training classes with the Cataloging Services Librarian. The first series was called *Copy Cataloging 1 & 2: Mountain Library Network* and the second one was called *A New Record: How to Identify Major and Minor Changes in Serial Titles*. The videos have been distributed to the librarians around the state via the video web server and on VHS tape. To further that goal, LTN continued to assist Library Development provide College of DuPage conferences by satellite.

In addition to more regular productions and more special productions, LTN now reaches more viewers. In March, LTN picked up another cable outlet that airs 15 hours of LTN programming twice a week in the Clarksburg market. The new channel, channel 18, is run by the Robert C. Byrd High School and is a Public Educational/Governmental channel. This new distribution expands LTN programming to 26,000 viewers in the Marion, Harrison, Lewis and Upshur counties.

Library Services

The key words for the year were "clean up" and "quality." Spurred on by impending migration to a new integrated library system, priorities became cleaning up online catalog records, improving access to the collections, and promoting and building the current reading and listening sections.

A key step in preparing for system migration is planning. Library Services created a Migration Committee comprised of staff involved in cataloging, acquisitions, circulation and reference functions along with representatives from Network Services and the West Virginia Archives and History Library. The committee compiled a list of needs and wants for a new system and visited libraries using new systems.

Serial records — periodicals, standing orders, continuations, and microfilm — were targeted for major rehabilitation work resulting in quality records that will transfer and accurately record the holdings. The primary work was done in Technical Services, while Reference located titles and made retention decisions.

The Library Commission is a major cataloging resource for public librarians and libraries throughout the state. This year, the Cataloging Services Librarian developed cataloging training for the Mountain Library Network consortia. The public, academic and school libraries in this consortium asked for standardized cataloging instruction. A program of 16 multi-day workshops of Level I, II, and III training began in November and continued throughout the year. The Cataloging Services Librarian worked with the WVLC Library Television Network staff to tape cataloging workshops for additional distribution by DVD and video. A web based cataloging "Help Desk" was also developed to supplement instruction and to give quick answers to cataloging questions.

This year to meet the goal of letting Technical Services do technical services. All processing, withdrawal, and acquisitions functions are now the exclusive responsibility of the Technical Services staff. Weeding was a major activity. Throughout the year the entire first floor collection of reference books was weeded and shifted not once, but twice. To make certain that the collection remains fresh a weeding plan that reviews the entire collection over a fourteen month period was adopted.

Two special collections were integrated into the Library Services collection: (1) fire safety videos from the Fire Prevention Committee of the State Firemen's Association and program videos of *Legislature Today*, *Outlook*, and *Legacy* produced by the West Virginia Educational Broadcasting Authority; and (2) a large global studies collection to be used as a resource by social studies teachers.

Money saved thorough review and cancellation of expensive continuations resulted in the ability to add 1,926 items to the collection compared to 1,545 last year. A move to CD format for our audiobooks continued. Only a small percentage of the audiobooks are now purchased in cassette format.

Services to Capitol campus employees were enhanced by adding NoveList and Encyclopedia Britannica to the online database collection. Reference services and resources were promoted with new, attractive bookmarks, fliers, and displays.

Reference transactions and patron counts were slightly lower than last year but interlibrary loan statistics showed a second year of gain. This year's total was 1986 compared with last year's 1832. Once again requests made to the library exceed those made by the library.

West Virginia Center for the Book

The West Virginia Center for the Book promotes West Virginia's rich literary heritage. Established in 2001, the West Virginia Center for the Book is a program of the WVLC and is administered by the Library Development department and is supported in part by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act and by the West Virginia Humanities Council, a state program of the National Endowment for the Humanities.

A major activity of the Center is the *Letters About Literature* project. *Letters About Literature* is a national reading-writing contest for readers in grades 4-12 sponsored by the Center for the Book in the Library of Congress and Target Stores. To enter, readers write a personal letter to an author, explaining how his or her work changed their view of the world or themselves. Last year 526 West Virginia students entered the contest. National judges selected 89 of the West Virginia entries for state level judging then state judges selected first and second place essays in each competition level. The West Virginia Level III winner, Jill Meadows of Fayette County was selected one of the top six Level III writers nationally. The Center honors all state finalists at a ceremony in Charleston during National Library Week. The top two state winners in each competition level are awarded a monetary prize, and the essays are published in a booklet compiled by the West Virginia Center for the Book. This booklet is distributed to school and public libraries.

For the first time, the West Virginia Center for the Book took its place in the Pavilion of the States at the 2004 National Book Festival in Washington, D.C. The Library Development Youth Services Consultant chose West Virginia author Julie Baker's book *Up Molasses Mountain* to represent the state at this event. The book was also featured on West Virginia's 2004 National Library Week poster and Julie Baker was the keynote speaker at the *Letters About Literature* recognition ceremony. The West Virginia Center for the Book also participated in the West Virginia Book Festival hosted by the Kanawha County Public Library in Charleston and the Ohio River Book Festival hosted by the Cabell County Public Library in Huntington.

In the Fall of 2003 State Librarian J.D. Waggoner designated the West Virginia Center for the Book to receive all funds generated by the *In Their Own Country* project. *In Their Own Country* was developed by West Virginia Public Broadcasting to showcase 14 of West Virginia's most celebrated writers. It is a series of hour-long interviews with each author or, in the case of the two deceased writers, their representatives. The West Virginia Library Commission contracted with the owner of the non-broadcast rights to the series and the individual authors to produce and distribute a CD set of the interviews. The agreement specified that WVLC could give CD sets to donors to the West Virginia Writers Fund. This fund is now part of the West Virginia Center for the Book. The funds are used to support programs by and about West Virginia authors including adding both adult and juvenile titles by featured authors to the book discussion group collection. The West Virginia Center for the Book placed the *In Their Own Country* collection in each public and academic library in the state. The West Virginia Secretary of Education and the Arts provided funds to place additional copies in every high school.

Network Services

In today's world, the term security invokes thoughts of homeland security and securing our borders. In the world of Network Services, security invokes thoughts of preventing confusion and destruction to data and information in public libraries, confusion and destruction caused with a few simple lines of code on a computer screen.

Most folks don't think about routers, switches, scripts, and the protocols that connect them with friends, family and information. Multiply the minor inconveniences experienced daily on an individual desktop PC--pop-ups, unexplainable home page changes, spy-bots--by 2000 PCs and hundreds of servers, routers, printers, web pages and email accounts and the extent of the security problem for Network Services is evident.

The first order of business was to comply with the Children's Internet Protection Act (CIPA), which required libraries to install filters to shield children from viewing obscene material online. All public libraries receiving federal funding were required to be filtered by July 01 2004. Since the 174 libraries on the State Library Network (SLN) receive federal funds, the scope of this undertaking was huge with many parameters to consider. After considerable study, the Network Services staff decided to place hardware devices on the edge of the network (where web traffic exits the private network) and thereby filter all outgoing HTML traffic instead of trying to customize or install expensive software at the library level. The West Virginia Library Commission assumed the cost and maintenance of the filter. At the end of FY 2004, over 25 million pages had passed through the filters with minimal complaints. The WVLC Library Services and Technology Act Coordinator was congratulated many times at a conference in Washington D.C. on the fact that West Virginia libraries were the first in the nation to be 100% CIPA compliant.

The Network staff received over 25 CERT (computer security incident response team) advisories in 2004. These advisories affect a wide range of operating systems, all of which this staff deals with daily. All updates or fixes apply to every PC in every public library. In addition, the Commission received numerous warnings dealing with the Worm and Trojan viruses. The staff all became familiar with the unlimited variations being spread or "kicking off" on any given day. Each advisory and warning was scanned for content and then broadcast to the field technicians. Fixes were planned and initiated promptly. This is the first year the SLN didn't log down time due to viruses or operating system advisories, an amazing accomplishment considering the number of large and small companies that had to shutdown their services to cleanup similar security messes.

The last major security issue was to place all eight WVLC Email domain servers behind another filter at the service provider (WVNET) level. This filter scans for incoming viruses and SPAM. SPAM was literally pounding the SLN servers to the point that Email services were shut down to give the machines time to complete backups. This filter was placed online late in the year, but in 5 months of service, it stopped 614,965 SPAM emails and over 20,544 viruses from coming into the SLN. Other security related issues included:

- Moving Web and Domain Name System (DNS) services from the older Gates NT servers located in the public libraries to more secure Linux systems located at the regional data centers. This change saved many man-hours and stopped countless numbers of web related viruses from entering the network.
- Replacing the Iprism Web filters with 2 high-speed units capable of handling increased data traffic and providing a host of statistical options.
- Updating Norton anti-virus software and running HP and Microsoft security patches statewide as necessary throughout the year.

Each new fiscal year starts with the dreaded cloud of budget problems overhead. The training budget in 2004 left a lot to be desired. Since technology changes so rapidly, an alternative to spending an average of \$2000.00 per person had to be found. The multitasking Network Services staff found the alternative within. Staff members volunteered their fields of expertise to satisfy requirements by training in-house. This resulted in the Network staff presenting training classes for libraries as well. Sessions on routers, Unix basics, software installations and "When to call a technician" were very popular. Network Services personnel made presentations at each of the major library continuing education events including the spring and fall conferences of the West Virginia Library Association. They also played a vital role in training library staff on the implementation and use of new integrated library systems. Some other educational notes:

- The Library Commission received a grant from the Beaumont Foundation to provide laptop computer training labs for regional library training. These labs have already played a major role in providing crucial software training to smaller libraries.
- The Network staff planned, built and installed a Video server that allows West Virginia libraries to download and view a plethora of materials. The server has also been used to broadcast live library continuing education teleconferences presented the College of DuPage.

At the end of each year Network Services reviews its accomplishments. This year was significantly different from previous years. An already small staff of 14 was by mid-year down to 10. More critically, the vacant positions were all in the southern region of the state. Trips usually assigned from Beckley or Huntington had to be dispatched from Charleston adding an automatic 2 hours to every trip. Once again, the staff searched for alternatives.

The first order of business involved installing Virtual Network Connection (VNC) software on every online PC statewide. As the technicians made their rounds, they trained the library staff on the use and function of VNC. Having VNC in place ensured a faster response time to problems, and saved hundreds of miles and travel dollars. One technician can work on machines at numerous sites all while sitting at his desk. Other technical advances to note:

- Created a named File Transfer (FTP) server to be used remotely so that field technicians would always have crucial software updates available. This server is also used by different divisions within the Commission to transmit and receive large data files such as posters and maps.
- Setup a Virtual Private Network (VPN) link with our service provider West Virginia Networks (WVNET) that allows administrators tunnel access to the SLN private network from anywhere in the world. This gives the staff access to devices that would otherwise require a PC connection from within the SLN.

Network Services staff serve on many State Unified Network (WVSUN) committees including the Information Technology Council (ITC): Security; Technology Standards; IP Video; Policy Guidelines and the Information Processing User's Group (IPUG). Staff provided statistics and plans for various publications and surveys including the Governor's Technology Plan; the Information Technology Five Year Plan; the Southern Regional Education Board survey; and the Library Network 2004 Digital States Governor's Survey. Some other Network Services 2004 accomplishments of interest:

- Played a major role in the planning and implementation of the new Quality of Service (QoS) routers and the WVNET switch to Sprint resulting in WVLC being the first agency placed 100% online with the new provider. Sent a technician to Seattle to participate in "Gates update" training where other state representatives expressed admiration for the extent of technical support extended to West Virginia libraries.
- Created a new network map showing the improved regional data center outline, as well as circuit identification and library type.
- Prepared and developed a presentation for Year Two of the Digital Bridge project. The staff made presentations in Weirton, Huntington, Clarksburg, and Martinsburg. Thanks to the Digital Bridge project, Capon Bridge Public Library was able to offer online video workforce training in cooperation with Shepherd College.
- Installed ten Lexis-Nexis computer systems awarded by the West Virginia Supreme Court to public libraries.

At the end of fiscal year 2004, the Statewide Library Network has increased its security and hardware and software have been upgraded in public libraries. In recognition of its efforts, the West Virginia Library Commission Network Services staff was again nominated for the National Association of State Chief Information Officers (NASCIO) award and was personally congratulated by Melinda Gates during a national press conference awarding the Gate's Staying Connected Grant that will kick off early in FY2005.

Special Services

Special Services administers the Regional Library serving blind and physically handicapped West Virginians and the clearing houses for RADAR (Regional Alcohol Drug Awareness Resource) and Tobacco Prevention.

The Regional Library program is administered by the National Library Service (NLS) for the Blind and Physically Handicapped and the Library of Congress to provide non-print materials to certified blind and physically handicapped patrons. Recorded materials are produced by NLS to satisfy the broad interests of patrons of all ages. There are presently 2,943 patrons enrolled in the program in West Virginia; 1,675 are served through the Regional Library in Special Services and 1,268 are served through the state network of Subregional libraries. These Subregional libraries are located in the Cabell County Public Library in Huntington, the Ohio County Public Library in Wheeling, the Parkersburg-Wood County Public Library and the Romney School for the Blind.

The Regional Library in Special Services circulated 162,657 recorded cassette and large print titles 162,657 in the past year. The four Subregional libraries circulated an additional 57,403 titles. Although not as popular as recorded materials, there is still a need for Braille titles which are distributed to West Virginia patrons through an agreement with the Philadelphia Free Library. West Virginia patrons borrowed 4,704 Braille titles.

It would be impossible to provide the high levels of service patrons have come to expect without a dedicated corps of volunteers. Special Education students from Charleston area high schools volunteer for two hours four mornings each week. They inspect each cassette box to make sure all tapes are present and each tape is rewind. This is a valuable service for our sight-impaired patrons. Once the inspection is complete, items are checked in using the automated system, and then sorted for re-shelving. This year, three of the student volunteers who had each worked in Special Services for three years graduated. The staff presented each graduate with an engraved plaque of appreciation. At the end of every school year all the students are presented certificates and honored with a luncheon.

The Special Services recording studio, which was temporarily closed after the library relocated to a different area of the building of last year, reopened in remodeled quarters in the new area. The studio is used to produce materials in audio format that are not available through the Library of Congress or any of the network libraries. A dedicated volunteer regularly records each issue of *Goldenseal*, a quarterly publication of the Division of Culture and History and *Wonderful West Virginia*, a monthly publication of the Department of Natural Resources. When complete, the final production of *Goldenseal* is 3 hours long; *Wonderful West Virginia* is one hour long. The narrator is a wonderfully talented woman who has become the voice of the Special Services studio and West Virginia's magazines. Her hours of dedicated service each month give patrons hours of enjoyment from these popular publications.

Special Services is the only NLS program location in the state certified as a Machine Lending Agency for blind and physically handicapped patrons. Special Services is responsible for the inventory, record accounting, maintenance and repair of all the cassette players. This is another project that is possible only because of volunteers.

This year the Telephone Pioneer Volunteer Repair Group repaired 911 machines, which accounts for 100% of our repairs. Volunteers visit weekly to pick up machines needing repair and return repaired machines that were put through a series of diagnostics and testing before being certified ready for re-issue. Since each new machine costs \$257, repairs result in significant savings to the program. Special Services is fortunate to have volunteers with a high level of electronic and engineering expertise. This expertise greatly increases the length of service of the machines on loan.

Volunteers are also serving from the Retired Senior Volunteer Program, Senior Services and several local high schools. Many students interested in earning community service recognition honors at graduation enlist as volunteers and discover they really enjoy working with the program. A United Way of Central West Virginia volunteer contacts all newly registered patrons. This early contact assures that patrons understand how to operate the machine and tapes and are satisfied with their selections. The volunteer is a patron of our services herself and very knowledgeable about the services and alternatives options.

Technology has improved services to our patrons. This year Special Services added a scanner to digitize print materials allowing materials to be sent electronically to patrons using assistive technology. Special Services is also using more electronic and digital formats to respond to patrons' reference and informational needs.

Although service to the blind and physically handicapped is the primary mission of Special Services, it is not the only mission. The Tobacco Prevention Clearinghouse (TPC), administered by the West Virginia Library Commission under a grant from the West Virginia Department of Health and Human Resources, distributed 454,507 items in fiscal year 2004. The items distributed by the Clearinghouse include posters, pamphlets, pens, and pencils with tobacco prevention messages. Of those items, 130,121 went to other grant holders with the Division of Tobacco Prevention (DTP) and 324,386 went to various health care providers, doctors, teachers, libraries and other concerned individuals. TPC filled 995 orders during the year. Although the number of items sent decreased from the previous year by about 22,000 items, TPC still served about the same number of patrons.

The Regional Alcohol Drug Awareness Resource (RADAR) is also administered under a grant from the West Virginia Department of Health and Human Resources. It distributes the same type of materials as the Tobacco Prevention Clearinghouse to schools, agencies, and groups working to prevent and reduce drug and alcohol abuse. The RADAR clearinghouse received 535 orders and distributed 249,387 items. This year the RADAR coordinator was appointed by the Governor to a committee created to improve implementation of a statewide drug prevention program. This committee, the West Virginia Partnership to Promote Community Well Being, meets quarterly to discuss ways to identify and leverage prevention funding, and to fill perceived needs and gaps in service. The clearinghouse coordinator also attends monthly meetings of C.R.E.A.T.E. (Coordination of Rehabilitation, Education, Awareness, and Treatment) where various state agencies collaborate on prevention efforts in alcohol, tobacco and other drugs to ensure that services are not being duplicated.

The majority of the educational items distributed by both clearinghouses were requested by schools for classroom and special project use. The educational materials were also exhibited at various events throughout the state including the State Fair, Cowen Railroad Festival and Tobacco Free Day at the Capitol.

West Virginia Library Commission Statistics

Departments	Site visits	Mileage	Contacts/Job requests	*Virtual connections	**Email filter
Library Development	227	35,289	3,811		
Network Services	1,015	65,915	6,735	59	1,027,471

*VNC statistic collection began 06/01/04 **Total Email (statewide) that passed through the filter.

Programming	Workshops	Programs	Attendees
Continuing Education	46	10	611

Online Databases	Logins	Searches	Full text	Tests	Courses
EBSCO	22,884	83,493	59,467		
LearningExpressLibrary	5,493			4,122	375

Library Services	Patron count	New patrons	Cancelled patrons	Reference questions	Circulation
WVLC Reference Library	25,548	241	3,724	5,449	8,351
WVLC Special Services Regional Library		185	329		162,657
Special Services Subregional Libraries		148	183		57,403

Interlibrary loans	Totals
Interlibrary loans to the West Virginia Library Commission	1179
Interlibrary loans by the West Virginia Library Commission	807

Materials Added	Reference	Adult non-fiction	Adult fiction	Juvenile	Totals
Books	505	520	162	331	1,518
Media					
Audio Cassettes					32
Books on CD					241
Videos					74
DVDs					48
CD ROMs					13

Government Documents Added	Paper	Microfiche	Electronic	Totals
	2,674	2,012	76	4,762

Materials and Government Documents Weeded	Totals
Books/Media	4820
Government Documents	1615