

**Evaluation
of the
2003-2007
Library Services and
Technology Act
Five-Year Plan**

**West Virginia Library Commission
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Section I

Introductory Statement and Summary of Impact of The Institute of Museum and Library Services Funds

The following review describes the activities of the West Virginia Library Commission (WVLC) that were funded wholly or in part with Library Services and Technology Act funds during the 2003-2007 evaluation period. The 2003-2007 Library Services and Technology Act Five Year Plan identified four needs, four goals and target activities for each goal. All target activity goals except one were met or exceeded. The goal not met involved statewide interlibrary loan management software. The foundation for this activity was laid by encouraging libraries to form consortia and by upgrading automation system software for those consortia but delay in implementing the upgrade of the WVLC/Archives consortium encumbered funds and kept the last block from being laid.

Most of the activities, including the automation upgrades, would have been impossible without the LSTA funds. All 97 public library systems, housed in 173 facilities, are provided Internet access through the Statewide Library Network maintained by the West Virginia Library Commission. Without the network, the majority of libraries could not operate modern library systems, maintain computer equipment, or offer Internet based services to residents. Without LSTA funds, only the very largest systems would have upgraded. Without LSTA funds, multitype consortia would not have been formed and library users would not have the advantages of a modern system. LSTA funds, combined with state funds and grant funds from private and public agencies and organizations replace computers, upgrade data lines, ensure security, and significantly narrow the digital divide.

Directions 2000, a report of library and state library agency services in West Virginia summarized the need for trained library staff. "West Virginia lacks many of the continuing education support systems available to librarians and library staff in other states. West Virginia has no in-state library school, and while some service centers do provide some continuing education and training, the State has no formal structure of library systems with specific responsibilities to perform an ongoing continuing education function" (p.40). LSTA funds permitted the West Virginia Library Commission to play a strong role in providing library continuing education to directors, staff and trustees.

The package of statewide databases currently available to all academic, public, and school libraries was initiated with LSTA funds. The LSTA funds placed the package in every public library. State funds expanded the number of databases offered and expanded access to all libraries. The combination of LSTA and state funds maintains the subscriptions.

The Statewide Library Network, continuing education, and the statewide databases all contribute to meeting the goal of offering a wide range of library based programs and services to West Virginians. Using LSTA funds, WVLC specialists in library operations, adult services and children's services develop, assist, and sponsor the implementation of these programs.

Libraries and library users throughout the state have all benefited directly or indirectly From LSTA funds.

Section II.

Overall Report of Results in Achieving Goals and Objectives

Goal 1. Improve the capacity of the State Library Network (SLN)

The SLN is the infrastructure that enables libraries to provide library users online library catalogs and services, and Internet access. The current technology support and maintenance efforts will continue and improvement will be accomplished by expanding bandwidth and upgrading hardware, subsidizing library automation system upgrades and maintenance, providing regionally based technology support and training, and assuming telecommunications costs for public libraries.

LSTA Purpose(s)

Establish or enhance electronic linkages among or between libraries.
Assisting libraries in accessing information through electronic networks.
Paying costs for libraries to acquire or share computer systems and telecommunications technologies.

Targets

Target A: Expand bandwidth and upgrade hardware **Progress - Surpassed this goal**

- Using grants from the Bill & Melinda Gates Library Foundation, Verizon, and the Appalachia Regional Commission, WVLC has moved all but 22 of the 173 public library facilities from 56K data lines to T1 lines. Local telephone company issues present the main problem to upgrading the remaining facilities, all of which are small rural library sites. WVLC has recently completed Phase I of the Gates Public Access Computer Hardware Upgrade Grant (PACHUG) that replaced 481 computers in 151 public libraries. Phase II, which will replace additional 255 computers in 90 libraries, will be implemented in the summer of 2007.
- The term security usually invokes thoughts of homeland security but in the world of the State Library Network, it invokes thoughts of preventing confusion and destruction to data and information in public libraries. In order to comply with the requirements of the Children's Internet Protection Act (CIPA), WVLC elected to place hardware devices on the edge of the network to filter all outgoing HTML traffic instead of trying to customize or install expensive software at the library level. High-speed web filters were purchased and installed to insure CIPA compliance and to provide additional capability for filtering phishing, ad ware and spy ware. Revamping the network to combine the four major library data hubs into two hubs increased efficiency of library Internet traffic. Working with the Internet provider for state government, WVLC incorporated Virtual Private Network (VPN) accounts for the libraries. This allows Network Services staff to remotely provide software maintenance services. VPN also allows staff in libraries to access the network outage map and is used to access catalog databases for three bookmobiles.

- Public library patron demand wireless service is being met by bulk purchasing SLN compatible equipment that can be installed and maintained by WVLC staff. To date, secure wireless service has been installed in 68 public library facilities.
- To promote libraries as Internet gateways, a poster urging patrons to “Click Locally. Connect Globally” was designed and distributed to all libraries.

Target B: Library Automation System upgrades

Progress – Made progress towards this Goal

- System upgrades were the primary focus of LSTA funding during the period covered by this report. Instead of funding individual library upgrades, WVLC required libraries interested in system upgrades to form consortia, develop decision-making structures, prepare requests for proposals, and select the system that met the stated needs. WVLC provided funds and technical advice but all decisions were consortia decisions. WVLC also assumes the cost of the annual maintenance on the systems. At the beginning of the period 23 of the state’s 97 public library systems had completed automation system upgrades. By the end of the reporting period, two consortia an additional 78 library systems were completely migrated to new systems. In addition to the public libraries, the consortia include one high school library and three academic libraries. Eight public library systems chose not to join the WVLC funded consortia. A consortium consisting of the WVLC Reference Library and the Division of Culture and History Archives Library is currently in the process of completing pre-migration arrangements with an automation system vendor.
- The system upgrades have improved services to library patrons by providing both a shared bibliographic database and a shared patron database. For example, a patron of the Parkersburg-Wood County Public Library has access to the holdings of all 32 libraries in the Mountain Library Network (MLN). Whether the patron is in Parkersburg or 200 miles away in Lewisburg, the MLN card ensures borrowing privileges. Interlibrary loan activity has increased dramatically in the upgraded libraries and indicates the need for statewide interlibrary loan management software.
- Another outcome of the consortia structure is a passion for accurate bibliographic records. Each consortium approaches this need differently but the Northern Library Network (38 systems) and the Mountain Library Network (32 systems) have initiated tiered permissions to cataloging functions and depend heavily on WVLC for cataloging training. WVLC conducted a twelve-month trial of the OCLC CatExpress product in the Mountain Library Network and launched statewide access in the spring of 2007.
- Network Services staff provided critical technical advice during the writing of the requests for proposal and the actual implementation of migration. Staff was very careful not to make decisions for the consortia. The consortia were encouraged to move away from dependence on the Library Commission for policy decisions regarding circulation periods, patron types, cataloging permissions, etc. As a result, the consortia developed a member driven decision-making structure. It was gratifying to see many of the library directors assuming consortium level responsibilities.
- Since the implementation of the new systems, Network Services staff continues to provide technical assistance as requested. In addition, the

manager of the WVLC Technical Services division offers cataloging training and training updates for all three levels of catalogers, advises libraries with difficult cataloging issues, and assists with the original cataloging of unique materials.

Target C: Regional Technical Support
Progress - Surpassed this goal

- Library automation systems and other technology dependent services would be impossible for most libraries in West Virginia to maintain without the regional technical support provided by WVLC. The Network Services staff is works out of WVLC offices in Charleston and libraries in Huntington, Beckley, Clarksburg, Weirton, and Parkersburg. There is usually at least one vacant position and the current one is in Martinsburg. The consternation elicited every time there is a vacancy indicates the value of this support. The regional technicians install computers, peripherals, security patches, wireless equipment, and software. It is not unusual for them to complete 130-150 job requests per week and log over 60,000 travel miles annually. A Network Helpdesk was put in place in 2004 and, in the first full year of operation posted the following statistics: 7,959 job requests; 1,566 of these requires a helpdesk ticket to be opened; 729 jobs were completed via a Virtual Network Connection; 918 required actual site visits. Technical support also includes the maintenance of email accounts for all libraries, the creation and hosting of web pages, the upgrading of library automation systems, and training on everything from software to projectors.
- The implementation of the Network Services Helpdesk negated the need for a planned periodic customer satisfaction survey. The libraries are eager and willing to express satisfaction or dissatisfaction with each call. This ongoing feedback system provides information needed for continuous improvement.

Target D: Telecommunications Costs
Progress - Met this goal

- To ensure public Internet access in every public library, WVLC assumes all telecommunications costs. This enables WVLC to relieve libraries of much of the paperwork involved in applying for E-rate discounts. The fiscal year 2006 budget for telecommunications costs was \$898,700. This does not include the personal services cost of the E-rate administrator.
- West Virginia's libraries rank 50th in the nation in operating income. The state library agency's decision to provide the data lines has guaranteed the availability of the Internet and other electronic resources in all public libraries. The electronic sharing of resources and consortia cooperation provide equal access to all citizens. Development of the statewide library network would be incomplete without WVLC providing the telecommunications costs. Some of the public libraries simply could not afford access, while others would have to reduce the size of the "pipeline" greatly reducing service.

Goal 2. Improve services delivered to users of all types of libraries by developing and supporting a wide range of training opportunities for library directors, staff, and trustees.

More than two thirds of the directors of library systems in West Virginia do not have professional library degrees. In the absence of an in-state Masters degree program accredited by the American Library Association, the West Virginia Library Commission takes the lead in developing continuing education opportunities that enable library directors, trustees, and staff to increase job related knowledge and skills. Knowledgeable trustees and staff are necessary to ensure high-level library services are provided to all West Virginians.

LSTA Purpose(s)

Targeting library and information services to persons having difficulty using a library. Assisting libraries in accessing information through electronic networks.

Targets

Target A: Workshops

Progress – Met this goal

- Library Service Strategies
 - This series provides a selection of workshops on topics such as basic book repair, customer service, weeding, and financial management. The workshops, developed and presented by WVLC staff, are scheduled for regional groups of libraries and also presented on request at individual libraries. A complete listing of the workshops is available on the agency website.
- Library Basics
 - Library Basics is a program designed for library directors/managers who have no professional training in library studies. Professional library staff delivered in-depth overviews of
 - Chapter 10 of the West Virginia Code
 - Funding for West Virginia Libraries
 - Roles & Responsibilities: Directors, Trustees, and the West Virginia Library Commission
 - Collection Development
 - Technology in Libraries
 - These topics were presented to assist library directors/managers for the daily operation and understanding of libraries. With this training, the directors/managers are able to provide more accurate services to the patrons and reports to the governing bodies.
 - Low attendance at the FY 2003 event led to the decision to restructure this workshop from five days to three days, to move the location, and to offer the workshop every other year instead of annually. When these changes did not result in any significant increase in attendance and, considering only 30% were first-time attendees, it was decided to explore alternative ways orienting new library directors.

- Cataloging
 - As mentioned under Goal 1, the formation of consortia for upgrading to new library automation systems pointed out the need for a more uniform approach to cataloging training. In the past, this training was primarily at the local level. The result was great inconsistency in the quality of the cataloging. The statewide union catalog often had multiple entries for the same edition of the same title. This inconsistency presented multiple challenges to system upgrades. To assist consortia members to establish and maintain quality cataloging, WVLC offers multiple cataloging workshops annually. The workshops are presented at conferences, at consortium training events, at individual libraries and, in case a staff member is unable to attend any of these events, online through the Library Commission video server.
- Computer Skills
 - WVLC took two primary approaches to meeting the need for continuous computer skill training. Coupons for sessions offered by a commercial computer-training firm were made available to library staff. WVLC Network Services staff also offered sessions on specific software, computer security, and the ever-popular “What To Do Before You Call the Tech”. Grants from the Gates Library Foundation enabled WVLC to recently offer a workshop on web page design. Each library attending the workshop also received a licensed copy of web design software.
- Trustee Issues
 - Trustee training is a continuous challenge. Many trustees work during the day and prefer evening events – short evening events. It is extremely difficult to present workshops on trustee issues in less than an hour. To address this challenge, WVLC undertook a major revision of the Trustee Manual. Six copies of this 103-page manual were distributed to every library. The copies were often hand delivered by the Library Development Consultant corps. The manual was updated two years later and posted on the WVLC web site. Staff is currently in the planning stages of developing short video programs on each section of the manual in order to facilitate new trustee orientation at the local library. These videos will be made available in VHS and DVD formats in addition to being posted on the WVLC video server.
 - One of the most successful trustee events during this period was a two and a half day planning seminar. The target audience was trustees but directors could attend if accompanied by a trustee. This strategy resulted in 60 attendees. The dynamic presenter from the Vermont State Library presenter, through lecture and team projects provided the participants with practical reasons for planning, tools for planning, and a structure to take home.
 - Building on the success of the planning seminar, WVLC again invited trustee/director teams to a workshop to develop a model personnel policy. An attorney with experience in human resources issues presented an overview and was available to advise groups working on specific parts of the handbook. This seminar generated a lot of interest but model policy is still not complete.

Target B: Conference Presentations
Progress – Met this goal

- Trustee Workshop Series
 - To encourage trustees to attend the annual conference of the West Virginia Library Association, WVLC sponsors programs of specific interest to trustees. At the 2006 conference, this concept was expanded to a trustee-focused program in each program slot. Each session was clearly identified on the program as part of the Trustee Workshop Series. This approach, linked with Trustee Continuing Education grants, was well received. While only 13 libraries took advantage of the grants, there were 30-35 trustees at each session.
- Other Conference Presentations
 - WVLC presents and sponsors sessions at the spring and fall conferences of the West Virginia Library Association. These sessions target issues as diverse as storytelling, problem patrons, human resource management, and technology issues.

Target C: Other Continuing Education Opportunities
Progress – Met this goal

- WVLC subscribes to the library teleconferences from the College of DuPage. The subscription was dropped for one year during this evaluation period but restored in the following year. This subscription provides access for every academic, public, and school library in the state. Tapes of the conferences in VHS and DVD format are made available upon request and all the conferences are available on the WVLC video server.
- WVLC is actively involved in the Marshall Community and Technical College Public Library Technology program. The Public Library Technology (PLT) program is aimed at current and prospective library workers, especially in rural areas. The entire content of the program is delivered through the Internet using [WebCT](#), a highly regarded course management program, and is the only one of its type in the region that is totally distance-education based. Students can work in their homes on their own schedule and not spend time and money traveling to campus or a central site. Many public libraries in WV are staffed by individuals without a professional library degree and, in some cases, no post-secondary education. This program was created to provide these workers with college credits, additional training, and practical skills so they may be able to provide the kind of service their communities need. This program originated as a collaborative effort among three institutions: (1) [Marshall Community & Technical College](#), (2) [Marshall University Libraries](#), and (3) the [West Virginia Library Commission](#). These three worked together initially to set up a local program for paraprofessionals. The certificate program is the first online library-training program in the region. It is also among the first programs being offered completely online at the Marshall Community & Technical College. The Higher Learning Commission (HLC) of the North Central Association of Colleges and Schools (NCA) accredits

this MCTC program. WVLC is exploring the possibility of providing PLT grants to libraries with staff enrolled in the program.

- Web Streaming - The West Virginia Library Commission has made available to public libraries the capability to watch continuing educational videos through video streaming. These videos are currently available for viewing only at public library sites but WVLC is exploring the possibility of providing broader access to the video server without compromising the security of the Statewide Library Network.
- Inside Information – This web-based project currently is under development. It will post short fact sheets on a variety of topics of interest to librarians and trustees.
- **Outputs and Outcomes**
 - Total attendees of WVLC developed, presented, and sponsored programs – 2,129. Total number of FTE staff in WV public libraries – 60. Total number of public library trustees - 598
 - A review of attendance sheets from the activities described above indicates that WVLC achieved the goal that at least one staff member from 65% of the 97 public library systems, 10% of the K-12 school libraries, and 7% of the academic libraries in the state would annually attend one of the training workshops presented or endorsed by the West Virginia Library Commission. The goal for school library attendance was met through statewide database training sessions described under Goal 3.
 - Although it was hoped that by June of 2007 85% of library trustees with less than 5 years experience in the position would have attended a trustee orientation session, this remains an elusive and unattained goal. It is hoped that alternative methods of delivering trustee training will have better results.
 - Session evaluations indicate that the continuing education efforts of WVLC have increased the skills and knowledge of library staff in the areas of library administration, technology, services to adults and children, collection development and management, and literacy programs. Library trustees have increased knowledge in the areas of library administration, library laws, boardsmanship, and trends and issues in library service.

Goal 3. Improve library users' access to library materials by developing and implementing effective resource sharing methods and statewide database subscriptions that meet the needs of remote and on-site library users for traditional and electronic materials and information.

LSTA Purpose(s)

Library technology, connectivity, and services. Services for lifelong learning

Targets

**Target A: Statewide Database Subscriptions
Progress – Surpassed this goal**

- During this reporting period, the state legislature appropriated \$219,992 to expand the existing statewide database subscription, funded through LSTA, to include academic and K-12 libraries. The package already in place for the public libraries contained a variety of databases suitable for K-12 students and academic undergraduates. The state funds enabled WVLC to subscribe to an online multimedia encyclopedia specifically targeted at the K-12 population. This database has many features that are also attractive to public library patrons. Until recently (Spring 2007) initial access to the test preparation database had to be from a public library. Extensive negotiations with the vender have resulted in universal access for all libraries.
- WVLC has been very aggressive in the areas of database promotion and training. Fortunately, the academic libraries are well aware of the value of online databases and skillful in the use of them. Academic librarians have even assisted WVLC in the delivery of training to public and school libraries. The statewide package permits academic libraries to use funds formerly devoted to subscriptions to general databases to apply to more specialized databases. This was a great advantage to the smaller academic institutions. Although not targeted for the academic population, the multimedia encyclopedia has been very useful in those academic programs that are training teachers. The West Virginia Department of Education has been very helpful in the promotion of the databases by providing access to the K-12 Librarians listserv and numerous training opportunities at state and regional conferences. The state representative for the multimedia encyclopedia vendor delivered many training sessions to individual schools. WVLC staff presented sessions in schools, at conferences, at Regional Education Service Agencies and once, to a countywide teachers' training event at a multiplex. Just after the beginning of each school year, a reminder is send out on the K-12 Librarians listserv. It is understandable that some school librarians and teachers are not aware of the databases because K-12 access is still relatively new and there are about seven times as many schools as public libraries in the state. It is harder to understand lack of awareness among public librarians who have had an additional three years of promotion and training.
- As a response to accurate comments that the statewide databases were difficult to access on the WVLC web site, in 2006 a new approach to accessing the statewide databases was launched with a unique URL address, <http://wvinfodepot.org> accompanied by promotional material that describes the databases. Previously, patrons and libraries using the WVLC web page for access had to remember a long, un-mnemonic address and then navigate

- through a few pages. The new address and its catch phrase “The place to go when you want to know” is easy to remember and easy to promote. The two major vendors assisted by providing the same generic username and password for information travelers. At the web page design workshop presented with funds from the Gates Rural Library Sustainability grant, libraries were strongly encouraged to feature the statewide databases on their pages. In 75% of the public libraries, the only databases available are the statewide databases.
- Outputs. Usage statistics are closely monitored. Since the vendor established separate accounts for each academic, public, and school site, usage of the EBSCO databases is tracked by site. The monthly statistics are posted on the wvinfodepo.org site. In FY 2003, when only the public libraries had access to the EBSCO databases, there were 22,884 logins. In FY 2006, with the addition of the academic and school libraries, there were 463,096 logins. This has proved to be an incentive, especially among schools. Usage statistics for the Grolier Multimedia Encyclopedia are retrieved on the statewide level. Site level usage is available on request and one or two public libraries have taken advantage of this option. In the second year of the Grolier multimedia encyclopedia subscription, usage increased by 49%. The same negotiations that resulted in easing access to the Learning Express Library database also resulted in a change in assessing use. This database requires each user to set up a personal account. Previously, the vendor only assigned one login count per 24-hour period regardless of how many times the user logged in during that period. The vendor has now agreed to count each login as unique. This should give WVLC a much more accurate picture of the use of this database.
 - Promoting access is a continuing important issue, particularly in public and school libraries. When a review of all public library web pages confirmed the belief that over 50% did not have links to the databases on their sites, WVLC responded by increasing the number of database training sessions, by assisting libraries add the links, by offering workshops in web page design, and by creating a new, unique web address for the statewide databases. The unique address linked with continuous training and promotion promises to be the most effective of these efforts with school libraries. Most of the elementary school libraries do not have web sites and middle and high school media specialists do not have seem to have significant impact on the content of school sites. WVLC continues to work with the West Virginia Department of Education to promote the databases. As with training, the academic libraries do an excellent job of providing remote access.
 - Outcomes. The wvinfodepot.org web address for the statewide databases that was established by WVLC and the generic usernames and passwords established by the vendors has made it much easier for residents to access the databases but the degree of access from individual library web sites is not as widespread as expected.

Target B: Book Establishment Grants
Progress – Met this goal

- The Book Establishment grant is designed to add new materials to libraries completing new construction, renovation, or relocation projects. These grants are awarded as funds are available and, during the 2003-2005 period, the focus on the automation system upgrades permitted only one Book Establishment grant to be awarded from LSTA funds. Additional grants are being awarded from

- the 2006 LSTA allotment. When possible, WVLC awards grants retrospectively within a two-year period.
- Outputs. The Bolivar-Harpers Ferry Public Library undertook an expansion project during the winter of 2005 and into the spring of 2006. The project increased available space from 2200 to 4200 square feet. Additional shelving was added in both the children's and the adult areas, increasing shelving capacity to 60,000 volumes. During the two years previous to the renovation, few books were added to the collection. The Book Establishment grant funds were used to increase both the size and the scope of the collection. Forty percent of the grant funds were used to establish an audiobook collection in CD format.
 - To gauge the effect of the grant, the library established new categories for circulation reports. A comparison of new adult fiction and non-fiction circulation from July-September 2006 with the same time period the previous year indicated a 30% increase.

Target C: Interlibrary Loan/Union Catalog/Consortia Databases
Progress – Did not completely meet this goal

- The West Virginia Library Commission's 2003-2007 Library Service and Technology Act five-year plan included goals for interlibrary loan activities that have proved to be overly ambitious. The combination of the complexity of the state purchasing process and unanticipated delays in getting the automation of the WVLC and Archives libraries to the implementation stage contributed to the inability to meet all of these goals.
- As the new consortia migrated to new systems, the shortcomings of the existing statewide union catalog became more and more apparent. The catalog, long used as a basis for statewide interlibrary loan, was outdated. Over the years, very few libraries had gone through the complex steps necessary to delete records for withdrawn items and one of the major public libraries had even ceased to add items. This coupled with the facts that the catalog was not Z39.5 compliant, the vendor ceased to support the interlibrary loan module, and that purchasing records for West Virginia libraries that were members of OCLC became cost prohibitive, all led to the decision to freeze the catalog effective July 1, 2005. From that date on, the only current records added to the catalog were for materials owned by the WVLC and archives libraries. It was impossible to totally close the catalog. Meanwhile the consortia catalogs were added to the WVLC website and WVLC Network Service staff wrote a program to accommodate statewide interlibrary loan until the final piece of the automation upgrade project was complete. This scenario put plans for acquiring statewide interlibrary loan management software on hold.
- Meanwhile, WVLC worked with the library community to establish expectations for statewide interlibrary loan management software, explore options, and update the West Virginia Interlibrary Loan Guidelines developed in 1991. By the end of this period, it was decided to modify this plan by endorsing the National Interlibrary Loan Code and replacing the Guidelines with a list of best practices for interlibrary loan in West Virginia libraries. This has been completed. The best practices were drafted by WVLC and reviewed and modified by representatives from the Reference and Interlibrary Loan Roundtable of the West Virginia Library Association.

- The consortia catalogs have greatly improved interlibrary loan among and between consortia but the library community is anxiously awaiting a streamlined method that will provide features such as automatic routing. This will be a priority for WVLC during the next five-year period.
- The goal that at least some of the public library net lenders would provide electronic document delivery has not been met by any, possibly because WVLC has not had sufficient funds to support pilot projects.
- Outcomes. More efficient interlibrary loan service is certainly being delivered to patrons within the consortia established to upgrade library automation systems. The upgraded systems provide detailed location and availability data neither of which was available on the old statewide union catalog. The shared bibliographic and patron databases make it easy for patrons to request items from libraries within the consortia. All of the libraries in these consortia have reported increases in interlibrary loan activity to the extent that WVLC consistently receives requests for explanations from the federal library statistics gathering agencies. Two of the lead libraries in the WVLC/LSTA funded automation consortia have van delivery services and a third is exploring a delivery service. Unfortunately, as described above, interlibrary loan outside the consortia remains cumbersome.

Goal 4. Offer a wide range of library based programs and services to the residents of the state.

LSTA Purpose

Targeting services to persons having difficulty using the library and to unserved and underserved communities.

Targets

Target A: Youth Services

Progress - Met this goal

- The WVLC Youth Services Consultant meets annually with the Children's Services Roundtable of the West Virginia Library Association to select a summer reading program theme. Themes are selected two years in advance to facilitate planning and development. WVLC developed, produced and distributed promotional material in addition to a manual with an extensive bibliography of theme related, age-specific materials, program ideas, games, puzzles, crafts, recipes, sample press releases, radio spots and other publicity information. In 2006, with after discussing the proposal with the Children's Services Roundtable of the West Virginia Library Association, WVLC joined the Cooperative for Summer reading Programs and purchased a copy of the manual for the 2007 program for each public library in the state. This program enabled WVLC to distribute the manual during the fall of 2006 instead of the spring of 2007 as was usual for the WVLC produced manual. Libraries had longer to work on local programs and a large variety of promotional materials to choose from. The Youth Services Consultant represents the state on the board of the cooperative. This program enables the consultant to spend more time developing programs and assisting libraries that have not offered summer reading programs in the past. It also enables the consultant to pursue arrangements with organizations such as Mystery Writers of America. To support the 2007 summer reading theme "Get A Clue", Mystery Writers of America is urging its members to donate copies of their books to West Virginia public libraries. As funds permit, Summer Reading Enhancement grants of \$1,000 each are awarded to libraries.
- Letters About Literature is the premier activity of the West Virginia Center for the Book hosted by the West Virginia Library Commission in partnership with the West Virginia Humanities Council. Letters About Literature is designed to promote reading and writing in students in grades 4-12. The ceremony that recognizes each state student selected by national screeners for state level judging is the highlight of the West Virginia Library Commission's celebration of National Library Week. Entries have increased each year of West Virginia's participation. In 2006 702 entries from West Virginia students were among the more than 47,000 entries submitted nationally.

- WVLC partners with the Education Alliance to sponsor Read To Me Day in conjunction with the Commission's annual promotion of Children's Book Week. Public libraries, elementary schools, and middle schools receive a poster designed by WVLC, Read To Me stickers, bibliographies, and other promotional material. In the Fall of 2006, WVLC was approached about assuming responsibility for the West Virginia Children's Book Award program and readily agree to add this to the list of children's services projects.
- WVLC analyzes data on materials budgets to identify those libraries most in need of new children's materials. Working with private foundations, individual publishers, and the state's largest public library, new and slightly used books are acquired and custom collections developed for each site. The Youth Services Consultant personally delivers each collection, assesses the exiting collection and discusses programs and services with the librarians.
- **Outputs and Outcomes.** Through education and materials, WVLC enhances services and programs delivered by public libraries. During the evaluation period 75% of the public libraries in the state took advantage of the summer reading program materials produced by WVLC. Most of the remaining chose to use a local theme. Those few remaining libraries that find it impossible to deliver a summer reading program are assisted in smaller scale programs. Between state fiscal years 2004 and 2006, the number of children's programs offered by public libraries increased from 8,819 to 10,262. This increase is not only due to summer reading but also to direct assistance from WVLC in all types of programming for children and youth. Assistance like the "Story Time in a Box" program, Read Aloud training for teen volunteers, the "Beyond These Hills: Current West Virginia and Appalachian Children's Literature" presentation, and an electronic youth services newsletter for library staff. Collections were improved in those libraries with the lowest materials budgets by the addition of approximately 4500 titles obtained by WVLC from publishers and a private foundation.

Target B: Adult Services

Progress – Surpassed this goal

- The Library Commission develops programs and collaborates with public and private organizations to enable libraries to offer a variety of programming to adults. For example, WVLSL collaborated with the West Virginia State Treasurer's Office to film and distribute DVD copies of a seminar titled *What is Credit* to all public libraries. Another video project duplicated copies of the "ATV Safety Awareness Training Video" for the Governor's Highway Safety Program. A partner of long standing is the West Virginia Disaster Education Network, a federation of organizations working together to decrease the impact of disasters on West Virginians by improving the quality and availability of disaster-related education and information. Extensive information developed by Wheeling Jesuit University on the location, safety, and ownership of coal impoundments, along with programming on the subject was made available to every

public library. Collaboration with the Coalition Against Domestic Violence placed displays of books, brochures, and a video in 15 libraries. The displays became the property of the libraries to be lent throughout the communities. WVLC has worked with the Alzheimer's Association to place books, brochures, and videos in each of the 173 public library facilities. An additional project with the Alzheimer's Association and the West Virginia Educational Broadcasting Authority placed the PBS produced program "The Forgetting" in every public library and promoted programming based on the video. Other partners include the National Center for Excellence for Women's Health, Department of Highways, Mission West Virginia, WOWK-TV, and the Martin Luther King, Jr. Holiday Commission. As funds permit, adult programming grants of \$1,000 each are awarded to libraries.

- WVLC strengthens the ability of libraries to support community book discussion groups with a collection of multiple copies of more than 100 fiction and non-fiction titles. The available titles are listed on the WVLC web site. This labor-intensive project includes much more than just selecting titles. The Library Commission maintains the collection, schedules titles as much as six months in advance, ships the books, furnishes support materials for each title, leads discussions, and provides training. Whenever possible, large print and audio versions of the titles are provided to accommodate readers with vision problems. The West Virginia Center for the Book launched a One Book, One West Virginia project in 2004 to encourage interest in and discussion of the writing of West Virginia authors. The One Book, One West Virginia choice is announced annually at the West Virginia Book Festival.
- Twenty per cent of adults in West Virginia are low-level readers. WVLC works with the Adult Basic Education Program (ABE) of the West Virginia Department of Education, Literacy West Virginia, the West Virginia Adult Education Association, the Governor's Council on Literacy, Workforce Development Offices and library based literacy programs to provide adults with the opportunity to acquire and improve skills needed to enhance the quality of their lives as workers, family members, and citizens. Annually in September, this collaborative effort promotes West Virginia Literacy Month by with statewide distribution of 800 posters to raise awareness of the problem and sources of help. Recent poster themes have been "Reading is Everywhere", "From Darkness to Light", and "Roadmap to Literacy". WVLC coordinated and monitored two grants from the Viburnum Foundation in the Center for the Book in the Library of Congress.
- West Virginians who are unable to use standard print materials because of vision or other physical conditions receive enhanced services through the Library Commission's status as a Regional Library of the National Library Service for the Blind and Physically Handicapped in the Library of Congress. Special Services maintains a collection of recorded cassettes, large print books, descriptive videos, and locally produced magazines. Registered patrons receive services directly to their home. Braille books are made available through a subscription with the Free Library of

Philadelphia Regional Library for the Blind and Physically Handicapped. Newspapers are provided through a dial-up subscription with the National Federation of the Blind. Partnership with the National Federation of the Blind-West Virginia resulted in funding from the Legislature for WVLC to administer *Newsline*, an automated newspaper service that provides national and local newspaper content to visually impaired citizens via the telephone.

- Outputs and Outcomes. Education and collaboration are the key components of this program's success. Education informs staff in libraries of adult programming techniques and opportunities. Education of partners from the public and private sectors informs them of the key information role libraries play in their communities. This role seems obvious to libraries but comes as a surprise to many of the partners. Once WVLC has collaborated with an agency or organization, the program possibilities are endless. Beginning in fiscal year 2005 WVLC asked for reports on all programs, not just children's programs. The number of adult programs increased by 1,161 in 2006. Education concerning the statewide test preparation database is another component of this effort since the database is valuable to adult job seekers, adults seeking to improve job skills, and those endeavoring to become U.S. citizens, to name just a few. Annually, more than 150,000 items are circulated to the blind and physically handicapped West Virginians. These patrons have the same requests as patrons in public libraries, school libraries, academic libraries and special libraries. The challenge is providing the format appropriate to their needs and available tools. The largest WVLC in-house collection is Recorded Cassettes (RC). Large Print, descriptive videos, and locally produced magazines are also distributed.

Section III

Results of In-Depth Evaluations

Goal 1. Improve the capacity of the State Library Network (SLN)

The Statewide Library Network is to West Virginia libraries what an efficient HVAC system is to a large office building. It is essential to all other programs and it is only noticed when something goes wrong. Significant advances in library service in the state are impossible without the secure, convenient and reliable access to the Internet provided through the Statewide Library Network. *The SLN is the infrastructure that enables libraries to provide library users online library catalogs and services, and Internet access.* Activities include technology support and maintenance effort, expanding bandwidth, upgrading hardware, subsidizing library automation system upgrades and maintenance, providing regionally based technology support and training, and assuming telecommunications costs for public libraries.

In national rankings, West Virginia is 49th in per capita personal income, 46th in percentage of the population over 25 with a high school diploma, 48th in total library operating expenditures, and 13th in the percentage of the population living in poverty (Source: *CQ's State Fact Finder. 2006.* CQ Press, a Division of Congressional Quarterly Inc.) The 2001 State Competitiveness Report developed by the Beacon Hill Institute ranks West Virginia 49th overall and 50th in the labor force participation and human resources sub indexes (Source: *State Competitiveness Report 2001.* Beacon Hill Institute at Suffolk University. 2001). West Virginia also ranks low, 44th, in the percentage of households with Internet access (Source: *CQ's State FactFinder*). This means that a significant number of West Virginians depend on public access computers to develop information technology skills. All 97 public library systems, housed in 173 facilities in the State's 55 counties, have Internet access provided by the State Library Network maintained by the West Virginia Library Commission. Without the network, the majority of libraries could not operate modern library systems, maintain computer equipment, or offer Internet based services to residents. It is imperative that the State Library Network continues to provide an efficient well-maintained technology infrastructure for West Virginia's libraries.

WVLC Network Services ensures that reliable and secure Internet access is available in every public library. The Statewide Library Network infrastructure not only provides access, it relieves libraries of the need to contract with Internet Service Providers and the need to pay the associated costs. WVLC assumes responsibility for all telecommunications costs. Using State, Federal, and private foundation funds, WVLC supports, maintains, and upgrades the hardware and software necessary to sustain Web based library operations and public Internet access. This reporting period corresponds with Year II of the Staying Connected Grant from the Bill & Melinda Gates Library Foundation. Activity included replacing another 17 56K Frame Relay data lines with T1's. This leaves only 22 of 173 or 14% of the libraries in the state on 56K. Thanks to wireless training,

staff installed secure wireless hubs at 15 libraries. This system allows secure wireless access to the Statewide Library network. These intranets incorporate: 1 D-link 54Mbps 802.11g Wireless Gateway with a SSL (secure sockets layer) certificate upload and SSH (Secure Shell) remote login capability; and a A D-link DSA-3100P Ticket printer that provides a user authentication password to the patron, allowing port 80 Internet only access for a period of 1 to 24 hours depending on initial setup. Network Services received 32 CERT (computer security incident response team) advisories this year. Thanks to the emphasis placed on security early on, only 1 advisory pertained to the SLN, an OS configuration patch that was quickly updated. No virus or worm attacks infiltrated the SLN this year. Staff installed new Email / Web server. This box, a dual core Xeon high performance machine running Linux (Fedora Core OS) was installed at the WVNET facility in Morgantown. Since being installed, staff has moved 77 static (and 1 interactive) library Web pages from old (unreliable/unsecured/unsupported) WinNT systems to this machine. This includes the Raleigh, Clarksburg, Parkersburg, Weirton, Cabell and Kanawha County hub sites. The machine also handles (except KCPL) all State Library Network email accounts and services. So far providing: 3 E-Book, 750 regular users, 90 Millennium north (NORLN), 136 Millennium south (MLN), 201 Inter-Library loan and 59 alias Email accounts. This machine replaces 6 HPUX UNIX machines, 1 Linux machine and over 77 Windows NT servers. The cost saving for maintenance and upgrades alone is immeasurable. Working with the Gates foundation, Network Services was able to secure another long term PC replacement grant. This staff was given the opportunity to apply for a second Bill and Melinda Gates foundation grant. Grant paperwork was started in early January '06 and submitted well in advance of the deadline and subsequently approved. The Grant called for an entire statewide inventory of all online PCs. Staff started this inventory late October and completed it along with all required paperwork on Dec 19th. The overall grant covers a 3 year (3 phase) timeline, phase one was in full swing by the end of FY 05-06. A 12 month pilot project was implemented with the Mountain Library Network libraries to test the effectiveness of using the OCLC CatExpress product as a source of high quality bibliographic records. Although there were some initial record downloading problems, the agency is now looking at making this available to all the consortia. A new Library Commission Web-page was proposed at the end of the year. Meetings with Management, Commissioners and Commission staff showed a total renovation would be the best option. Staff is working on a page that will serve all State libraries, State Government and the Public equally. The page is also designed to provide services for our special needs patrons. The page was in production at the end of the fiscal year.

The detailed weekly reports of Network Services activity provide everything necessary to evaluate the effectiveness of the program. The report below is typical.

NS Weekly report July 17 – 21 2006

Sys-admin reports:

- Tammy's report: WVLC: Job to get data deleted and pulled continues.
- MLN: Finally was able to do a fiscal close on Millennium Acquisition. Bluefield has wanted to be able to get circulation stats by call number. I had contacted III about it and they first told me in an email that we would need a second SCAT table. But, yesterday I received a call from them again and it was just a matter of adding their index to the SCAT table. I have checked it this morning and believe it is working. I had a problem with one library downloading Catexpress record. It turned out to be the pop up blocker. She only had 4 of them running. I allowed connexion.oclc.org and it seems to be working okay. As always I continue to load bib records for libraries, download the circulation override and fines.
- NLN: I attended the NLN Circulation committee meeting here at Clarksburg on Tuesday. They are working on updating their circulation policy and procedures. They have made progress. Some libraries have asked for a list of things that I have used create list and sent them out to them. As always I continue to load bib records and inventory files for libraries and download the circulation override and fines.
- Larry's report: Cabell Hub: The DNS changes for the Ohio River Festival of Books (<http://ohioriverbooks.org>) were completed over the weekend with minor translation problems, which were quickly rectified by the WVNET Staff.
- NLN & MLN: The "otto" Millennium application login used to set III monthly passwords did not have a proper password (Like, no password!!!). Even though this was considered acceptable by III, as the login could not be accessed directly from the network (Unless some crafty hacker figured it out), I insisted this login have a password to meet our security standards (Which we don't really have). The III Helpdesk staff performed some testing and determined the login would work properly with a password. I then assigned a password to the login and passed it to the III Helpdesk. This should have been a very simple problem to correct and it ultimately was, but it took several emails and three weeks to resolve.
- NLN (aka NorIn): A new list was created for the NorIn directors (norln_directors@listserv.wvlc.lib.wv.us) on our listserv. Kathy Wingfield is in the process of populating the list and setting the parameters.

Coordinator report:

- Carl Dwayne and Scott went out to finish up the southern area.
- Kathy has already started her PACHUG sites; Jane is awaiting paperwork from Cris.
- Techs visited 19 libraries completing 107 jobs this week.

Network support:

- Well, at least this week hasn't been as bad as the last 5 or 6. I actually saw the entire (local) staff together for the first time in a while. I want to thank you all for busting your hump and getting the Southern area done in record time. Of course, as I type this, the Northern machines are coming in.

→ As you know, we have to F-disk (erase) the old Gates machines before we can complete the paperwork at each library. Since we are bringing so many back for surplus, we have decided to see if we could setup a small Linux OS on these things so that in an emergency, we could still use a few of them if we had to. I created a basic user friendly (perfect for) public access Linux system. Cris and Carl used the Ghost software to image the partition. We will test it out next week when we bring some more machines in.

→ I am still working on the dreaded annual report. Every time I open it, something else comes up. I have plenty of stats and jobs I just have to get them compiled.

→ I talked to Lila earlier this week. Due to more circumstances than I can list, she has decided to take a different job in the Martinsburg area. Her last day will be July 31st. I haven't talked to Pam Coyle yet because I haven't received an official letter of resignation from Lila. In the meantime, we are working out a schedule to complete the Martinsburg PACHUG job. We are tentatively looking at next Wednesday-Friday to get 'er done. Any of you southern techs want in on it? If so, please send Jenn an email.

→ Cris' report: Several Eastern sites are/were down due to Frontier/Verizon issues. Harpers Ferry is still down, still not exactly sure why. I shipped them a new router and switch just in case. Lila is off sick. We are looking at possibly upgrading some additional 56K sites to T-1. I am checking with Sarah on the number we can try.

→ And last, my (and Karen Goff's) favorite, statistics: PACHUG south (less KCPL) in 23 work days, traveled 5,627 miles, visited 104 libraries, and installed 317 new PCs (and hauled their replacements to Charleston). In short, that averages 244 miles, visiting 4.5 libraries and installing 13 computers each day.

Other news: None.

Press releases/Media contacts: None

| Network Services statistics | | | | | | | | |
|-----------------------------|-------------|-----|---------|-----------------|----|----|--------------|---------------|
| Job req. | Site visits | VNC | Mileage | Open HD tickets | | | Email filter | Web filter |
| 162 | 20 | 23 | 1,466 | P1 | P2 | P3 | 102,618 | 23,201,505 |
| 362 | 52 | 65 | 3,370 | 3 | 12 | 10 | 293,306 | 69,197,058 |
| 7,959 | 918 | 729 | 63,888 | -- | -- | -- | 4,270,905 | 1,097,531,681 |

Weekly totals / FY 06-07 YTD / FY 05-06 totals

| Network status | Online | Down |
|----------------|--------|------|
| Regional Hubs | 7 | 0 |
| Library sites | 174 | 0 |

| High visibility Jobs | Job summary | Job status | ETC/deadline |
|----------------------|--------------------------------|-----------------|--------------|
| PACHUG Grant | Southern Priority 1 Installs | COMPLETED | July '06 |
| PACHUG Grant | Northern Priority 1 deliveries | Being delivered | August '06 |
| WVLC Catalog RFB | Software/Hardware RFB | In Progress | FY 06-07 |
| Help Desk support | Online Library Access | On hold | August '06 |
| WVLC web page | Revamp WVLC webpage | In progress | Sept '06 |

Open HD tickets week ending Friday July 21 2006

| <u>Ticket</u> | <u>Date</u> | <u>Tech</u> | <u>Category</u> | <u>Call Type</u> | <u>Last Update</u> | <u>Summary</u> |
|----------------------|---------------------|-------------|-----------------|------------------|---------------------|---|
| 2048 | 07/14/2006 09:41:01 | scott | 1. Priority 1 | Gates Grant | 07/17/2006 09:27:41 | PAC replacement |
| 2047 | 07/14/2006 09:38:06 | carl | 1. Priority 1 | Hardware | 07/14/2006 09:39:39 | verizon ticket tt251556 |
| 1817 | 04/26/2006 13:44:10 | larry | 1. Priority 1 | Hardware | 04/28/2006 08:13:36 | K220 backups |
| 2070 | 07/21/2006 08:06:58 | tammy | 2. Priority 2 | Catalog | 07/21/2006 08:06:58 | OCLC download |
| 2066 | 07/20/2006 10:55:05 | scott | 2. Priority 2 | Hardware | 07/20/2006 10:55:05 | Gates PC |
| 2057 | 07/18/2006 17:02:51 | carl | 2. Priority 2 | Hardware | 07/18/2006 17:02:51 | reinstall public PCs |
| 2054 | 07/18/2006 11:33:17 | scott | 2. Priority 2 | Software | 07/18/2006 13:56:15 | local email account setup |
| 2049 | 07/17/2006 08:34:50 | scott | 2. Priority 2 | Hardware | 07/17/2006 09:11:07 | Blue Screen. |
| 2042 | 07/12/2006 10:00:14 | {assign to} | 2. Priority 2 | Hardware | 07/12/2006 10:00:14 | lab in training room |
| 2030 | 07/07/2006 12:38:58 | kathy | 2. Priority 2 | Hardware | 07/07/2006 12:48:39 | 2 new staff computers and webopacs |
| 2029 | 07/07/2006 12:38:00 | kathy | 2. Priority 2 | Hardware | 07/07/2006 12:46:22 | 2 new network printers and wireless |
| 2006 | 06/30/2006 09:18:28 | kathy | 2. Priority 2 | Software | 06/30/2006 09:29:04 | new childrens software |
| 1938 | 06/13/2006 10:09:13 | kathy | 2. Priority 2 | Hardware | 06/13/2006 10:09:13 | UPS |
| 1814 | 04/24/2006 12:47:13 | harlan | 2. Priority 2 | Catalog | 06/13/2006 15:06:02 | Finish migration of domain and user accounts to new server |
| 1093 | 10/24/2005 09:16:34 | carl | 2. Priority 2 | Software | 10/24/2005 09:16:34 | studio webpage |
| 2069 | 07/20/2006 14:19:51 | jane | 3. Priority 3 | Gates Grant | 07/20/2006 14:19:51 | PAC replacement |
| 2068 | 07/20/2006 12:27:29 | mike | 3. Priority 3 | Gates Grant | 07/20/2006 12:27:29 | PAC replacement |
| 2067 | 07/20/2006 12:25:47 | mike | 3. Priority 3 | Gates Grant | 07/20/2006 12:25:47 | PAC replacement |
| 2064 | 07/19/2006 10:14:29 | kathy | 3. Priority 3 | Gates Grant | 07/19/2006 10:22:45 | PAC-HUG Install |
| 2063 | 07/19/2006 10:13:32 | kathy | 3. Priority 3 | Gates Grant | 07/19/2006 10:20:03 | PAC-HUG Install |
| 2061 | 07/19/2006 09:18:09 | mike | 3. Priority 3 | Hardware | 07/19/2006 09:18:09 | replace children's #2 opac with windows 2000 pc |
| 2056 | 07/18/2006 17:01:20 | carl | 3. Priority 3 | Hardware | 07/18/2006 17:01:20 | reinstall ARC, etc |
| 2051 | 07/17/2006 09:29:26 | scott | 3. Priority 3 | Gates Grant | 07/17/2006 09:29:26 | PAC replacement |
| 2024 | 07/06/2006 09:29:30 | scott | 3. Priority 3 | Gates Grant | 07/06/2006 09:29:30 | PAC replacement |
| 1872 | 05/22/2006 08:47:38 | mike | 3. Priority 3 | Configuration | 05/22/2006 09:01:18 | run wire, install two switches, mount router in rack (new pc lab) |

Section IV

Progress in Showing Results of Library Initiatives or Services

During this evaluation period, WVLC did not develop any objective tools or strategies for assessing the value of library services.

Section V Lessons Learned

- Every activity, no matter how well planned, will require more time, more money or, most likely, more of both than you anticipate. The lengthy process involved in the selection of a vendor for the migration of the WVLC and Archives libraries to a new integrated library system is a perfect example. Experience with advising and assisting other library consortia in the state resulted in an excellent request for proposal. However, lack of WVLC experience coupled with lack of vendor experience with the intricacies of the processes involved in bidding large state projects resulted in frustrating delays. These delays have delayed and diverted other activities such as statewide interlibrary loan management software.
- Build formal evaluation processes into every activity and be diligent in the implementation of these processes.

- There is no such thing as too much training or too much communication. Despite what has seemed like continuous training on the statewide databases, many libraries are not taking advantage of this service. Regarding communication, even when it verges on what one library referred to as “stalking”, WVLC communication with libraries must continue to increase as must WVLC communication with the general public
- Actively seek partnership opportunities with public and private organizations and agencies, especially those involved with health and economic development. Accepting any degree of participation that is offered and exceeding expectations leads to more partnership activities. Performance precedes funding. Establish a vision for service and a reputation for performance in order to obtain additional funding. When the state legislature asked what was needed to protect LSTA funding, WVLC had a track record for success and list of projects in place. Funding from the Gates Library Foundation has enabled WVLC to enhance many aspects of the 2003-2007 LSTA Evaluation Plan.
- Explore the advantages of outsourcing the five-year evaluation report.

Section VI

Brief Description of Evaluation Process

The West Virginia Library Commission decided to once again do a self-evaluation of Library Services and Technology Act funded activities.

The evaluation process was based on formal and informal discussions with WVLC, librarians involved in LSTA activities, and reviews of staff weekly reports, activity evaluations, financial reports, and the annual reports submitted to the Institute of Museum and Library Services.

Annually, WVLC reports to the West Virginia library community the LSTA activities of the past fiscal year and plans for the coming year. This presentation at the fall conference of the West Virginia Library Association generates questions, comments, and conversations that give a good indication of the effectiveness and impact of the various activities.

Additional input is gathered through regular phone and email contacts with staff in all public libraries, Network Helpdesk requests, and site visits.

Analysis of the available documentation and preparation of the report was the responsibility of the LSTA Coordinator.