

An Independent Evaluation
of
West Virginia's Implementation of the
Library Services and Technology Act Grants to
States Program
2008 – 2012



Prepared by
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Evaluation Summary

The period of time covered by the evaluation of West Virginia's implementation of the Library Services and Technology Act (LSTA) Grants to States program (2008 – 2012) marks what has been arguably the most volatile period in the history of libraries in the United States. The sharp economic downturn combined with rapid technological advances and exceptionally high customer demands presented all state library administrative agencies (SLAAs) with a daunting challenge in their efforts to make progress. As this evaluation documents, the West Virginia Library Commission (WVLC) has made progress toward achieving most of the objectives that were outlined in its 2008 – 2012 LSTA Plan in spite of these difficult circumstances.

On October 9, 2007, just over one week into Federal Fiscal Year (FFY) 2008, the Dow-Jones Industrial Average hit an all-time high of 14,164. By March of 2009, it had lost more than half of its value and closed at 6,547. As we all know, the factors leading to this collapse and the recession that followed have had profound and lasting effects on local, state and federal budgets. The crisis had a direct impact on the WVLC. At the time West Virginia's 2008 – 2012 LSTA Plan was written, WVLC had 52 full-time equivalent (FTE) staff. As this evaluation is being written, that number has been reduced to 48; a reduction of almost eight percent (7.7%). It is to the great credit of the WVLC administration and staff that so much has been accomplished and that program evaluation has been ongoing in spite of a loss of capacity to serve at the SLAA.

As the economy lagged and WVLC was losing staff, West Virginia libraries of all types were presented with amazing opportunities. New technology products that directly impact the ways in which libraries deliver content to the public were bursting on the scene. Steve Jobs unveiled the first generation iPhone in January 2007 and the original Amazon Kindle was released in November of that year. The Barnes & Noble Nook was released in 2009; the original iPad went on sale in April 2010 and, in September 2011, the Nook broke the \$100 price barrier.

Simultaneously, increasing unemployment and cuts to social service agencies drove record numbers of people into libraries seeking everything from job retraining to a warm environment. It is within this challenging environment that the West Virginia Library Commission and other SLAAs worked on realizing the goals they had set forth in their respective 2008 – 2012 LSTA Plans.

West Virginia's 2008 – 2012 LSTA Plan included five Goals. They were:

- GOAL 1: Strengthen the ability of libraries to use information technology to improve services and facilitate access to materials and information resources.** (addresses LSTA Grants to States Priorities 1, 3, and 5)
- GOAL 2: Strengthen the capacity of libraries to offer a wide range of library-based programs and services to meet the lifelong learning needs of all citizens regardless of their geographic location or socioeconomic circumstances.** (addresses LSTA Grants to States Priorities 4, 5, and 6)
- GOAL 3: Strengthen library services for lifelong learning to individuals of all ages, including those with limited functional literacy skills, those with diverse backgrounds, and those with disabilities by providing appropriate training and continuing education opportunities to the library community.** (addresses LSTA Grants to States Priorities 4, 5, and 6)

GOAL 4: Strengthen the capacity of libraries to share materials and resources to more fully meet information and library services needs. (addresses LSTA Grants to States Priorities 1, 2 and 3)

GOAL 5: Strengthen public awareness that libraries offer a wide range of resources, programs and services that meet the lifelong learning needs of all citizens regardless of their geographic location, physical condition, or socioeconomic circumstances. (addresses LSTA Grants to States Priorities 4 and 6)

The LSTA Grants to States program had six identified “priorities” when West Virginia’s 2008 – 2012 LSTA Plan was written. As noted above, components of West Virginia’s LSTA Plan address all six. A short version of the LSTA Grants to States priorities follows:

- Priority 1 – Expanding services for learning and access to information and educational resources,
- Priority 2 – Developing services that provide access to information through state, regional, national and international networks,
- Priority 3 – Providing electronic and other linkages among and between all types of libraries,
- Priority 4 – Developing public and private partnerships,
- Priority 5 – Targeting services to individuals of diverse geographic, cultural and socioeconomic backgrounds, to individuals with disabilities and to individuals with limited functional literacy or information skills and,
- Priority 6 – Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

In their response to a “self-assessment” survey conducted by the evaluators, the West Virginia Library Commission administration indicated that believed that they had surpassed their targets for State Goal 1, that they had met their objectives on Goals 2, 3 and 5 and that they had partially met their targets for Goal 4. The evaluators agree with WVLC’s self-assessment in regard to the progress that has been made on most of the Goals. The instances in which the evaluators’ assessment varies from the self-assessment are due to shortcomings identified in specific programs under a Goal. For example, while the evaluators agree that WVLC surpassed their State Goal 1 objectives in regard to the online databases and network services, the fact that some sub-grants for technology and wireless were eliminated after the first year means that some targets for those programs remain unmet. However, some were reached by changing strategies and buying in bulk rather than offering sub-grants. In recognition of this fact, the evaluators have indicated that WVLC has surpassed this Goal. We have offered a “split decision” on a few Goals when most targets were met but a few were not. This applies to Goals 2, 3 and 5 as well.

Goal	WVLC Self-Assessment	Consultants’ Assessment
Goal 1	Surpassed Goal	Surpassed Goal
Goal 2	Met Goal	Progressing Toward Goal/Met Goal
Goal 3	Met Goal	Progressing Toward Goal/Met Goal
Goal 4	“Partially” Met Goal	Progressing Toward Goal
Goal 5	Met Goal	Progressing Toward Goal/Met Goal

Table 1
WVLC Self- Assessment and Evaluator’s Assessment by State Goal

Following is a short summary of the evaluators' assessment of WVLC's progress organized by the Goals outlined in West Virginia's 2008 – 2012 LSTA Plan:

GOAL 1: Strengthen the ability of libraries to use information technology to improve services and facilitate access to materials and information resources. (addresses LSTA Grants to States Priorities 1, 3, and 5)

Five programs have received funding under this Goal. They are:

- Library Consortia Support
- Statewide Database Subscriptions
- Statewide Library Network
- Technology Grants
- Wireless Access

Making progress toward the achievement of the objectives of Goal 1 is critical to the overall success of West Virginia's effort because these five programs account for more than eighty percent (82.25%) of West Virginia's combined FFY 2008, 2009 and 2010 LSTA expenditures.

With the exception of offering Multi Protocol Label Switching, which is expected to be addressed as part of West Virginia's BTOP initiative, WVLC has achieved nearly all of the targets established in its Plan for the Statewide Library Network. Anecdotal evidence suggests that the Library Commission has also accomplished most of what it set out to do with the Library Consortia Support program. However, surveys intended to gain input from affected libraries have not been conducted so it is impossible to determine whether some of the specific numeric targets have been met. Training related to cataloging has exceeded targets.

Usage of the INFODEPOT databases increased significantly between 2007 and 2008, declined in 2009 and made a significant gain in 2010. While usage is healthy among all types of libraries, not all of the numeric targets have been met. Nevertheless, it is impressive to note that in 2010, more than 4 million searches were initiated. That translates into a statewide average of 2.18 searches per capita. The evaluators visited a sample of forty public library websites to determine whether the sites include a link to the INFODEPOT databases. All 40 sites included a link. While the evaluators cannot say with certainty that WVLC has achieved its 100% goal, the sampling reveals that tremendous progress has been made in this regard.

The Technology Grants and Wireless Grants were somewhat successful during the one year in which they were offered. Since sub-grant activities have been nearly eliminated, the sub-grant strategy has not generated the precise outputs that were anticipated. However, the reason that the wireless grants were eliminated is the fact that WVLC discovered that purchasing equipment centrally and coordinating installation through the "Network Services" program was more efficient and cost-effective. The end results were achieved although the path that was taken was different than what was originally intended.

In spite of a few shortcomings, WVLC has achieved its greatest success with LSTA funds in the Goal 1 area.

GOAL 2: Strengthen the capacity of libraries to offer a wide range of library-based programs and services to meet the lifelong learning needs of all citizens regardless of their geographic location or socioeconomic circumstances.
(addresses LSTA Grants to States Priorities 4, 5, and 6)

Eight programs have been carried out under this Goal. They are:

- Book Establishment Grants
- Collection Development Grants
- Programming Grants
- Reading Promotion Grants
- Adult Services
- Youth Services
- Services to the Blind
- West Virginia Center for the Book

A total of \$591,611 or 13.7% of West Virginia's LSTA allocation for the three-year period went into these programs. Three of the programs that involved the awarding of sub-grants (Collection Development Grants, Programming Grants and Reading Promotion Grants) have been discontinued because of the re-purposing of funds to ensure the stability of the statewide network services effort. Book establishment grants, which bolster opening day collections in new facilities, have been continued at a modest level.

Some very interesting, but generally not terribly innovative, projects were carried out under sub-grants awarded from FFY 2008 dollars. Reports from the sub-grantees indicate that most were quite successful; however, only a handful of the project reports included measures related to outputs. There were a few notable exceptions. For example, the Kingwood Public Library, which received a \$ 2,000 grant to purchase materials used to study for the West Virginia Contractor's Licensing Exam, followed up with program participants and reported that 83.3% passed the exam on their first attempt. Half of the respondents indicated that the books were essential to their success in passing the test. Reports from many of the other sub-grantees merely indicated the number of participants in programs or offered anecdotal evidence of success.

West Virginia's Special Services (LBPH) program has achieved most of its objectives. A great deal of work has been expended in the last few years in making the transition from analog materials (cassettes) to a digital format (flash media). Usage of the new digital materials and growing use of the Braille and Audio Reading Download (BARD) program document the high level of acceptance of the new formats. As with most LBPH programs, West Virginia's Special Services unit is able to provide some feedback from end-users, which also supports the fact that acceptance of the new media and players is excellent.

The Adult Services and Youth Services programs combine elements of consulting and staff development. While these programs are able to demonstrate a considerable amount of activity, they received low ratings from the library community in focus groups, interviews and in the web-based survey. While everyone is in agreement that staff development needs are great, achieving the appropriate mix of delivery mechanisms (e.g., face-to-face vs. webinar) and defining and refining the curriculum for continuing education have proven to be a challenge. Focus group participants urged WVLC to identify a very specific set of critical knowledge and skills and to develop a specific curriculum that addresses the library community's considerable needs.

To its great credit, WVLC has been aggressive in experimenting with new models of delivering staff development content. Efforts through WebJunction, University of North Texas, BizLibrary and others are greatly expanding access to continuing education and training. The evaluators believe

that the full-impact of these efforts has not yet been felt. Nevertheless, these efforts to infuse a “virtual” element along with a reworking of a basic skills and knowledge curriculum should generate positive results.

Finally, the West Virginia Center for the Book has received ongoing support at a low level. However, the benefits of this involvement have been considerable in terms of the increased visibility of library services and the promotion of reading.

GOAL 3: Strengthen library services for lifelong learning to individuals of all ages, including those with limited functional literacy skills, those with diverse backgrounds, and those with disabilities by providing appropriate training and continuing education opportunities to the library community. (addresses LSTA Grants to States Priorities 4, 5, and 6)

One program (with two different names) falls under this Goal. In 2008, the program was entitled “Framework for Excellence” while it was simply designated as Library development in 2009 and 2010. The major thrust of this program is staff development. The program is also closely related to two programs (Adult Services and Youth Services) that were just discussed under Goal 2.

Criticisms offered by the library community regarding WVLC’s staff development efforts also apply here. Although considerable activity has taken place, both the focus of the program and the approach to meeting the staff development needs of libraries has been a bit scattered. WVLC has met nearly all of the output objectives that are included in the 2008 – 2012 Plan. Consequently, it is possible to indicate that it has met this goal. However, it is apparent from library community input that this is an area that needs further attention. Efforts to focus staff development efforts to achieve specific results are likely to have a tremendous impact on library services throughout the State.

As mentioned under Priority 2, WVLC has been aggressive in experimenting with new models of delivering staff development content. Efforts through WebJunction, University of North Texas, BizLibrary and others are greatly expanding access to continuing education and training. The evaluators believe that the full-impact of these efforts has not yet been felt. Nevertheless, these efforts to infuse a “virtual” element along with a reworking of a basic skills and knowledge curriculum will generate positive results.

GOAL 4: Strengthen the capacity of libraries to share materials and resources to more fully meet information and library services needs. (addresses LSTA Grants to States Priorities 1, 2 and 3)

Many of the activities envisioned under Goal 4 have fallen by the wayside due to funding and staff cuts. A formal study to determine which interlibrary loan management software to purchase was not completed. Consequently, implementation of a statewide resource sharing mechanism has not occurred. Nevertheless, it would be unfair to indicate that no progress has been made.

Based on the observation that most interlibrary loan needs are being met within the automation consortia in the State, WVLC acquired ILLiad software (without expending LSTA funds) for the State Library and is using it as a tool to locate and request materials that are not available within the consortia. This has proven to be a cost-effective solution for filling requests for hard-to-find materials.

Plans to investigate delivery options were also postponed. Physical delivery of materials remains a difficult issue for West Virginia Libraries. The size and limited hours of many libraries as well as the terrain make traditional courier delivery cost-prohibitive. Given the current funding situation, it was determined that this was not the right time to move forward on a delivery initiative.

In short, WVLC has not met the formal objectives outlined for Goal 4 but it has made some progress, and continues to make progress, on the resource sharing front.

GOAL 5: Strengthen public awareness that libraries offer a wide range of resources, programs and services that meet the lifelong learning needs of all citizens regardless of their geographic location, physical condition, or socioeconomic circumstances. (addresses LSTA Grants to States Priorities 4 and 6)

Only one of WVLC's programs formally falls under this Goal. That program is the Outreach Services Grants. These grants were offered only in the first years of the 2008 – 2010 cycle and the amount expended amounts to less than one-tenth of one-percent of the LSTA allocation for the three year period.

However, components of a number of other programs conducted under several other Goals serve to advance the primary focus of Goal 5. For example, WVLC extended considerable effort promoting the statewide databases, including purchasing ads on Friday night high school radio broadcasts, designing a new logo and web page, simplifying access, adding new databases, exhibiting at book festivals, visiting schools, libraries, presenting workshops and constantly encouraging staffs in libraries to use and promote the use of the databases. As was previously mentioned, the evaluators checked a sample of forty West Virginia public library websites (approximately 40% of the public library governance units and nearly a quarter of public library buildings in the State) to see if the websites included a link to the INFODEPOT databases. All forty searched had a link.

The two small outreach grants that were awarded under this goal improved the visibility of two local libraries but did little to increase public awareness of library services on a larger scale. However, the efforts undertaken as a part of other initiatives has served to increase the visibility of library services. The evaluators also believe that several other categories of grants (Reading Promotion, Programming, West Virginia Center for the Book) would easily fit under this Goal.

In short, the evaluators believe that progress has been made and, that in some ways, the objectives of this Goal have been met.

Summation

The State Goals written by the West Virginia Library Commission in 2007 (the 2008 – 2012 Plan) were closely aligned with the LSTA priorities and have addressed several of the priorities to a significant degree. In fact, West Virginia's implementation of the LSTA Grants to States program has had some positive impact on all six of the Grants to States program priorities.

The most significant impacts are related to LSTA Priorities 2 (Developing library services that provide all users access to information through local, state, regional, national and international electronic networks) and Priority 3 (Providing electronic and other linkages among and between all types of libraries).

Evaluation Report

Background

Audiences. This report is intended for use by several audiences:

- The U.S. Institute of Museum and Library Services (IMLS). IMLS called for this evaluation as part of the reporting requirements when it awarded Library Services and Technology Act funding to the West Virginia Library Commission (WVLC) as required by Section 9134 of IMLS's authorizing legislation. That legislation directs state library administrative agencies (SLAAs) to "independently evaluate, and report to the [IMLS] Director regarding, the activities assisted under this subchapter, prior to the end of the five-year plan."
- West Virginia State elected officials and policy makers.
- The West Virginia Library Commission, which requested the evaluation, in partial fulfillment of the requirements for receiving LSTA funding from IMLS.
- State Library Administrative Agency and local library staff, as well as state-level and local-level partners involved in designing, implementing, and assessing LSTA-supported projects.
- Recipients of services supported by LSTA funding at the state, regional, and local level. In West Virginia recipients included patrons of local libraries of all types, library employees, and partner agencies.

Key Evaluation Questions. This evaluation attempts to answer key evaluation questions outlined by IMLS that are designed to address effective past practices; identify processes at work in implementing the activities in the plan including the use of performance-based measurements in planning, policy making and administration; and, to develop findings and recommendations for inclusion in the next five-year planning cycle.

Retrospective questions include:

1. Did the activities undertaken through the state's LSTA plan achieve results related to priorities identified in the Act?
2. To what extent were these results due to choices made in the selection of strategies?
3. To what extent did these results relate to subsequent implementation?
4. To what extent did programs and services benefit targeted individuals and groups?

Process questions include:

1. Were modifications made to the WVLC's plan? If so, please specify the modifications and if they were informed by outcomes-based data.
2. If modifications were made to the plan, how were performance metrics used in guiding those decisions?
3. How have performance metrics been used to guide policy and managerial decisions affecting the WVLC's LSTA -supported programs and services?
4. What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?

Prospective questions include:

1. How does the WVLC plan to share performance metrics and other evaluation-related information within and outside the agency to inform policy and administrative decisions over the next five years?
2. How can the performance data collected and analyzed to-date be used to identify benchmarks in the upcoming five-year plan?

3. What key lessons has the agency learned about using outcome-based evaluation that other states could benefit from knowing? Include what worked and what should be changed.

Optionally, IMLS asked states to address three additional prospective questions to assist the states in jump starting their five-year planning process:

1. What are the major challenges and opportunities that the WVLC and its partners can address to make outcome-based data more useful to federal and state policy makers as well as other stakeholders?
2. Based on the findings from the evaluation, what recommendations does the WVLC have for justifying the continuation, expansion, and/or adoption of promising programs in the next five-year plan?
3. Based on the findings from the evaluation, what recommendations does the WVLC have for justifying potential cuts and/or elimination of programs in the next five-year plan?

Values and principles. As evaluators, Himmel & Wilson, Library Consultants embraces the “Guiding Principles for Evaluators” – systematic inquiry, competence, integrity/honesty, respect for people, and responsibilities for general and public welfare – adopted by the American Evaluation Association.

Methodology

Himmel & Wilson employed a variety of different methods to assess the progress that West Virginia has made in pursuing its goals for the LSTA Grants to States program. The evaluation began with a reading of the State’s 2008 – 2012 LSTA Plan and a review of the State Program Reports (SPRs) submitted to IMLS by WVLC. An initial one-day site visit was made to the WVLC offices in Charleston, West Virginia. During that visit, the consultant reviewed the 2008 – 2012 LSTA Plan with WVLC Secretary Karen Goff.

Interviews were conducted with several key staff members during a second visit to the Commission offices. Included were:

- Melissa Brown, Library Development Programming and Planning Consultant
- Susan Hayden, Library Development Adult Services Consultant
- Suzy McGinley, Library Development Youth Services Consultant
- Denise Seabolt, Library Administrative Services Director
- Harlan White, Network Services Director
- Cris Spradling, Information Systems Specialist
- Donna Calvert, Special Services Director
- Heather Campbell, Cataloging & Automation Manager

Himmel and Wilson also used a multifaceted research protocol, including interviews with library community leaders, focus groups with library representatives from around the state and a web-based survey targeting the broader West Virginia library community. Individual tools are described below.

The strengths of the evaluation methodology derive from:

- Objective, external evaluators not associated with the state in any capacity.
- Varied approaches and tools, allowing analysis and comparison of program data collected by staff and quantitative survey results with comments from librarians and sometimes from end users.
- Credible data, including output and outcomes, thanks to strong efforts by the WVLC to identify desired outcomes and design and implement ongoing data collection methods.

Methodological weaknesses are associated with several factors:

- Ex post facto evaluation design, which only allowed for review of program data after the fact, resulting in inconsistent data in some areas and sometimes unrecoverable gaps in information.
- Difficulty in identifying trends, with only two full years of data available at the time of this evaluation.
- The online survey dissemination method did not allow collection of responses from a random sample of library staff (it was a self-selected sample); consequently results are biased toward individuals most interested in LSTA.

Review of existing documents. The consultants conducted an extensive review of background documents, including the *LSTA Five-year Plan 2008-2012* and annual State Program Reports to IMLS for 2008 and 2009 (2010 report was not yet available at time of evaluation).

Interviews with key WVLC personnel. Consultant Bill Wilson visited the WVLC on September 21, 2011 to interview agency head Karen Goff and again on December 29, 2011 when he interviewed eight additional staff members. A list of individuals interviewed was provided above.

Web-based input on key questions from WVLC personnel. Himmel & Wilson created a web-based tool to solicit comments from the WVLC Secretary regarding the SLAA's performance in implementing their plan. The web-survey asked the key WVLC staff to provide a self-assessment of the agency's performance in pursuing each of the goals in their plan (little or no progress toward goal, progressing toward goal, met goal, surpassed goal). Respondents were also asked to indicate why they believed that assessment was accurate.

Respondents were also asked to respond to each of the key questions posed by IMLS. While only general information could be offered on the optional prospective questions, substantive input was received on the other questions that were applicable.

Focus groups. Evaluator Bill Wilson conducted three focus groups. They were held at the Raleigh County Library in Beckley, at the Beckley County Public Library in Martinsburg, and at the Parkersburg and Wood County Library in Parkersburg. A total of 26 people participated in the sessions. A summary of the focus groups is included as Appendix A. The focus group discussion guide is included as part of Appendix G. Notes from focus groups were analyzed using content analysis techniques recommended by Graham Gibbs¹. Coding sheets are included in Appendix F.

Interviews with key stakeholders. Consultants Ethel Himmel and Bill Wilson conducted telephone interviews with eleven West Virginia library leaders. Most of the interviews were conducted between December 15th and 20th, 2011. A summary of the interviews and a list of participants are attached as Appendix B; the interview guide for the interviews is included as part of Appendix G. Notes from interviews were analyzed using content analysis techniques recommended by Gibbs. Coding sheets are included in Appendix F.

Web-based survey. Himmel & Wilson hosted a web-based survey using SurveyGizmo. This software was selected because it is superior to SurveyMonkey both in its features and in its accessibility for individuals with special needs who may be using screen readers. An email containing an invitation to participate and a "hot-link" to the survey was distributed using existing library email lists and listservs. Survey results are provided in Appendix C.

¹ Gibbs, Graham. *Analyzing Qualitative Data* (Los Angeles: SAGE Publications, 2007)

Qualitative methods. Evaluators included two qualitative methods – individual interview and focus group – in order to gain a more in-depth understanding of the context and descriptions from stakeholders about successes and challenges related to the projects undertaken. Qualitative methods excel at providing detailed descriptions of how individuals use a product or service and add information that helps evaluators understand the quantitative data included in usage statistics, surveys, etc. Because these qualitative methods involve individuals, they are susceptible to bias in selection of participants, as well as in interpretation. In order to minimize bias in analysis, Himmel & Wilson carefully designed open-ended questions that would not lead participants in interviews and focus groups and used standard content analysis techniques to guide analysis.

Development of evaluation report. Evaluation team member Sara Laughlin analyzed notes from focus groups and personal interviews using content analysis techniques. Team members Ethel Himmel and Bill Wilson collated and analyzed results from the web-based survey.

Laughlin, Himmel and Wilson reviewed other documents (both print and web-based) and State Program Reports. Laughlin synthesized the data and information collected and created a draft report in the format provided by IMLS in the “Guidelines for Five-Year Evaluation Report” document. Himmel and Wilson revised and added content to the draft report and shared it with WVLC Secretary Karen Goff to make sure that it would fully meet the expectations of the WVLC and comply with IMLS requirements. After incorporating feedback, they provided the resulting document to WVLC in print and digital formats. Finally, the evaluators submitted the evaluation report in a format suitable for forwarding to IMLS.

Findings

In this section of the report, findings are formulated according to the evaluation plan and the terms of reference of the evaluation study. Findings are organized around each specific priority in the IMLS authorization addressed under West Virginia’s five-year plan.

Several of the specific programs carried out in West Virginia using LSTA funds can arguably be placed in several categories (as is the case in most states). The evaluators have placed each program under the LSTA priority in which a given program has, in the evaluators’ judgment, had the greatest impact.

IMLS Questions (Note: The questions raised by IMLS appear in the format shown below through the balance of the evaluation report.)

IMLS Retrospective Questions

1. Did the activities undertaken through West Virginia’s LSTA plan achieve results, as outlined below in sections related to priorities identified in the Library Services and Technology Act?

In the following section of the report, examples are provided that link West Virginia’s LSTA-funded activities with the six LSTA Grants to States priorities. It should be recognized that what is provided is not exhaustive. While all of the major programs (those to which large dollar amounts are allocated) are included, many smaller sub-grants are not. This is not to say that programs not included have been ineffective. Programs mentioned have been selected to illustrate specific factors that were uncovered through focus groups, interviews and the web survey.

The activities undertaken by WVLC using LSTA funds clearly achieved results related to the LSTA Grants to State Priorities. Given West Virginia’s demographics and the tremendous needs that were documented in the State’s 2008 - 2012 Plan, it is not surprising that WVLC aligned most of its

State-level goals with Grants to States Priorities 5 and 6. This alignment recognizes that a sizeable portion of the State's population is underserved or faces special challenges in accessing library services. However, the strategies employed by WVLC in its implementation are more closely aligned with Priorities 1, 2 and 3. More than 80% of West Virginia's LSTA allocation from FFY 2008 – 2010 funds was expended on programs that fall under State Goal 1 which reads:

Strengthen the ability of libraries to use information technology to improve services and facilitate access to materials and information resources.

Programs undertaken under this goal are heavily weighted toward Priorities 2 and 3. Included are the statewide network, technology support in the form of equipment for consortia, technology and wireless grants to individual libraries and the statewide database program (INFODEPOT). Although these programs clearly enhance access to the targeted audiences covered by Priorities 5 and 6, they do so by building the technological capacity of the State's libraries. In short, the evaluators believe that the greatest impact of LSTA expenditures has come in the areas covered by Priorities 2 and 3.

LSTA PRIORITY 1: Expanding services for lifelong learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.

Book Establishment Grants (LSTA expenditures 2008 - 2010: \$55,000 or 1.27% of the total LSTA allocation for the three-year period) The West Virginia Library Commission provided supplemental funding for collections for six libraries completing new construction or renovation:

- Cabell County Public Library (2008: \$10,000; \$500 match) evaluated the current collection, weeded outdated materials, and purchased new materials for the Salt Rock Library. No specific outputs or outcomes were documented other than materials purchased.
- Morgantown Public Library (\$5,000) used the sub-grant for an opening day collection for its new Arnettville Branch. No specific outputs or outcomes were documented other than materials purchased.
- Pocohontas County Free Libraries (2009: \$5,000; \$500 match) opened a fourth branch in Linwood; the sub-grant supplemented donations from the community. No specific outputs or outcomes were documented other than materials purchased.
- Princeton Public Library (\$10,000) moved into a new building, with collection support from the sub-grant. No specific outputs or outcomes were documented other than materials purchased.
- Ritchie County Public Library (\$10,000) opened a new branch in Harrisville with updated and expanded collections. No specific outputs or outcomes were documented other than materials purchased.
- Sutton Public Library (\$5,000) updated and expanded the non-fiction collection, with special emphasis on health and medicine, for its new facility. No specific outputs or outcomes were documented other than materials purchased.

Collection Development Grants (LSTA expenditures 2008 - 2010: \$23,000 or 0.53% of the total LSTA allocation for the three-year period) West Virginia Library Commission funded seven proposals from public libraries for collection development projects. Each proposal included a needs assessment, identified target populations and provided program details, promotional plans and evaluation/measurement strategies. Libraries funded included:

- Cabell County Public Library (\$5,000; \$1,750 match) added basic math texts for adults, after weeding outdated titles. Of 309 titles, 101 had circulated by the time of the report. No other patron outcomes were reported.

- Gilmer Public Library (\$2,000; \$200 match) weeded and expanded its collection of adult titles on diet, health, and fitness to meet the needs of the county, which has higher incidences of heart disease, colon cancer, physical inactivity, hypertension, diabetes and smoking. Average publication dates in this section of the collection improved from 1999 to 2008. The library asked patrons to complete surveys, but too few were returned to generalize outcomes.
- Hampshire County Public Library (\$2,000; \$400 match) concentrated on improving its reference collection and staff proficiency in using it. Although formal outcomes were not available, the library reported staff is more aware of and is using reference databases as well as print titles.
- Jackson County Public Library (\$5,000; \$3,000 match) formed teen advisory boards at main library and branch, designated teen areas, updated the collection, and held programs. The graphic novel collection has become very popular and vampire/horror novels circulation increased. Programs included a visit by a Manga author, a Twilight party, and a guitar hero tournament. No additional details were included about outputs or outcomes.
- Kingwood Public Library (\$2,000; \$300 match) updated books used to study for the West Virginia Contractor's Licensing Exams. Twenty-four individuals checked out 186 titles; of 12 who took the test, 10 (83.3%) passed on the first attempt. Half of those returning the questionnaire said the books were essential to their passing the test.
- South Jefferson Public Library (\$2,000; \$2,590 match) added audiobooks to meet the needs of the 74% of local residents who commuted to work. The Library reported that circulation increased by 15%.
- Upshur County Public Library (\$5,000; \$750 match) responded to school personnel who indicated there was a lack of resources and access outside school hours to current children's non-fiction. More than 50% of the library's collection was more than ten years old. After weeding and purchasing, 26 patrons interviewed gave positive comments. At the "National Night Out Celebration," the display of new children's non-fiction attracted considerable attention.

Framework for Excellence/Library Development (LSTA expenditure 2008 - 2010: \$171,272 or 3.97% of the total LSTA allocation for the three-year period) For FFY 2008, this program was referred to as the "Framework for Excellence." For FFY 2009 and 2010, programs with nearly identical details were titled "Library Development Services." The evaluators have chosen to report on these very similar efforts under a single category.

The West Virginia Library Commission supported staff development activities for 97 public library systems. More than two-thirds of directors lacked professional library degrees in a state without an accredited MLS program. The Commission supplied much of the content needed by directors, who were required to earn eight contact hours, and by other staff required to earn three contact hours of approved continuing education credit each year.

In 2009, the Commission conducted the biennial salary and benefits survey of public libraries, added the Census data module to Bibliostat Connect in order to support comparative statistics, and posted 400 photos of library activities taken on Snapshot Day, April 21, 2010.

Outputs are summarized in Table 2; only general outcomes were documented.

Table 2: Framework for Excellence Outputs, 2008 and 2009						
	2008		2009		Change 2008-2009	
	Session	Attendee	Session	Attendee	Session	Attendee
Site visits	79		56		(29.1%)	
Individual	2,997		4,024		34.3%	
Workshops	82	1,083	63	1,471	(23.1%)	35.8%

In the online survey, slightly less than half of respondents (49%) ranked continuing education high or very high in impact on their libraries; 60.8% rated its impact high or very high on a statewide basis. In both cases, these percentages placed the program in the bottom half of rankings compared to other initiatives and services.

Focus group and interview participants' shed light on the low rankings. Some who had attended felt the content was not useful:

"West Virginia Library Commission and West Virginia Library Association both do some of the CE, but it generally misses the mark."

"Some of the people [the Commission has] hired don't have a public library background even. They really don't understand what happens on the front line. They're good on theory, but they don't know how to apply it in practice. They ask us what we want in the way of continuing education, so we tell them. They say, 'Well we can't do that, but how about this?' Then they do the same old thing they did a couple of years before!"

"... The training doesn't really get to us in the eastern panhandle."

While they were not supportive of the current continuing education offerings from the Commission, they emphasized the importance of and need for staff development:

"We need staff development for front-line workers..."

"Training is important because it affects the patrons."

"... Very few of my 42 staff members are computer literate. Getting the staff I inherited up to speed is critically important."

"Information literacy is important to the future of West Virginia. That to me needs to be incorporated..."

"Continuing education... needs to be more visionary."

They recommended a focused approach with adequate funding:

"What I think would be a good idea would be to identify a core set of skills, then fund it."

"We need a more organized, coordinated approach to CE. Organizing staff development through the service centers or from the consortia would be fine, but there needs to be the money for it."

Others couldn't afford to send staff to conferences and suggested alternative delivery methods:

"... Webinars are good because at least you don't waste time travelling."

"I would like to see more of a Skype kind of thing. We can't afford the travel, and you lose staff for travel time too."

Programming Grants (LSTA expenditure 2008 - 2010: \$28,100 or 0.65% of the total LSTA allocation for the three-year period) The West Virginia Library Commission awarded eight sub-grants to public libraries to enhance library services to people of all ages, especially those who are not regular library users:

- Cabell County Public Library (\$5,000; \$1,343 match) used Wii gaming programs to promote physical fitness for the children who visit the two branches after school. No measurable outputs or outcomes were documented, but the library reported it had difficulty recruiting enough staff and volunteers to monitor the room and experienced conflicting demands for the meeting room. On the other hand, the branches realized the great potential for successful, innovative programming.

- Craft Memorial Library (\$5,000; \$1,750 match) expanded the services it offered as a Cooperating Collection of the Foundation Center, by purchasing additional materials, providing training on use of the resources, and advertising the resources. Sixty-two percent of the attendees at the training sessions signed up for additional individualized sessions or returned to the library to use the resources; more than 40% indicated that they intended to apply for a grant. At least 18 individuals started the process before the end of the grant period. The Friends of the Library will provide funds to renew the Foundation Center membership.
- Dora B. Woodyard Memorial Library (\$1,100; \$165 match) wanted to provide programming to appeal to older adults and to increase the number of children served through outreach services. "History Hits the Road" attracted 160; 30 participated in "Old Songs for Young Folks." The library planned to use a survey from the West Virginia Humanities Council to evaluate responses, but no results were included.
- Kanawha County Public Library (\$5,000; \$88,370 match) participated in the West Virginia Book Festival, held annually at the Charleston Civic Center. The Festival includes a large used book sale, exhibit space for book vendors and other book and reading related organizations, children's activities, and numerous programs led by authors, poets, and storytellers. No specific outputs or outcomes were reported.
- Martinsburg-Berkeley County Public Library (\$5,000; \$27,800 match) supplemented grants already received from the National Endowment for the Arts Big Read Initiative, the West Virginia Legislature, and the Martinsburg-Berkeley County Convention and Visitors Bureau to support the West Virginia Book Faire. Faire events taking place at the library and at the nearby community college included best-selling and award-winning authors, writing classes and seminars, lectures, events for children book appraisals, and a book sale. Authors also visited area classrooms and gave radio and television interviews. While library card registration did not show an increase, circulation did rise 5.8% compared with the year before. The library neglected to include evaluation forms in participant packets, so outcomes were not collected.
- Mary H. Weir Public Library (\$3,000; \$11,145 match) installed projection and sound equipment in the community room, which resulted in increased use by community groups. Eighty children attended a Teddy Bear Tea in partnership with the Weirton Woman's Club. Weirton Area Museum and Cultural Center incorporated PowerPoint and Internet in presentations during two programs which attracted 300 residents. No specific outcomes were documented.
- Roane County Public Library (\$2,000) provided monthly opportunities, experiences, and classes to enrich patrons' lives. Four programs attracted 416 people. No outcomes were reported.
- Shepherdstown Public Library (\$2,000; \$2,399 cash match) expanded summer reading programming in hopes of attracting a more diverse population of children. Six programs attracted 1,187, but circulation increased only slightly and the number of children returning reading logs was virtually the same as in previous years. The library discovered that it had not adequately considered how to assess whether it was reaching its target audiences.

Reading Promotion Grants (LSTA expenditure 2008 - 2010: \$23,200 or 0.54% of the total LSTA allocation for the three-year period) The West Virginia Library Commission awarded sub-grants to seven public libraries to support programs that engage people of all ages with reading and the library, with priority for collaborative programs that target unserved children or young adults (and their parents, caregivers, and teachers) and support literacy development.

- Bellington Public Library (\$1,000; \$320 match) partnered with the local Energy Express and Family Resource Network to offer a week-long Summer Reading Program for elementary-aged children, with teen volunteers aged 13 to 18. Each day, the library presented a special program – Civil War re-enactors, bead making, tie-dying t-shirts, making concrete mosaic stepping stones, and teens reading. Each child received a copy of *United No More: Stories of the Civil War* by Doreen Rappaport. No outputs or outcomes were shared.

- Cabell County Public Library (\$5,000; \$900 match) organized a full-day workshop for the Western Counties Region libraries, presented by Saroj Ghoting. Twenty-eight staff members participated. Prior to the workshop, attendees rated their early literacy instruction skills and knowledge at 2.7 on average; after the workshop the average rating rose to 4.5.
- Craft Memorial Library (\$5,000; \$2,550 match) provided a creative arts program to enrich lives of adults and children in two economically-depressed counties where the high school drop-out rate and illiteracy rates are high and arts opportunities limited. The library hosted three performances by Bright Star Theater, with attendance of 250, and created 25 creative kits which circulated more than 80 times during the summer. “Art corners” at Craft Memorial was visited 287 times and more than 200 times at McDowell County Public Library facilities and War Public Library.
- Martinsburg-Berkeley County Public Library (\$5,000; \$7,750 match) combined summer reading with ecological awareness and healthy lifestyles through outdoor activities. Presenters included Maryland Zoo, Maryland Science Center, Virginia Aquarium, Shenandoah Discovery Museum, Animal Ambassadors, and others. The library developed an in-house “Sense of Wonder Room” that housed 10 tanks with species from the smallest creeks and streams to marine environments. Nearly seventeen-hundred (1,679) children registered for the summer reading program, a 10% increase over the previous year. The library presented 10 programs, 21 story hours, 25 craft programs, and 3 book-to-movie programs, hosted 23 professional programs and a two-day water festival, and organized 11 field trips.
- Mason County Public Library (\$3,000; \$463 match) contracted with presenters for eight performances and held 14 free movie days at the four library buildings. No outputs or outcomes other than the number of sessions were reported.
- Moundsville-Marshall County Public Library (\$3,200; \$4,350 match) presented eight programs featuring local writers and performers, who demonstrated how good writing and communication skills could help in a broad range of jobs. At least 20 participants registered for library cards. Ninety percent of respondents on a survey administered at the end of the programs reported enjoying the presentations “a lot” and would attend future events at the library and tell others about the programs. Ninety percent reported a strong or moderate interest in reading at least one of the books. A local writers’ group was formed as a direct result of the programs.
- Roane County Public Library (\$1,000; \$531 match) worked with teachers at a nearby middle school to introduce four classes of fifth graders to the library through monthly class visits over four months, four learning and activity stations to familiarize students with the programs and services of the library, encourage love of reading, and encourage teamwork. In the survey following completion of the semester, students overwhelmingly enjoyed the visits. Fourth and sixth grade teachers have inquired about visiting.

West Virginia Center for the Book (LSTA expenditure for 2008 - 2010: \$18,380 or 0.43% of the total LSTA allocation for the three-year period) The Center, hosted by the West Virginia Library Commission in partnership with the West Virginia Humanities Council, maintained a website to promote its activities including Letters about Literature, the West Virginia Children’s Choice Book Award, and the One Book, One West Virginia project. The One Book: One West Virginia effort has engaged communities with their neighbors and with their libraries. The small amount of LSTA funding that flows to the Center for the Book generates a high return on investment.

Staff members served on key committees of the West Virginia Book Festival, a project of the Kanawha County Public Library, invited state writers to participate in the National Book Festival, and supported the biennial Ohio River Festival of Books and the annual West Virginia Book Festival.

In 2008, 688 students wrote Letters about Literature.

In 2009, 582 wrote Letters about Literature; 35 attended a Black History Month lecture featuring poet Frank X. Walker, and 676 cast votes in the West Virginia Children's Book Award.

No other outputs or outcomes were reported.

One phone interviewee described the impact of the book festival for her library:

"... Ohio River Festival of Books. That's a big partnership. The last time we spread it over a week; that allowed us to take authors to schools. The librarians at the Museum of Art, Southern Ohio University, and Ashland Community and Technical College worked with us on it."

The LSTA-funded activities carried out by the West Virginia Library Commission have had a localized impact related to LSTA Priority 1. Most of the accomplishments happened as a result of sub-grants that were awarded only in the first year (with FFY 2008 funding). Many of the sub-grants were quite interesting and anecdotal information supports the conclusion that they were successful; however, with a few notable exceptions, the evaluative data collected from sub-grantees was rudimentary.

However, there are some other bright points. For example, a number of focus group attendees identified the book discussion group collection as a valuable asset that is available to all libraries. These collections clearly enable libraries to do things that directly address Priority 1 that would be impossible to achieve without this very simple tool.

LSTA PRIORITY 2: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.

Statewide Database Subscriptions (LSTA expenditure 2008 - 2010: \$1,599,581 or 37.04% of the total LSTA allocation for the three-year period) The West Virginia Library Commission subscribed to online databases to enhance collections in academic, public, and school libraries.

In 2008, the Commission solicited input on additional databases by posting 60-90 day database trials, conducted training, and sought ideas for promoting more use.

In 2009, the Commission added Job & Career Accelerator database, offered training, and continued to promote it throughout the year.

Outputs are summarized in Table 3 (see Adult Services under LSTA PRIORITY 6 for Learning Express usage).

Table 3: Statewide Database Usage, 2008 – 2010				
	2008	2009	2010	Change 2008 – 2010
Searches	3,155,841	3,026,361	4,041,765	28.1%

The databases were used most heavily in the academic library setting; however, usage was strong and growing in public and school libraries as well. In the online survey, respondents gave statewide databases their third highest ranking, with 66.0% agreeing the databases had high or very high impact on their libraries and 66.6% rating them high or very high impact at the state level.

Focus group and interview participants also rated them third and second, respectively, in priority. Their comments describe how they used and depended on the databases:

"My tiny library wouldn't have EBSCO [databases], but my patrons use those all the time..."

“... Libraries with four magazine subscriptions and local donations went to 2,000 magazines on Ebsco.”

“All [of our] schools... list links to the WVInfoDepot. It’s the starting point for research at the elementary, middle, and high schools.”

“... They’re important to public, school, and academic libraries. They’re broader than just public libraries.”

“... Learning Express and the databases clearly impact local patrons. The sample tests in Learning Express are used by kids preparing for tests like SAT, and they don’t have to pay for the practice tests.

“Job Accelerator is used for finding out what you’d be good at, and the resume writing part is heavily used.”

A few focus group participants questioned whether the databases were well used:

“We don’t use them as well as we should, but they do get used.”

“Our use of the databases goes up and down. The students say they’re hard to use.”

“I don’t think the databases are used that well anywhere in the country.”

Technology Grants (LSTA expenditure 2008 - 2010: \$52,605 or 1.22% of the total LSTA allocation for the three-year period) The West Virginia Library Commission funded seventeen sub-grants to public libraries using FFY 2008 LSTA funds. The money was used to purchase staff computers and peripherals, assistive technology, to provide staff and patron training related to technology and for digitization projects or web page development:

- Buffalo Creek Memorial Library (\$2,735; \$400 match) purchased an AWE early literacy computer. Parents and children who used the computer completed surveys, but details were not included in the report.
- Cabell County Public Library (\$2,735; \$800 match) purchased an AWE early literacy computer. On a parent survey, 68.4% found the education games on the computer excellent or good; 65.8% found the computer helpful or very helpful in learning language skills; 60.5% felt their children’s kindergarten experience would be enriched by using the computer; 60.5% enjoyed working with their children on the computer; and 55.3% found library staff knowledgeable in the use of the computer.
- Craigsville Public Library (\$2,735; \$400 match) added an AWE early literacy computer and advertised its availability through giving it the nickname “Ellie.” No outcomes were reported.
- Greenbrier County Public Library (\$4,296; \$1,700 match) purchased five laptops in order to offer computer classes. In seven three-day classes, 48 individuals participated; three others received one-on-one help. No outcomes were documented.
- Hamlin-Lincoln County Public Library (\$2,639; \$770 match) purchased a laptop computer and audience response system for use in training, workshops, and classes. Among participants who completed the survey, all found the transponder system an asset to retaining information presented, but presenters reported that programming the questions took more preparation than some were willing to expend.
- Kanawha County Public Library (\$3,000; \$750 match) retained a consultant to analyze its existing network, make recommendations, represent the library in contacting prospective Internet service providers (ISP) and analyzing proposals, and make a report of findings and recommendations. As a result, the library contracted for a new switched Ethernet WAN, a new ISP, and upgraded switches, routers, firewall appliance, and new filtering software. Staff and patrons report increased Internet speed.
- Lynn Murray Memorial Library (\$1,300; \$195 match) purchased seven sets of headphones, a digital camera, and accessories. With the camera, the library was able to send photos of

events to the nearest newspaper that is across the river and in another state. With increased coverage, enrollment in story hours increased 20%, four fourth grade classes began coming to the library weekly, the Boy Scouts used the library for registration, and the Hometown Christmas Craft Show planned to utilize the library.

- Martinsburg-Berkeley County Public Library (\$2,915; \$450 match) purchased a bilingual AWE early literacy computer for use by Spanish- and French-speaking children. One-hundred and twenty-four children used the computer four or more times. Spanish-speaking children shared the computer with English-speaking children; sometimes these children had just met in the library. They laughed and shared their native languages. English-speaking children also made friends by sharing sessions.
- Martinsburg-Berkeley County Public Library (\$5,000; \$1,050 match) updated the websites of four libraries assigned to the Service Center as Affiliates, in order to provide easier and more complete electronic access to the collections, services, and programs of the libraries, and provide local staff the skills to maintain the pages. No specific outputs or outcomes cited.
- Mary H. Weir Public Library (\$5,570; \$835 match) purchased an English-language AWE early literacy computer; 905 programs were accessed during 601 sessions. On the Spanish-language AWE computer, children used 824 programs during 552 sessions. Library card registration of children aged 2-10 increased 5%, but there was no increase in circulation of Spanish language materials. No outcomes were reported.
- Mason County Public Library (\$3,600; \$856 match) purchased four new computers for use at circulation desks at main library and three branches. The increased processing speed of the computers resulted in decreased wait time and an increased circulation rate.
- Moundsville-Marshall County Public Library (\$1,810; \$530 match) replaced an outdated technical services computer, used for cataloging, virtual reference, and website management, and added an “express” Internet computer. Only anecdotal outcomes were reported.
- Richwood Public Library (\$3,000; \$450 match) purchased laptops to expand the number available and updated barcode scanners. The report did not say how many computers were included, but it did note that computer use was up 5%. Also reported were increases in the time needed to catalog and process new books.
- Sutton Public Library (\$2,735; \$410 match) bought an AWE early literacy computer station. Uses totaled 131 during the grant period. Only nine individuals returned surveys; all were first-time users.
- Swaney Memorial Library (\$2,835; \$425 match) purchased a Spanish-language AWE early literacy computer. Despite outreach efforts and use by English-speaking children, Spanish-speaking children did not use the computer.
- Tygart Valley Public Library (\$2,700; \$450 match) bought an electronic receipt printer and barcode scanner and replaced two staff computers for use in circulation and cataloging. When asked, patrons commented that they were happy with the receipts listing items checked out and due dates.
- White Sulphur Springs Public Library (\$3,000; \$450 match) added two laptop computers that patrons could use in the library’s wireless environment and updated two staff computers. No outputs or outcomes were reported.

Wireless Access (LSTA expenditure 2008 - 2010: \$11,300 or 0.26% of the total LSTA allocation for the three-year period) The West Virginia Library Commission continued its efforts to add wireless access to every public library facility. It purchased, configured and installed all needed hardware and software in six main libraries and six branches. Each library signed a grant agreement and associated certifications, including an Internet safety certification, and agreed to publicize the wireless service in the library and in the community and complete a user survey. More than a thousand (1,033) people used the wireless service at the libraries during the initial 60 days after installation; 185 completed the survey. Highlights of the findings:

- Almost a quarter (23.4%) were visiting for the first time, while the remaining 76.6% had visited two or more times before.
- Respondents learned about the wireless service from a sign (38.9%), someone telling them (28.9%), newspaper (9.4%) or other channels (22.8%).
- They used the wireless access for checking e-mail (68.8%), educational or business purposes (58.9%), and/or recreational purposes (51.1%).
- 98.9% were satisfied or very satisfied with the wireless service.
- Working adults were the largest group of users (38.6%), students accounted for 21.2%, retirees 17.5%, and teachers 9.0% of respondents.

The Wireless Access grants were only awarded in the first year of the three years covered by this evaluation.

The activities undertaken by WVLC using LSTA funds has generated positive results that are related to LSTA Grants to States Priority 2. The impact of the INFODEPOT databases has been statewide while the impact of the sub-grants for technology and for the installation of wireless has been at the local level.

LSTA PRIORITY 3: Providing electronic and other linkages among and between all types of libraries.

Statewide Library Network (LSTA expenditure 2008 - 2010: \$1,192,075 or 27.61% of the total LSTA allocation for the three-year period) The West Virginia Library Commission provided secure Internet access, e-mail communication, and web page support for public libraries.

In 2008, the Commission wrapped up a three-year Public Access Computer Hardware Upgrade Grant funded by the Bill and Melinda Gates Foundation, by installing 173 laser printers in libraries and completed a statewide computer inventory that allowed staff to update all library network infrastructure maps and records. The Commission moved 11 of 20 libraries in the Eastern panhandle to a new network, in an effort to increase connection speed; the change was not significant so no additional libraries were moved. The Commission worked out a cost-sharing arrangement for a statewide filtering project. The staff assisted with digitization of the American Defenders of Bataan and Corregidor at the Brooke County Public Library.

In 2009, staff responded to 4,111 tech support requests, made 701 on-site visits, and answered 1,458 VNC requests. They moved all West Virginia libraries to T1 lines, increasing both speed and capacity for Internet access. Network staff provided tech support to projects including the West Virginia Humanities Council's interactive web site, and continued support for the American Defenders of Bataan and Corregidor. Issues related to using new software on older PCs led to visits to all 174 libraries. Network staff created Tech Rescue Enables Transfer software that allowed them to boot an unlimited number of PCs from their interface cards at the same time, saving significant time. The Statewide Library Network was one of five recognized by the American Library Association Office for Information Technology Policy for successfully providing residents with no-fee access to the Internet and providing strategies for future library network development efforts.

The Statewide Library Network received the highest ratings for impact among local libraries (90.0% high or very high impact) and on a statewide basis (92.1% high or very high impact) in the online survey of librarians.

The Network itself and accompanying technical support services were also included most frequently among focus group members, and second most frequently among phone interviewees. Many comments confirm that the services are essential for local libraries:

"If it [weren't] for network services and e-rate, we simply wouldn't have Internet access."

"They've done a good job of standardization. Because the configuration of the computers is the same, they can fix things far more efficiently."

"Our technology support person knows our buildings really well. You're on the phone and they'll tell you to go to the closet and look at the box halfway up the wall on the right and do 'x.' They really know how our internal network is put together."

Some participants were not as satisfied:

"Technology support in the eastern panhandle has been an issue. We had bad technicians for four or five years and there were gaps when we had almost nothing."

"The Commission doesn't supply cell phones for their technicians. This is crazy. When the technicians are on the road, they sometimes drive right by a library that needs assistance because they don't know about it."

"The State network is slow. Do I leave? Do I go? It would cost me to go, but I'd get much faster access."

In 2009, the State cut \$340,000 from Network Services. The State Library increased LSTA support, which allowed this essential service to continue, but eliminated LSTA support for sub-grants and other programs. Participants worried about ongoing support:

"I don't want the network to be tied to one source of funding; we need to fight to get [State support] back."

In an interview, Kay Goodwin, West Virginia Secretary of Education, mentioned that West Virginia would be receiving a \$127,000,000 Broadband Technology Opportunity Program (BTOP) grant, so concerns about broadband access and network speed may be resolved in the next few years.

It is clear that West Virginia libraries need greater bandwidth. In fact, the infrastructure is largely in place to address this issue. However, having fiber optic cable available without adequate funding to implement the service on an ongoing basis is a major issue.

Library Consortia Support (LSTA expenditure 2008 -2010: \$696,159 or 16.12% of the total LSTA allocation for the three-year period) The West Virginia Library Commission provided initial funding and technical support to encourage formation of consortia. In response to a significant decrease in state funding, the Commission supported upgrading software and hardware and provided cataloging training and advice. Of 97 public libraries, 80 (82.5%), plus five academic libraries and one school library, joined in 2008. By 2009, 87 libraries were members.

- Cabell County Public Library (2008: \$59,148) upgraded the SIRSI/Dynix integrated library system that allows nine member libraries of the Western Counties Regional Library Consortium to circulate materials locally and share resources. No outputs or outcomes were reported.
- West Virginia Library Commission (2009: \$293,328) provided funds to migrate bibliographic and patron records from a stand-alone system at Taylor County Public Library to the Northern Library Network Consortium shared database and to upgrade software for the Eastern Panhandle Consortium, hosted by the Martinsburg-Berkeley County Public Library. The sub-grant paid for OCLC CatExpress for all consortia affiliate libraries, annual maintenance of the software, and professional librarian services and advice to affiliate libraries. No outputs or outcomes were documented.

Library Consortia Support ranked second in local and statewide impact among online survey respondents; 86.0% rated its impact high or very high for their local library and 78.4% rated it high or very high for statewide impact.

Focus group members also mentioned it second-most frequently as a priority service, while phone interviewees mentioned it less frequently.

"The consortia enable libraries to find and share resources."

"Support for upgrading servers at the consortia is also important. We'd fall behind immediately if this support wasn't there to keep us somewhat current."

"We are proud of the consortium with Millennium. Very pleased we can connect."

Two focus group participants urged updating and better coordination of resource sharing among consortia:

"Morgantown has an issue. Sometimes when you're using the circulation system, you can have up to a 17-second lag before a response. That's really slow!"

"Need a different, better interlibrary loan system; need an interlibrary loan system to link the consortia."

Overall, West Virginia has done an exceptionally good job in addressing LSTA Grants to States Priority 3. While bandwidth issues persist, many, if not most, West Virginia public libraries would lack basic Internet access if it was not for the LSTA funding dedicated to the statewide network. Support for the consortia has also served to address Priority 3 and enables a higher level of resource sharing activity.

LSTA PRIORITY 4: Developing public and private partnerships with other agencies and community-based organizations.

Although no program or initiative undertaken by WVLC focuses specifically on partnerships, there is, nevertheless, evidence that collaborative activities are taking place. Many of the sub-grants that were awarded involved local partnerships. Among the State-level partners are the West Virginia Humanities Council, the West Virginia Schools for the Blind and Deaf (Romney), the Bill and Melinda Gates Foundation, the National Library Service for the Blind and Physically Handicapped and the West Virginia Department of Education. ***The evaluators find that the activities undertaken by WVLC using LSTA funds generated positive results related to LSTA Grants to States Priority 4.***

LSTA PRIORITY 5: Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.

Services to the Blind (LSTA expenditure 2008 -2010: \$141,239 or 3.27% of the total LSTA allocation for the three-year period) The Special Services Section of the West Virginia Library Commission provided library services to patrons who could not use standard print due to blindness, visual impairment, or physical impairment and supported three sub-regional libraries at Cabell County and Parkersburg/Wood County Public Libraries and West Virginia Schools for the Blind and Deaf at Romney.

In 2008, the Section learned about and prepared for the transition of audio books to digital format. It distributed a patron satisfaction survey; 28% of registered users responded. Nearly all (98%) of the respondents rated service good or very good; 81% were eagerly waiting for new machines.

In 2009, the low number of digital books was initially a challenge, but more titles became available during the course of the year; by the end, 60% of patrons had digital format. Some patrons were not able to access the BARD site themselves, so staff responded to 618 individual requests for

downloads. Following six weeks of training and a formal agreement, the National Library Service turned over administration and support duties for BARD to the West Virginia Library Commission.

Outputs are summarized in Table 4.

Table 4: Services to the Blind Outputs, 2008 – 2010								
	2008	2008	2009	2009	2010	2010	Change 2008-2010	
	Patrons	Items	Patrons	Items	Patrons	Items	Patrons	Items
Patrons Added	282		294		367		30.14%	
Total Registered Patrons			2,384		2,409		24.83%*	
Circulation-Recorded Cassettes		88,207		66,645		34,757		-60.60%
Circulation-Digital Books		-		24,550		41,816		70.33%*
Circulation-Large Print Books		15,706		13,121		12,543		-20.14%
Circulation-Descriptive Videos		1,974		1,505		891		-54.86%
Circulation-Magazines		5,122		4,301		2,932		-42.76%
Circulation-Braille Books		3,895		4,246		1,936		-50.30%
Interlibrary Loans		902		620		237		-73.73%
Circulation-Sub-regional		39,081		42,890		42,357		8.38%
Newsletters		4,710		6,446		4,929		4.65%
Phone Calls/Emails		4,548		7,121		7,477		64.40%
Total Circulation		206,684		201,220		195,079		-5.61%
Books downloaded	51	2,698	135	23,339	195	15,751	282.35%	380.39%

*indicates 2009 – 2010 comparison

Special Services was considered high or very high priority for their libraries by only 36% of online survey respondents and on a statewide basis by 42.0%, ranking it sixth among the seven services included.

Of the few comments received in focus groups and interviews, most were supportive:

"The LBPH and Special Services move to digital is great. The population of users is very supportive of the Commission. The State Library does a good job with that program."

"LBPH does a wonderful job with special needs people."

Participants agreed it was essential that the Commission continue support at the state level:

"I couldn't serve the blind population if they [LBPH] didn't do it."

One criticism was simply lack of awareness of the details of the service:

"...not sure on the specifics of that (LBPH). We have some patrons who use LBPH, but I can't quantify their use. I think they'd tell me if they were dissatisfied."

Through the regional Special Services Library at WVLC and the sub-regional outlets, WVLC, with minimal LSTA support, is addressing the needs of one of the major target audiences identified in LSTA Grants to States Priority 5 (the blind and physically handicapped). The program appears to be well managed and has successfully made the transition from the analog to digital media.

LSTA PRIORITY 6: Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

Outreach Services Grants (LSTA expenditure 2008 - 2010: \$3,500 or 0.08% of the total LSTA allocation for the three-year period) The West Virginia Library Commission awarded two sub-grants for collaborative projects to establish or enhance services to people who are unserved, underserved, or having difficulty using the library:

- Jackson County Public Library (\$1,500; \$1,179 match) attracted seven teens to the library to form a puppet troupe. They attended four training sessions, wrote an original script, presented three performances, and assisted in a summer reading program focusing on sock puppets.
- Ritchie County Public Library (\$2,000; \$769 match) established a book club for residents of the Pine View Nursing Home, most of whom were unable to visit the library. Participation numbers were not provided, but the book club met six times. Residents enjoyed the social interaction, and 100% participated in discussion, although some missed meetings due to appointments or illness. The Outreach Coordinator established relationships with nursing home staff and residents and continued to deliver books upon request after the programs ended.

Adult Services. (LSTA expenditure 2008 - 2010: \$159,761 or 3.7% of the total LSTA allocation for the three-year period) A West Virginia Library Commission consultant provided advice to individuals, offered workshops, and worked with library-based literacy programs, state agencies, non-profit organizations, and local literacy councils.

In 2008, use of a rotating collection of Spanish language materials was disappointing, perhaps due to lack of promotion at the local level. The consultant continued to work with Literacy West Virginia and The Imagination Library on a literacy celebration and with the Division of Culture and History on Writer's Toolkit cases to introduce writers to Library Commission collections. Other partners listed, but with no details, were West Virginia Center on Budget & Policy, Martin Luther King, Jr., West Virginia Holiday Commission, Kanawha County Public Library Foundation Center, West Virginia Humanities council, West Virginia Division of Rehabilitation Services, and West Virginia Rx Program for low-income residents.

Adult Services ranked lowest for local and statewide impact among the seven services included in the online survey, with 30.0% of respondents rating them high or very high impact at the local level and 35.3% at the state level.

One focus group participant mentioned collections for book discussion groups:

“Book groups have taken off like crazy because of the collections provided by the State.”

Comments from focus group and interviews suggest that some participants were not closely acquainted with the WVLC consulting staff.

“They’re reorganizing and have had a lot of turnovers/vacancies. I really don’t know who they help.”

Some viewed them as out of touch with local needs:

“If they’re going to require libraries to get local funding, they’re going to have to teach us how. But who could teach us, if they don’t know how there either... [They] need to get into the libraries and really see what happens. It would take them out of their comfort level.”

On the other hand, it was abundantly apparent from many comments about lack of local funding, aging buildings, concern about lack of education and training, and concern about keeping up with the rapid pace of change, that public libraries in West Virginia are sorely in need of rapid, systemic improvement and there are opportunities for statewide leadership.

Youth Services (LSTA expenditure 2008 – 2010: \$142,931 or 3.31% of the total LSTA allocation for the three-year period) The Youth Services Consultant at the West Virginia Library Commission coordinated programs for children and teens and provided advice and counsel to libraries and schools.

In 2008, programs including Collaborative Summer Reading, Read Aloud Training, Beyond These Hills: Current West Virginia and Appalachian Children’s Literature, and Storytime at Family Fun Day in Mason County. The Lois Lenski Covey Foundation contributed 75-100 recent, high-quality children’s books to qualifying libraries as part of the Summer Reading Program.

In 2009, 88 of 97 public library systems participated in Summer Reading; statewide registration was 19,251. The Lois Lenski Covey Foundation contributed 2,831 recent, high-quality children’s and young adult books to 52 qualifying libraries and seven other organizations as part of the Summer Reading Program. After many years of partnership, the Education Alliance withdrew its sponsorship of Read to Me Day, leaving the Commission as the sole sponsor.

Approximately 19,000 children attended Summer Reading Programs in summer 2009. Other outputs are summarized in Table 5; no outcomes were reported.

Table 5: Youth Services Outputs, 2008 and 2009						
	2008		2009		Change 2008-2009	
	Session	Attendee	Session	Attendee	Session	Attendee
Summer Reading Program	5	73	5	107	0	46.6%
Workshops	4	92	11	154	175%	67.4%
Presentations	1	16	8	600	700%	3650%
Total	10	181	24	861	140%	375.6%

In the online survey, 36% of respondents rated children's services as having high or very high impact on their local libraries, and 45.1% as having high or very high statewide impact, ranking it fifth out of the seven services included.

Four interviewees included children's services on their list of priority services. Their comments centered on the importance of program planning:

"... Libraries asked for a children's specialist at the State Library... Small libraries couldn't do program development, so the state took leadership, e.g., in summer reading, that took the burden off local libraries."

"Joining the [summer reading] cooperative was a big and positive change. We spend less and get more. The packets are great. Planning time was cut to one-third of what it was."

One focus group participant was negative:

"We usually don't do their summer reading. We find it's too general."

Taken as a whole, West Virginia's implementation of the Library Services and Technology Act program has a positive impact related to the LSTA Grants to States Priority 6. Services such as the INFODEPOT databases, providing Internet access through the Network Services program and supporting the automation consortia affect the populations targeted in Priority 6 in a general way. However, most of the direct impacts on these populations were achieved through sub-grants that, for financial reasons, have been eliminated. The two services remaining that more directly address Priority 6 are rather weak and need to be revitalized.

2. To what extent were these results due to choices made in the selection of strategies?

The West Virginia Library Commission relied on five strategies to achieve the goals outlined in its Plan:

1. Statewide capacity building, including continued support for statewide database licenses, the statewide technology network infrastructure, and consortia services, as well as development of a statewide interlibrary loan system.
2. Continuing education for trustees, directors, and staff of local libraries, through continuing education events and individual consulting.
3. Sub-grants to strengthen individual libraries and regional organizations, through collection development, outreach services, programming, reading promotion, and technology.
4. Direct services for individuals with vision impairments and physical disabilities.
5. Public awareness of library programs and services designed to increase use and support for public libraries.

The statewide capacity building strategy has, by far, been the most effective. The continuing education component appears to be the weakest. The sub-grant strategy has been effective in reaching localized audiences but had had limited statewide impact. The direct service strategy, which also includes the involvement of sub-regional libraries, has also been an effective strategy for reaching a targeted audience.

3. To what extent did these results relate to subsequent implementation?

The West Virginia Library Commission targeted its efforts to each of the strategies, to a greater or lesser degree.

1. Statewide capacity building, including Library Consortia Services, Statewide Database Subscriptions, and Statewide Library Network, accounted for \$3,487,815 or 80.8.% of LSTA

expenditures in 2008 - 2010. When the State reduced the Network budget by \$340,000 in 2009, the Commission replaced the state funds with LSTA funds in order to preserve essential services. The result was elimination of sub-grants and reduction of consulting services.

The loss of LSTA funding for sub-grants caused significant discussion during focus groups, with some participants voicing support for the Commission's decision to protect statewide services:

"I don't have a huge issue with LSTA going to pay for [network services]."

"Switching to using the money only as seed money for innovation (sub-grants) would be like throwing the baby out with the bath water. A few libraries might be able to do neat things, but the rest of us wouldn't have computers that work or that wouldn't be connected to the Internet."

"I think we're in a lot better shape saying we use it to support Internet access than we are saying 'I was able to do a nifty teen program.'"

"LSTA is crucial in the down economy. Industries are leaving here and people who are under-employed or unemployed come in to use our computers and software. They access the databases that are helpful to them. LSTA is a lifeline for us."

"If you had lots of little mini grants, you don't have a big story to tell."

Others argued that LSTA funding should not be completely dedicated to basic services, but that some should support innovation:

"I understand that some libraries can't afford basic connections, but it bothers me to spend LSTA money on basic needs. LSTA should be seed money. It's to build something and then support it with State and local funds."

"I have a concern that the money is now locked down into a couple of basic programs."

Some were worried that essential services were more dependent than ever on LSTA funding – or on state lottery revenue:

"... I'm terrified that a core service is tied to soft money."

"... Every dime in the state support for libraries comes from the lottery. I'm concerned about that in the long run. Having one pot funding is dangerous."

Others mourned the loss of sub-grants:

"The backbone is critical, but for us the databases and the program grants have opened the world to our patrons. Libraries need the extra oomph that LSTA can provide. It can let us do programs that change people's thoughts and ideas."

The state funding shortfall may have also derailed plans for a statewide interlibrary loan system, which did not materialize during this period.

2. Continuing education. The LSTA investment totaled \$473,964 or 10.98% of total LSTA expenditures in 2008 - 2010, including Framework for Excellence (2008) and Library Development Services (2009), Adult Services, and Youth Services. Ratings for continuing education were low in the survey, and comments suggest that local library leaders are not satisfied with the current content or methods used by the Commission. With many small underfunded and understaffed public libraries in the state and few professionally-trained employees, the challenges of developing strong, consistent leadership at the local level remain very challenging.

3. Sub-grants to public libraries accounted for \$196,705 of total LSTA expenditures, 4.56% of LSTA funding for the 2008 – 2010 period. This included grants for Book Establishment, Collection Development, Outreach, Programming, Reading Promotion, Technology, and Wireless. State funding cuts in 2009 forced elimination of the sub-grant program (with the exception of a small amount for book establishment grants), while funds were diverted to protect Network Services.

Comments from focus groups and phone interviews provide some insight into the ways sub-grants leveraged local resources and increased awareness of the library:

“We had a grant for the affiliate [libraries] to get websites. Four out of five did it and are happy. Things are updated regularly. Also did a grant for CDs.”

Some said they did not apply for grants, and a few felt that they were not awarded fairly:

“You always have the same people applying for the grants.”

4. Direct services to patrons with vision impairments and physical disabilities totaled \$141,239 or 3.27% of the total LSTA funding in 2008-2010. The existing direct services model for LBPH services has been in place for decades. However, NLS' recent foray into downloadable content (BARD) may be a “game-changer” in how these services are handled in the future. It appears that the leadership in WVLC's Special Services unit is well aware of the implications of this change and is prepared to work with other states to re-envision the next era of services to populations with special needs.
5. Public awareness. Some programs included under the first four categories might also have increased awareness and use of libraries, including sub-grants (collection development, programming, reading promotion, technology, and wireless), each of which included promotional aspects; summer reading programs, and adult programs. However, one program, the West Virginia Center for the Book, seems to focus on raising public awareness. The Center for the Book Program totaled \$18,380 of the total LSTA expenditures. This represents only 0.4% of LSTA expenditures for the 2008 – 2010 period.

4. To what extent did programs and services benefit targeted individuals and groups?

As was mentioned earlier, an argument can be made that almost anything that WVLC does to improve library services in West Virginia benefits individuals and groups targeted in the LSTA Grants to States program. A large percentage of West Virginia's population fits one of the many targeted audiences identified in the LSTA Grants to States Priorities 5 and 6. Anecdotal reports on the usage of computers for job-seeking purposes and performance measures such as the heavy usage of the online databases by children attending public schools indicate that statewide efforts are having a positive impact on targeted individuals.

The Special Services program most certainly benefits individuals with disabilities. Nevertheless, WVLC recognizes that the development of credible measures that can be applied to statewide projects is needed.

IMLS Process Questions

1. Were modifications made to the West Virginia Library Commission's LSTA Plan? If so, please specify the modifications and if they were informed by outcomes-based data.

No modifications were made to the West Virginia Library Commission's LSTA Plan.

2. *If modifications were made to the plan, how were performance metrics used in guiding those decisions?*

Since no modifications were made to the Plan, this question is not applicable.

3. *How have performance metrics been used to guide policy and managerial decisions affecting the West Virginia's LSTA-supported programs and services?*

Performance metrics such as response time on the statewide network, database usage, program attendance, circulation, etc. were used to guide decisions and they impacted some managerial decisions but had only a marginal impact on policy. The limited number of people impacted by sub-grants compared to the statewide impact of programs such as Network Services did influence the decision to move away from sub-grants in favor of supporting programs that have statewide scope.

4. *What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?*

The biggest challenge faced by WVLC has been the difficulty of developing credible outcome-based metrics that apply to the major statewide initiatives. Although the SLAA staff was diligent in training sub-grantees in outcome based principles and techniques, recipients had difficulty in setting outcome goals and even more difficulty applying them. A few sub-grantees did conduct follow-up surveys in an effort to measure things like changes in behavior following participation in computer training sessions; however, for the most part, both the SLAA's evaluation and the evaluation conducted by sub-grantees depended heavily on traditional input and output measures.

IMLS Prospective Questions

1. *How does the West Virginia Library Commission plan to share performance metrics and other evaluation-related information within and outside the Agency to inform policy and administrative decisions over the next five years?*

The SLAA shares library performance metrics through an annual Statistical Report that is posted on the agency web site and provided in print to all public libraries and responding academic and special libraries. The LSTA five-year plan and evaluation documents are also posted on the web site. The use of LSTA funds is reported to the library community at the annual meetings of the West Virginia Library Association. The evaluation report will be posted on the web, as well.

In the past, WVLC has shared performance metrics with other states only in indirect ways (primarily annual statistics at the library level provided to IMLS for compilation of national library statistics).

However, moving forward, WVLC should align itself with regional and national cooperative efforts to identify a shared set of outcome measures. IMLS' "Measuring Success" initiative may prove very helpful in this regard.

2. *How can the performance data collected and analyzed to date be used to identify benchmarks in the upcoming five-year plan?*

Although the development of outcome measures is important, output measures certainly have value as well. Statistics reported in this evaluation as well as data gathered through the web survey can be mined for potential baseline measures that can be used in the development of benchmarks as we move into the next LSTA Plan.

3. *What key lessons has the Agency learned about using outcome-based evaluation that other states could benefit from knowing? Include what worked and what should be changed.*

West Virginia's experience with outcome-based evaluation has not been extensive because of the nature of the programs that have been undertaken. Since WVLC is no longer offering sub-grants, the SLAA and not the sub-recipients will take on the primary responsibility for the design and implementation of the evaluation of projects. This will be difficult in the current funding environment.

One possible answer to this conundrum may be found in multi-state, regional and national cooperative efforts instead of attempts to develop measures internally. The work of IMLS to identify similar programs (online databases, library for the blind, etc.) and to create logic maps and results chains (the "Measuring Success" initiative) is a helpful step in this direction. Shared efforts are more likely to produce outcome-based evidence of the significance of LSTA funding on the lives of real people. West Virginia should be an active participant in these efforts.

IMLS Optional Prospective Questions

1. *What are the major challenges and opportunities that the West Virginia Library Commission and its partners can address to make outcome-based data more useful to federal and state policy makers as well as other stakeholders?*

Design evaluation protocols, perhaps with assistance from a trained evaluator, and make sure evaluation instruments are put in place during the next round of funding, so that progress toward outcomes identified in the state plan can be documented, especially those related to statewide initiatives on which the largest percentage of LSTA funding is spent. Logic models developed by State Library Agencies through the facilitation of IMLS may be helpful in beginning the process. The Commission should ensure that every staff member is comfortable with outcome-based evaluation design and that it is implemented to some extent in every program regardless of whether or not the program is funded with LSTA dollars.

Develop a "dashboard" for reporting data on a regular basis (daily/weekly/monthly), so that data is consistent and complete for each year and is immediately available to policy makers, program planners, and participants in West Virginia. The goal is to make data readily available for state-level and local decision making, rather than to merely report it at the end of each year or five-year LSTA planning period.

2. *Based on the findings from the evaluation, include recommendations for justifying the continuation, expansion, and/or adoption of promising programs in the next five-year plan.*

Continue:

- Statewide Library Network, taking advantage of BTOP opportunities to increase bandwidth, and tackling the integration of consortia catalogs into an easy-to-use statewide catalog or other discovery tool.
- Statewide Database Subscriptions. Review usage statistics and involve local libraries in assessing which databases to add/continue/remove and implementing promotional strategies to increase use. Work with vendors to gather feedback from end users to determine satisfaction with usability and content.
- Library Consortia Support, primarily support for technical infrastructure that allows consortia to continue to provide user-friendly, responsive integrated library systems for affiliate libraries.

Continue, with improvements:

- Services to the Blind, paying close attention to increasing availability of downloadable content and the changing/emerging service model that develops.
- Adult Services, targeting a few specific high-yield initiatives. Work to identify potential models of staff competencies and skills that can be used to develop a highly targeted curriculum for staff development. The evaluators recommend focusing on building local capacity, rather than sponsoring events at the state level. Set objectives and carefully document outcomes.
- Youth Services, similarly targeting a few high-impact initiatives, setting achievable objectives and measuring outcomes. Again, evaluators recommend a capacity-building focus, where the objective is to create local librarians with the knowledge, skills, and abilities to provide quality services to children, teens, parents, and caregivers.

Add:

- Support for introducing downloadable formats. Support might include training, matching funds for consortial subscriptions, or direct investment in statewide licenses. In any case, the Commission should require matching funds from local libraries to assure buy-in from decision-makers and to leverage limited LSTA funding.
- If a statewide catalog or discovery tool is implemented, anticipate vastly increased interlibrary loan activity, and plan to coordinate statewide courier delivery. If LSTA or state funding is available for incentives, local libraries should be able to contribute funding they would have spent for postage and still experience a savings.

3. Based on the findings from the evaluation, include recommendations for justifying potential cuts and/or elimination of programs in the next five-year plan.

Discontinue:

- Sub-grants, unless they directly support local capacity development. Local libraries should have to describe how the LSTA investment will make a long-lasting improvement in local services and should contribute matching funding, so that local trustees and elected officials understand and carry out their obligations to fund library services. For example, following successful completion of staff development related to implementing an early literacy program, where a staff member (or team) from a local library has studied the best practice research, designed a program, and developed an evaluation strategy, a sub-grant might be awarded to partially cover the costs of purchasing special equipment or materials. In accepting the grant, the local library would be committing itself to implementing the program and reporting results.

COSTS ASSOCIATED WITH THIS EVALUATION

• Cost of contract with evaluator	\$ 19,200
• Internal (SLAA) cost estimate	<u>\$ 1,000</u>
	\$ 20,200

Appendix A: West Virginia Focus Group Report

Three focus group discussions were held: one at the Raleigh County Library in Beckley, one at the Beckley County Public Library in Martinsburg, and one at the Parkersburg and Wood County Library in Parkersburg. A total of 26 people participated in the sessions.

Raleigh County Library, Beckley 1/26

There were 11 participants in this session.

Which LSTA programs have had the greatest impact on your library?

If it wasn't for network services and e-rate, we simply wouldn't have Internet access.

There are a few people in our area with DSL. Lots of people don't have broadband access even if they could afford it.

Network services: being able to call and have someone restore our system remotely.

They've (Network Services) done a good job of standardization. Because the configuration of the computers is the same, they can fix things far more efficiently.

The remote access saves a lot of needless trips to the library. Sometimes they'll have us do something simple and then they tell us to call them back in a few minutes. When we do, they have us restart the computers and they're fixed.

I attended a Gates conference; we were the only one with a statewide technology support system. Majority of us do everything; we may have to fix the plumbing but at least we don't have to fix the computers!

Network Services does make it possible for us to have computers.

We wouldn't have internet because of the basic connectivity cost.

Consortia wouldn't exist... Mountain Library Network (MLN), NorLN

LSTA support helps with interlibrary loans through supporting the networks.

The consortia enable the libraries to find and share resources.

West Virginia doesn't have a courier system; we need a courier system.

You may get a happier view from MLN over some of the others. Things are working well here.

The Osteopathic school looking at coming into MLN

The databases are also important.

Great for the students; our library doesn't have many magazines. It would be almost impossible for students to do research in our library without the databases.

EBSCO Host and Learning Express are the two things that are used the most in my library.

We wouldn't be able to afford any databases.

They do a good job of choosing the databases.

INFODEPOT (the portal providing access to the databases and other resources) would never have happened without LSTA.

Support for upgrading servers at the consortia is also important. We'd fall behind immediately if this support wasn't there to keep us somewhat current.

The support for the summer reading program is also essential.

Joining the cooperative was a big and positive change.
We spend less and get more. The packets are great. Planning time was cut to 1/3 of what it was.
Our library is lucky; we could probably still do children's programming and the summer program without LSTA support.
Book groups have taken off like crazy because of the collections provided by the State.
I couldn't serve the blind population if they (Library for the Blind) didn't do it.

There are some things that we don't have that we really need.
Not everybody can get an upgrade to their server. The State is pretty limited in terms of who can get the help. Library has to be in a consortium.
We also need a courier system.
We don't really have a Statewide ILL system; it's sort of pieced together.
We need to get the fiber broadband (part of BTOP) in and running.
I know that LSTA can't help us with this, but there are lots of libraries that need help with their facilities.
We need e-books and audio books... it's too bad the State didn't do that (e-books) as a consortium.
I am circulating more e-books than the circulation in four of our branches – e-books are essentially one of our biggest branches.
Technology changes quicker than we can keep up with it.
It's hard to find money for continuing education.
WVLC and WVLA both do some of the continuing education, but it generally misses the mark.

Staff Development?

We need staff development for front line workers. We need to be able to set up webinars and interactive programs that are combined with a 'live' event.
We can't afford to send staff to conference.
I end up doing staff development for customer service locally rather than a coordinated approach.
We had a shared staff development effort in the State, but the WVLC people just keep rehashing the same old stuff.
Barely a month goes by where I'm not digging around trying to find money for training.
I think that it's a waste of money to go to a resort for some program. (Someone countered "That's how you get trustees!")
What I think would be a good idea would be to identify a core set of skills, then fund it.
We're still struggling with CEUs.
Some other States have certification.
We have huge turnover as well... We constantly hear, "They don't pay me enough to do that."

I like the webinars, but it's still hard to find the one or two hours of time to do it; we're so busy. But the webinars are good because at least you don't waste time traveling.
Some who need the most training are least likely to use high tech though. Webinars are very hard for folks who just aren't comfortable with the technology.
MLN has taken over much of the continuing education.
We need a more organized, coordinated approach to continuing education. Organizing staff development through the service centers or from the consortia would be fine, but there needs to be the money for it.
I would rather hire from outside than do it (CE) in house (from WVLC). You can get some new ideas from the people from the outside. The Commission's programs are really stale.

If I had to rank continuing education efforts against Network Services, I'd take Network Services every time.

Final say? Anything else you'd like to add?

Network Services is most important; it's important to have someone to call.

Network Services is top priority; without it things wouldn't work well. Training is important because it affects the patrons.

Network Services—we'd be in the dark ages without them.

Learning Express has a section that teaches Excel. We need to use some of the resources that we already have access to better.

Network Services

They were smart enough to divide things into regions.

Our technology support person knows our buildings really well. You're on the phone and they'll tell you to go to the closet and look at the box half way up the wall on the right and do "x." They really know how our internal network is put together.

That's because in many cases, they installed the network in the first place.

For me it's probably staff training; very few of my 42 staff members are computer literate (from a relatively new director). Getting the staff I inherited up to speed is critically important.

I don't want to lose important programs we have, but we do need to do e-readers, downloadables.

We've talked a lot about Network Services; it's a reflection of how technology has impacted libraries.

Information literacy is important to the future of WV; that to me needs to be incorporated into the training.

Most of my staff didn't know what they can get on Google Books... things like Life Magazine.

It wasn't mentioned, but we do a horrible job of advertising our library.

If we could do with something less, it would be probably be a few less State consultants. The consultants need to be more proactive. They need to advertise what they do.

They're reorganizing and have had a lot of turnover/vacancies. I really don't know who they help.

I know we can't all get sent to ALA, but they should go and bring back the information.

I go to the Innovative Users Group. They (WVLC) should have someone there.

Martinsburg—Berkeley County Public Library

1/27

There were 3 participants at this session.

Which LSTA-funded programs (or jointly-supported - State and Federal dollars) have had a significant impact on your library?

I represent one of the nine libraries with dedicated funding so we're in better shape than most. For most area libraries, the biggest impact of LSTA is Network Services; for us it's the databases.

We've got a 60% poverty rate in Morgan County. As times got worse, things got busier. We have doubled our video circulation because the video store in town closed. We have six internet computers and they're always full. With about 36,000 circulation/year, our biggest need is space. Videos have been big.

We need e-books; more and more people are asking for them. The Commission dropped the ball by not starting a consortium on their own. There have been lots of hard feelings because the WVLC belongs to one of the groups and ignores the others. They should have taken the lead on this from the start.

We're getting six new computers, but they're not being paid for by LSTA. We have a lot of community support, not taxes, but individuals.

If it wasn't for LSTA, all of the technology would have to be paid locally; we'd have to do a lot of fund raising.

We'd make it OK without LSTA, but most of the other libraries wouldn't make it.

Shepherdstown probably would do OK too; but probably not the others.

Paw Paw would go back to a standalone library and would likely continue to exist, but the other five libraries are even poorer and might not make it.

Broadband access in the area is mixed.

Technology support in the Eastern panhandle has been an issue.

We had bad technicians for four or five years and there were gaps when we had almost nothing.

WVLC doesn't supply cell phones for their technicians. This is crazy. When the technicians are on the road, they sometimes drive right by a library that needs assistance because they don't know about it.

Kanawha has a technician in-house. We've got a whole bunch of libraries out here that share spotty, inadequate service.

The current technician assigned to us is much better.

We have been on our own. Our perception is that in the rest of the State the technicians take care of some of the ILS issues as well as just the general network. They won't touch our ILS.

Tina is doing a fantastic job for us.

Charleston does tend to cut us off. It's not just WVLC. It's like we live in a different world out here and all State services tend to be marginal.

I agree. It's the culture of Charleston; powerbase is in the southern part of the State. It's the same thing with other agencies.

We usually don't do their summer reading. We find it's too general.

We used to write grants to get special programs, but we don't get much of that anymore.

They don't perceive that the needs are as great out here.

Even the book establishment grants aren't treated equally. We opened a new library in North Berkeley and we may never see our full \$10,000.

They're (WVLC) putting some of their money into dying libraries.

A county like Clay County just doesn't have the money to make the State match. It's a slow death; the State formula is gradually bleeding them to death.

J.D. (former State Librarian) came and told them “you’re going to have to get your money.” It was honest (he doesn’t control the law), but for some it’s impossible.

None of the other programs have local funding in the poor areas either. It’s not like a county can switch their dollars from something else to pick up libraries. They don’t have the money in the first place. It worries me that there’s not enough transparency in State funding. You’d almost have to set up dedicated State funding for the poor counties to get around this issue. It’s bigger than an LSTA issue.

Part of our five-year plan was to teach libraries to be advocates; I haven’t seen any evidence of that. There are two programs/year: Flatwoods and the WVA — the training doesn’t really get to us in the Eastern panhandle.

We’re closer to Maryland, Virginia, and Pennsylvania than we are to West Virginia. I would like to go to continuing education in other states and have WVLC compensate for it somehow. Maybe an agreement with those States?

Future priorities?

I know they (WVLC) have federal guidelines for how they can use their LSTA money, but the libraries can barely serve their basic population, so the State needs to do outreach. They also need to continue to serve special needs populations (blind). We couldn’t do that.

Job stuff should be a priority moving forward. We need more computers to look for jobs, do resumes, etc.

WVLC had the libraries dependent on them for the backbone and the computers.

We need a different, better, ILL system; we need an ILL system to link the consortia.

What we have is antiquated.

The other thing I’d do is increase the transparency in how funds are allocated.

Continuing education needs to be brought to the people; money for speakers, online opportunities.

Some of the people they’ve (WVLC) hired don’t have a public library background even. They really don’t understand what happens on the front line. They’re good on theory, but they don’t know how to apply it to practice. They ask us what we want in the way of continuing education so we tell them. They say, “Well we can’t do that but how about this. Then they do the same old thing that they did a couple of years before!”

Here’s my assessment: we need databases, the backbone, and the consortia, but we need better service on all three of these. You always have the same people applying for the grants.

We need training sessions for the libraries to tell them what the auditors want; we need training here. Let’s be more specific on training. We need a set curriculum for front line workers: basic skills training. It was the service centers that developed the standards/guidelines.

Karen used to do a great job at the reference desk; now people often don’t get an answer if they call there. You don’t get notification at the service centers that you’re going to be down for maintenance; things just shut down.

If I could have one thing that I can’t afford...I would like to be able to transport some materials out to some of the remote areas.

Final Comments? Anything else you'd like to say?

Most of the people at the Commission haven't been in libraries. They don't know what it's like not to have the money. They have the theory, but don't know the practice.

I used to run into the same thing when I was an assistant principal. People writing the rules hadn't been in a high school for 20 years. Libraries are very important to our communities. We need a way of doing it that achieves equitable service.

If WVLC is going to require libraries to get local funding, they're going to have to teach us how. But who could teach us, if they don't know how there either? The current plan has lofty goals, but they haven't followed through. Marketing skills... haven't seen much.

Here's an example of a program — "How we built our building." The program was: "We went to the Greenbriar library to help us." Almost nobody else has a Greenbriar nearby. That doesn't help us. WVLA folks need to get into the libraries and really see what happens. It would take them out of their comfort level.

Parkersburg & Wood County Library

1/30

There were 12 participants in this session.

What LSTA-funded service or services has/have the greatest impact on your library?

We couldn't offer the Internet if it wasn't for the State network.

I say no on the network, we don't use.

Because of the state of the network, we're half way in between. The network itself isn't very good. It's slow! So we're always trying to figure out whether we should stay with the State network or go it on our own.

IT support—getting the help from Network Services is important.

Database subscriptions are important to us; we don't have the money to pay for extras.

We're a little more fortunate. We are buying some (databases) on our own. Genealogy and Mango are huge (we're paying with our local funds).

Top Services?

Network—positive and negative thing (we have a good technician).

Databases

Talking Books (Parkersburg serves eight counties as a sub-regional.) We couldn't do this alone. We depend on support from WVLC.

We have an excellent technician at this point.

This is the frustrating part: some have great technicians and some have had problems with technicians.

State network is slow... do I leave, do I go? It would cost me to go but I'd get much faster access.

Support for the consortia is a good thing. It's the only way we have to keep up.

You highlighted a problem that I haven't figured out. Why is there support for some consortia and not for others? We don't get LSTA support for replacement servers, etc.

Money should be able to go to any library that is operating a system to share resources.
It seems like you're picked and chosen for favors.

We're an independent and support our own.
The LSTA funding has come and gone. It's not completely dependable for us either.
We were fortunate in our group (MLN).

Morgantown has an issue: sometimes when you're using the circulation system, you can have up to a 17 second lag before a response---it's really slow!
Serious issue is the state of the State network. It's poor—slow, not enough bandwidth.
Our city is now on fiber optic and I have access.
Most of the libraries couldn't afford that.
I enjoy the technical support; smaller libraries couldn't afford to pay for the kind of support that we get from Network Services
On the whole, Network Services is good.
Our area went without a technician for a while.
Once in a while we get "I can't come because my mileage budget is gone."

I have one technician (locally paid) serving four buildings.
Some libraries simply couldn't afford that kind of support.
The network is pretty good for us; we're generally satisfied.
I don't have a huge issue with LSTA going to pay for that.
Lately I've noticed that my server is shutting down more often. I'm not sure if it's a connection problem.
Aging network? At some point soon we're going to need a major upgrade!

I understand that some libraries can't afford basic connections, but it bothers me to spend LSTA money on basic needs. LSTA should be seed money— it's to build something and then support it with State and local funds.
Getting a good tech person and keeping them costs money. That's been a problem. The State doesn't pay well enough to keep some of the good people very long.
I agree. LSTA should be seed money.
I love being able to hear the perspectives of the other libraries. Switching to using the money only as seed money would be like throwing out the baby with the bathwater. A few libraries might be able to do neat things, but the rest of us wouldn't have computers that work or that were connected to the internet.
I still think that we're stuck in a rut! I understand what you're saying, but we need to go back to the State for more money to support a decent network. The State and not LSTA should be paying for this.
It's basic.

Local money is not forthcoming in our area. Our city never gives us any money.
I am concerned that the money is now locked down into a couple of basic programs.
I disagree that its "locking it down." It makes it easier to support in Congress if LSTA is used for a few basic things that Congress can understand. I think we're in a lot better shape saying we use it to support internet access than we are saying I was able to do a nifty teen program.
If you had lots of little mini-grants, you don't have the BIG story to tell.
The problem is that it's ALL tied down to an essential service.

I'm not saying that the libraries don't need the service; I'm saying we need to find another way to pay for it.

When the State cut \$340,000 from Network Services, they moved Network Services to LSTA. What were they going to do, shut down the whole thing?

I feel that if these are essential services, we need to fight for the dollars.

I don't want the network to be tied to one source of funding; we need to fight to get it back.

What about the databases? Are they an important priority?

Usage isn't as high as it should be, but we do use EBSCO.

We don't use them as well as we should, but they do get used.

Heritage Quest and Ancestry.com, we pay for ourselves.

It's different logging people into the State databases; you can't put in the login just once.

The Commission doesn't always tell us about the changes.

We need/want more input on what they license.

Some aren't friendly for the 5th graders; nothing is user friendly for the small kids.

They should do more with the children.

I don't think the databases are used that well anywhere in the country.

Collaborative summer reading program?

The amount that we pay returns many times over; the consortium summer reading makes a difference; it's professional people doing it.

I don't use it at all. We do our own.

Continuing education?

We have had the Library Commission come in to do the continuing education. Their programs don't charge. They're willing to come, but they want to do the same thing over and over again. Sometimes I think they forget that they've already done a program at a site and they end up doing it again for mostly the same people! Not good!

We need to start from scratch. My library is a member of LYRASIS and some of their webinars are excellent. Maybe we should all be buying into something like that.

I like the webinars. I would like it if we could do more.

We have a love/hate relationship with the Commission. You get a good person and a bad person. We avoid some of the Commission staff; some programs that they do is a joke.

I would like to see more of a SKYPE kind of thing. We can't afford the travel. And, you lose staff for travel time too.

Final say?

Stay with Network Services; there are personnel issues on lots of things, but the program is absolutely needed. The State has the ability to get a bigger bang for the buck.

Databases—need to refine what we have (not the money...it's what we are getting).

We need the network and we have a good technician; need more certainty in terms of speed, outages, etc. We need a more reliable network.

We need to refine what databases we have.

Statewide network is important, but it needs to be upgraded. We need continuing education, but we're not getting what we need. We need a more structured approach that addresses the core competencies needed by staff.

Our use of the databases goes up and down. The students say they're hard to use.

I don't agree. Once you show them how and give them a cheat-sheet that explains how to access them, they can do just fine on their own.

Local support is important; the Feds don't have the money; we're going to be faced with bigger cuts in the near future and we need to prepare ourselves for that.

There are lots of problems with the network, but it's absolutely essential. I like being able to look at the holdings of other libraries.

I like the summer reading manual.

As a student, I hated using databases.

We really need to push for the State Grants in Aid; the State needs to pick it (the network) up.

Review the databases; we don't use adult services or children's services support. We need the network services, but ...

Summer Reading program is most important; we don't use the databases much. We pay for the AWE program ourselves.

I understand that a lot of libraries need network services. (We get city IT). However, the way it is doesn't seem to be a plan for the future. Libraries are being treated like third class citizens.

Databases are a serious issue: they're too hard to get on and aren't friendly. If we're going to spend that kind of money on them, they have to be made more user-friendly.

Continuing education is OK, but it needs to be more visionary.

I agree with a lot that has been said. I'm terrified that a core service is tied to soft money.

Could we be headed to a statewide connectivity future?

Databases need to be looked at in terms of which databases are offered.

The network needs some serious upgrading.

Consortia have been told to do it our way or we won't support it!

Vision is needed; we need better planning and better implementation. We need to be part of that change.

Appendix B: Interview Summary

Eleven individuals identified by the West Virginia Library Commission staff were interviewed via telephone. The purpose of the interviews was to provide background information for the consultants and to gain the perspectives of West Virginia librarians and supporters regarding the impact of LSTA funding in Virginia. A list of those interviewed follows the compilation of the key points made in those interviews.

Which of the LSTA funded programs/initiatives have had the greatest impact in West Virginia?

The statewide network: there's very limited high speed here; we're very rural, but our computer use is high. We're very dependent on the network. We haven't gotten any local (competitive) grants.

The Technology Network is the biggest. Because libraries here are so small and local funding is horrible, they wouldn't be able to do without outside support. WV is low on home internet access. All the public libraries participate in internet; some aren't in the catalog. Some libraries chose to stay with their in-house or smaller systems. Two county systems came into the network in the last few years. They saw the advantage of being in the bigger system, better access for their patrons.

The databases and the network help with resources. People in public libraries might say competitive grants are better/have greater impact. But they might not see the bigger picture. Competitive grants often have a dramatic effect because there are no other funds locally. Many of our libraries here in WV developed from state support or the local women's club.

Databases—all schools on their options list link to the WV Info Depot. It's the starting point for research at elementary, middle and high schools.

We are in a blue collar area of the state. There are two local colleges with libraries. We don't have the money for downloadables. We're doing OK, holding our own, but the downloadables are important for students. The County Commissioners made us pay for our insurance, so we had to cut back on other things. We may have to cut staff. We are grateful for LSTA—the T-1 lines. We are proud of the consortium with Millennium. Very pleased we can connect.

Databases—we make a lot of use of them; we're not part of the state network and support for ILS. The state network is really slow.

The statewide network pays subscriptions costs with SIRSI for my library. It keeps all libraries connected. Without LSTA smaller libraries wouldn't be connected. Secondly, the databases. They're important to public, school, and academic libraries. They're broader than just public libraries. Monica at Marshall University says the database support is very helpful to their institution. Without LSTA my library would have some databases, but LSTA allows me use our operating money elsewhere. I look at the network as a partnership. They pay and we reimburse them; lets us do so much more than we could do alone.

Lots of libraries wouldn't have internet access without LSTA. The shared network and the databases are essential. In WV about half of the homes are without internet access; people have to go to the public library to use it.

Two things: the statewide network is one. With the lack of local funds across the state, many libraries wouldn't have internet without the network. We use it for ILL, ideas for programs, etc. The expense for us would be huge without the network.

For us the databases are top priority (her second item). We could do the network on our own. We pulled our public computers off the network because it was so slow. Staff is still on the webnet side, which the Commission supports, but we're considering going off that too.

The databases are critical for us. Learning Express and Workforce are big for us. It's free from the State so we don't think about it much.

Wireless did/does help us; expands the number of computers people can use at the same time. Our branches have wireless too.

I liked it better when there were competitive grants. We had a grant for the affiliates to get websites. Four out of the five did it and are happy. Things are updated regularly. We also did a grant for CDs. The competitive grants are very useful as "discretionary money." With less money we've all fallen back to focusing on just statewide projects.

At this institution the databases are biggest. We couldn't replace them ourselves. We'd have to double our expenditures to replace what's on the statewide EBSCO. They're an incredible benefit for us. They let us buy other things. Dealing with staff in training and events, that's valuable to us. A quick call to Karen or Heather and we get any help (advice) we need. The Commission is very supportive. And the databases are important here.

The licensing of the databases is important; we're the envy of our higher education institutions. The conundrum is that the databases at the Department of Education aren't compatible with the higher education WV network. The platforms don't match. So, having libraries in the statewide effort is good.

What specific improvements or advances have taken place in the last five years that are attributable to LSTA?

A wider variety of people come to the library because of the internet here. We have 10 public computers and wireless in the library. We get students, business people who work from the library one day a week. Without LSTA support we wouldn't have seen the growth in library visits, circulation and community support.

Library consortia wouldn't have happened; they received state funding, but that wouldn't have been enough. LSTA let us reach out to all the public libraries. Also LSTA was used for the databases. Libraries with four magazine subscriptions and local donations went to 2,000 magazines on EBSCO. The LSTA funded databases have been there since the late 1990s. We had the vision of full digital libraries, but \$1.4 million (LSTA allotment) won't do that.

There's been a shift in reorganization of the Commission staff. The library development group was created and they're out in the field exhorting librarians. Ten years ago there were no funds for that.

The Network—every library in WV has internet and people are waiting in line to use it.

I assume the posters, flyers, and handouts and training for the databases are paid with LSTA. Things like how to use the services/electronic resources. The Learning Express libraries offered training on this last spring. Students use that database for careers, test preparation.

LSTA is crucial in the down economy. Industries are leaving here and people who are under employed or unemployed come in to use our computers and software. They access the databases that are helpful to them. LSTA is a lifeline for us.

Small libraries wouldn't have telecommunications if there weren't LSTA funds. We'd be further behind than we are. LSTA provides a professional back up to small libraries. We benefit from the funds for studies. The Library Commission has been responsive to our requests.

Network services and the selection of the databases have been improved. That's very helpful, saves us time and money. Some of the smaller grants—Center for the Book: we put on a book festival every other year and bring in authors. We do that with libraries in Kentucky and Ohio. It's only \$5,000, but it helps a lot. We also get Humanities Council grants. Getting Center for the Book grants from LSTA funds lets us make a better impression with the Humanities Council.

The databases are wonderful. The Library Commission years ago decided to offer the databases; the cost for individual libraries would be steep without the Commission's help. The fact that they're shared reduces the price and frees up local funds for other things. And, internet access is attributable to LSTA.

User-friendly webpages are a direct result of LSTA funds. Learning Express and the databases clearly impact local patrons. The sample tests in Learning Express are used by kids preparing for tests like SAT, and they don't have to pay for the practice tests. Job Accelerator is used for finding out what you'd be good at, and the resume writing part is heavily used.

We did a book fair in this area, had mystery writers Coben and Scottelinni here.

The backbone is critical, but for us the databases and the program grants have opened the world to our patrons. Libraries need the extra oomph that LSTA can provide. It can let us do programs that change people's thoughts and ideas. We do programs at the Boys and Girls club too, but not as many as when we had discretionary funds from the Commission from the LSTA competitive grants.

Are there specific changes in how LSTA funds are expended that you think are appropriate given the overall low level of funding for public libraries?

No—the local community should be responsible for the operating budget. Just paying a salary doesn't advance library service in a community.

We were extremely fortunate in that the legislature and the budget office, even when the governor wanted to cut, understood maintenance of effort. They didn't increase the funding, but they didn't cut it either.

What could LSTA be used for? The state needs construction money. Many of the libraries were intended as the first version, not the permanent one. Everybody with an initiative wants to put technology in...Gates, for example. The planets aligned and the WV state governor came up with the money to do the databases, etc. All that came at the same time. Construction, however, was zeroed out. We appreciate the technology money, but we have to maintain facilities too. Many libraries are too small to put more computers in, even though they're needed. The broadband initiative—unless someone can do the maintenance funds to put fiber in, they have to have additional money, not all in technology.

People here would say construction, but no extra funds for programming because we need a new roof. People ask, should the commission pay for the network? But, if not, who would do that? The feds have criticized WV for being slow. Every dime in the state support for libraries comes from the lottery. I'm concerned about that in the long run. Having one pot funding is dangerous.

Can't say...have added e-books; I personally use those. The databases are really big for us; we had a few before, but we dropped those when the Library Commission started offering databases. Ours weren't as robust as what the Commission offers.

I would like LSTA funding for downloadables; would like to use LSTA for that so we can keep up with better funded libraries. LSTA could fund new gadgets that are beneficial for students and business people. The faster network is wonderful.

I am struggling with that question. Three libraries in the state are establishing e-book collections; the State library should have been out in front on that and should have formed a consortium. I don't begrudge the money tied up in the network, but that money is where the flexibility would come from if we were to change directions/priorities/new initiatives.

One of best things IMLS has done was a grant to the University of Kentucky, Bridging the Gap. Money goes to people in the region to go to BA or Associate degree programs. That will have a long term impact. (NOTE: this isn't LSTA funding) Last fall the librarian at Logan left; her replacement had no library experience. It's hard to train someone who knows nothing. That librarian has been accepted into the Bridge the Gap program. That program will have a huge impact. Having money (LSTA) available for getting an MLS would be helpful. Forty years ago, they did have that funding through the Library Commission.

Personally, I think you shouldn't use LSTA for everyday expenses because they're not perpetual. But, programs that benefit the entire state are a good use for the LSTA funds. There used to be construction funds. Our buildings are aging and need renovation so that there can be internet access. We have been talking to our federal and state legislators about the need for construction money. We want to use state funds as seed money to get the federal level to add money for construction. Our representatives are pro library. We've been talking to our Congressmen and Senators for about four years now about construction money. They have reinstated money in the past. I'm hopeful.

I'd do competitive grants. There hasn't been the expectation that the grant applications have to be great or well written. Applying for the grants does require/force you to focus. I'm concerned that the Commission's continued support for the backbone will become an entitlement. Everybody should have

to pay something. Money from the backbone could be used then for competitive grants. Small libraries don't even recognize that the infrastructure is there.

We get an incredible bang for the buck. The databases relieve libraries of negotiating and paying individually for the databases. We've never had major funding in WV for libraries, so we couldn't cut as much as libraries in Ohio. The technology that the Commission has sent to small rural libraries is important—internet, etc. There's literally no support locally for that.

To what extent has West Virginia's implementation of the program furthered the purposes of improving access, increasing resource sharing, reaching out to individuals with special needs, and building strategic partnerships?

Access—greatly!! Without network support many libraries would be without internet.

Resource sharing—we meet that too; the consortium support fits there. (She was there before the consortium started; “don't know how we did it...the old system was so cumbersome.”)

Special needs—not sure of specifics on that. We have some patrons who use LBPH, but I can't quantify their use. I think they'd tell me if they were dissatisfied.

Strategic partnerships—that goes back to the support we get from the consortium and network.

Cooperatives and partners—libraries asked for a children's specialist at the state library (also needed a literacy person). Small libraries couldn't do program development. So, the state took leadership—in summer reading, e.g., that took the burden off local libraries. Some larger libraries have a children's specialist and they have worked with the state library to develop the children's programs.

Other partners—AARP, Diabetes organization—bring programs (and resources) into libraries. Diabetes Foundation put updated materials in libraries. The state library gave them a list, said here are where the libraries are... Adult programs are harder to do than children's programs.

I'm not well versed on special needs; the State does LBPH. Partnerships—Job Seekers provide libraries with tools and training; not sure how those are being used.

We have a LBPH subregional here; we pay the person, but all the materials come from the Library Commission. We wouldn't have that person without the Library Commission. Partnerships are important. We just started a consortium for audio and e-books; you can do so much more working through a consortium.

Center for the Book—Ohio River Festival of Books—that's a big partnership (but we do most of the work!). The last time we spread it over a week; that allowed us to take authors to schools. The librarians at the Museum of Art, the Southern Ohio University and the Ashland Community and Technical College worked with us on it.

LSTA can fund things when people have reservations about starting something new...it means the funds are there to try things.

LBPH does a wonderful job for special needs people. The consortium is a good example of partnerships. The Commission does an excellent job.

Anything else? Other ideas or comments you'd like to share?

We make great use of the consortium, the network, and the databases. My tiny library wouldn't have EBSCO, but my patrons use those all the time. The high school and middle school do have libraries, but most schools in the area don't have libraries.

There has to be flexibility within the states. West Virginia is not Connecticut! The core programs, yes, share electronic resources, for example. But the question is, how does a state implement that? There has to be some ability for states to tweak how they deliver services. The feds should hold states responsible, but allow some flexibility in how things are done. The infamous interpretation of continuing education is an example...continuing education for trustees is critical and 2/3 of the librarians in WV are without training.

The LBPH and special services move to digital is great. That population (of users) is very supportive of the commission. The state library does a good job with that program.

We do get book grants, could those be broadened to include downloadables? It costs \$4,000 for OverDrive, the price has gone down... The WV Library Commission is great; they send emails, letters, etc. to be sure we're aware of LSTA funds.

"I have only positive things to say about the Library Commission. JD and Karen are marvelous."

Process of LSTA— very little information about LSTA funding and projects goes out. Biggest issue is lack of local funding.

The greatest need related to the databases is teaching our staff how to use them. "Older" staff need training on newer things—gadgets, technological change; it's hard to keep up. Training is really, really important. Sometimes libraries don't have the money to send people for training or the technology in house to do it. We appreciate LSTA; it lets us do so much more. We wouldn't fold up without it, but it lets us be more venturesome.

We couldn't do without LSTA.

The Library Commission has to appease the legislature too; this is very much a top down state. The legislature rules! When the State decides to do things differently, then LSTA funds get channeled to support things, to replace the diminishing state support. The state legislature diverts money too easily. Some of the consultants at the state library that David P. hired weren't very good. They were hired with LSTA funds and were outsiders who worked for less than knowledgeable insiders would have required. The new consultants on the staff didn't know the state. Some have since retired, but some of them are still there. My peeve is that they had no library experience.

The Library Commission has always been there as a support for me....J.D. and Karen. They work with the legislature to provide technology for WV libraries. They do an amazing job.

LSTA is "not chump change."

Technology is important. This is a rural state with schools closing and libraries are the only access points in many communities. Technology is tremendously important; my answer to the naysayers about not needing library buildings is that communities need libraries to access technology. Broadband comes just to the door. Staff will have to get it through the door and guide people in the use of technology. It's just a frustrating toy without the librarians.

The county commissioners don't appreciate libraries as much as we'd like. The county commissioners and the county school boards have been restrained with the threat of liabilities related to retirements. There's been a movement to move that program to the state level. It might loosen local dollars for libraries.

It's always good to have a pot of money from the feds that gives people confidence in continuing programs that help them. LSTA is essential. I like the latitude in the program, fitting it to state needs.

Interviewees

John Adkins, Director, Schoenbaum Library, University of Charleston
Mary Beckelheimer, Technology Coordinator, Putnam County Schools
Pam Coyle, Director, Martinsberg-Berkeley County Public Library
Alan Englebert, Director, Kanawha County Public Library
Kay Goodwin, West Virginia Secretary of Education and the Arts
Betty Gunnoe, Chair, WV Library Commission
Dr. Charles Julian, Member, WV Library Commission
Sarah Palfrey, Director, Summersville Public Library
Judy Rule, Director, Cabell County Public Library
J.D. Waggoner, retired Secretary, West Virginia Library Commission
Mary Kay Wallace, Director, Brooke County Public Library

Appendix C: Web-Based Survey Summary

1. On a scale of 1 to 5 with 1 representing "No/Very Low Impact" and 5 representing "Very High Impact," please rate the degree to which each of the following programs has a positive impact on library services in YOUR library. (Please select "0 - Don't Know/Can't Rate" if you are unaware of the program or lack the information needed to rate the service.)

	0 - Don't Know/Can't Rate	1 - No/Very Low Impact	2	3 - Moderate Impact	4	5 - Very High Impact	Total
Statewide database licensing	4.0% 2	2.0% 1	6.0% 3	22.0% 11	14.0% 7	52.0% 26	100% 50
Children's/Youth services consulting and training	10.0% 5	12.0% 6	16.0% 8	26.0% 13	22.0% 11	14.0% 7	100% 50
Continuing education for library staff	8.2% 4	8.2% 4	10.2% 5	24.5% 12	18.4% 9	30.6% 15	100% 49
Library consortia support (Technology upgrades)	2.0% 1	6.0% 3	2.0% 1	4.0% 2	20.0% 10	66.0% 33	100% 50
Statewide Library Network support (Internet access and technology support for local libraries)	0.0% 0	8.0% 4	0.0% 0	2.0% 1	8.0% 4	82.0% 41	100% 50
Adult services consulting and training	8.0% 4	16.0% 8	8.0% 4	38.0% 19	20.0% 10	10.0% 5	100% 50
Special Services Library support	18.0% 9	8.0% 4	8.0% 4	30.0% 15	24.0% 12	12.0% 6	100% 50

2. Briefly tell us about the impact that your highest ranked service or services has had in YOUR library.

Count	Response
1	By having InfoDepot for our patrons, it has been a huge asset for our library.
1	Couldn't afford internet access and tech support without State Library support through the LSTA
1	Internet access is critical to our small community
1	Library technology service is greatly needed at the library...
1	Statewide databases get some usage.

Count	Response
1	Support is always prompt and done in a professional and timely manner.
1	We would not be able to continue with the improved service without the help.
1	Wireless internet was very helpful to our patrons
1	The constant use of our internet for education and job searches is essential in our area.
1	Internet services are a vital part of our library services. A great portion of our county does not have high speed internet services available. We see a large number of these people; but also those that cannot afford internet services that would be available.
1	Network Services is by far the most important of all of these services. It is the leading example of well used government money in supporting something at the state level, which would be next to impossible to support with the poor local funding. The excellent technical help. online databases, software support and other network services are wonderful and indispensable.
1	Technology support has been invaluable. The service technician in my library's area is very knowledgeable and responds quickly. We could never have been able to afford someone on staff to do this job.
1	The technical aspects of librarianship are challenging and expensive. Without State support for technical services, databases and the consortia, I do not know how this small rural library would be able to offer public access computers or databases such as Ebsco and Learning Express. It is equally important to our ability to purchase and maintain our computerized circulation system and on line catalog.
1	The Technology upgrades and the support we receive from the consortia is invaluable to our small library. We don't have a large staff and outside help is often need with the computers and such for our library.
1	Without the Network Techs, the Internet and our MLN System we would be in great difficulty fulfilling the needs of our patrons. Our Tech guys are the VERY BEST in not only doing their job but how they treat us when we call. They are a good example of SERVICE ORIENTED STAFF.
1	There is no way our library could afford to provide computer and internet service to our community without the statewide network. Without the consortia support we would not be able to afford cataloging and circulation software, which allows us to share our collection with patrons. The other services are nice, but without the statewide network and the consortia, they would be moot.
1	The technology services are the backbone of our ability to deliver internet service to the public. It is fantastic to have a tech person on-call instead of contacting an individual private person. Without the statewide databases the majority could not provide this type of information to the public.
1	Technology services and support as provided by the WVLC are both extremely beneficial to our library system. Service is most often conducted remotely, thus in a very timely fashion. We don't have the headaches associated with finding good IT people and finding the necessary funding to pay them. The fact that technology evolves so rapidly makes us very grateful that WVLC can keep up with new hardware; if we were solely

Count	Response
	responsible, our patrons would not have the level of technology they currently enjoy.
1	a lot of our patrons cannot afford internet access and the ability to use the internet access at our library provides opportunities the patrons may not of had otherwise
1	I benefit from Internet Access only. While I depend on the access for the library system, the slow speed and frequent disruption in service has forced me to move portions of my access needs to another carrier. Fiber access has been installed but the WVLC has no money to provide my library system with high speed access. I am currently evaluating the cost benefit of managing my own access that allows more local control and contact with my vendor. It is difficult and inefficient to use the WVLC network services to communicate an issue or need that is then passed on to our vendor.
1	The databases provide access to current information for students and citizens on a scale that could never be afforded by this public library.
1	Because Boone-Madison's Library system is so small, without the technical support and databases, and equipment provided by the WVLC, we would really be in a pinch. Network Services is always willing to help.
1	The continuing education keeps us informed and inspired. Internet access and tech support is very important to our continued use of facilities by the community.
1	Without the network support, internet access, technology upgrades and databases we would not be able to offer these services to our patrons for free.
1	Databases help a great deal by providing, Learning Express, LE Job Accelerator, EBSCO. We can help patrons with reliable database sources that google just won't find. Statewide Library Network support - Internet access and technology support for local libraries are of significant assistance. Both the databases and Network support is something this library and many others simply cannot afford. Using LSTA funds for this is huge!
1	Patrons appreciate any and all services they are able to use. Many comments have been made in pro form.
1	Our online databases, particularly Learning Express Library and the Job Accelerator are our highest ranked service. Internet access is critical.
1	Internet access, technology support and technology upgrades are so important at rural libraries where there is limited availability of fast internet access due to geographical and financial constraints. We are able to offer technologies that demand high speed internet access and have the technological support to rely on.
1	We call on internet and technology support from the West Virginia Library Commission almost weekly. In fact, we can do very little without them as our catalog, and numerous other services depend almost entirely upon computer access.
1	There are no services that the Library Commission offers that are ranked highly in our area. This area is not provided and equal funding portion of services.
1	The statewide database licensing has been very valuable to our patrons. The computers continue to grow in potential for jobs and information necessary to improve quality of life.

Count	Response
1	Databases are vital to our rural community. As a small rural library we cannot afford databases for our patrons. Internet access has a huge impact for our library. Many does not, and cannot afford a pc of their own, or Internet access in their home. High speed Internet is very limited in our county. Continuing education is very important to keep the staff updated in today's world.
1	Wireless service to the community has impacted in a higher number of people coming into the library. Not just community members, but also part-times residents and tourists.
1	The library cannot function without the technology to access data bases and the use of networked software to do check outs and cataloging. There is a high percentage of low income residents in our area. The library is their main avenue to access the internet.
1	It's very convenient for me, and for many other people -- judging by how busy the computers are -- to use the library's computers, printers, and other technology.
1	The statewide database has been very important to our library. It is used by students, elementary through college to access information that is not available in our library.
1	Continuing education for library staff gives us new ideas about services and/or programs that we could offer at our library.
1	We constantly have people using the computers and Wi-Fi. There are many in our area who do not have access to a computer except for the library. They are used for job searches and employment requirements as well as educational and recreational use.
1	All of the services discussed are very important to our libraries. The databases allow us access to information that we otherwise could not afford. The children's and adult services consultants help us avoid costly errors Technology and network support and upgrades are vital to our community. Continuing education for library staff has been very beneficial, especially with regulations now requiring minimal hours.
1	The statewide database licensing is very important to this library because we do not have the budget to purchase databases on our own. Our patrons have access to so much more information than we could provide as an individual library.
1	Technology support and repairs would be impossible to afford for our small library. State support is critical.
1	Our internet access computers are in near constant use each day. Our small library would not be able to afford technology support and upgrades without the statewide support.
1	The databases provide added information for our patrons. We provide some databases but would not have the selection without the Commission's assistance.
1	We would not have computers in the library if it were not for network services. We do not have the money of knowledge to manage computers on our own.
1	We would be able to supply almost none of the technology we currently offer if it were not for this support.
1	Statewide databases allow us to build a connection with those patrons who want to

Count	Response
	access information and the answers to their questions using the Internet rather than the printed page. Patrons are impressed by the variety and depth of information available and continue to ask for more specialized databases.
1	The statewide database licensing, Library Consortia Support, and the Internet access tech support are extremely important to our existence. The rate of 5 indicates the impact of services to the patron community. Libraries could not afford these services in their operational budgets. As Director of a mid-size and small branch, I am most grateful for LSTA services.
1	I am very satisfied with the service that is provided by the technicians from the Library Commission. I am a new director and they have been very good to me and are always very helpful when I call them for help.

3. On a scale of 1 to 5 with 1 representing "No/Very Low Impact" and 5 representing "Very High Impact," please rate the degree to which each of the following programs has a positive impact on library services on a STATEWIDE basis. (Please select "0 - Don't Know/Can't Rate" if you are unaware of the program or lack the information needed to rate the service.)

	0 - Don't Know/Can't Rate	1 - No/Very Low Impact	2	3 - Moderate Impact	4	5 - Very High Impact	Total
Statewide database licensing	11.8% 6	3.9% 2	3.9% 2	13.7% 7	13.7% 7	52.9% 27	100% 51
Children's/Youth services consulting and training	11.8% 6	5.9% 3	13.7% 7	23.5% 12	25.5% 13	19.6% 10	100% 51
Continuing education for library staff	2.0% 1	9.8% 5	11.8% 6	15.7% 8	31.4% 16	29.4% 15	100% 51
Library consortia support (Technology upgrades)	3.9% 2	5.9% 3	2.0% 1	9.8% 5	17.6% 9	60.8% 31	100% 51
Statewide Library Network support (Internet access and technology support for local libraries)	2.0% 1	3.9% 2	2.0% 1	0.0% 0	13.7% 7	78.4% 40	100% 51
Adult services consulting and training	7.8% 4	5.9% 3	17.6% 9	33.3% 17	23.5% 12	11.8% 6	100% 51
Special Services Library support	18.0% 9	2.0% 1	20.0% 10	18.0% 9	26.0% 13	16.0% 8	100% 50

4. Briefly tell us about the impact that you think your highest ranked service or services has had on a STATEWIDE basis.

Count	Response
1	Again. Computers. No one would have them without Network Services.
1	By providing these services statewide these programs reach a larger population.
1	Helps put us on an even playing field and keeps us focused on the same goals.
1	Internet access is critical to rural areas, of which West Virginia has many.
1	Internet service and databases assist all libraries and particularly the small ones. Huge impact
1	Internet use is vital to ALL West Virginians
1	Overall Statewide these services are much in demand
1	Same as our hometown. Patrons do appreciate library services in many different areas.
1	Statewide databases are visible to the public; the other services are mostly invisible.
1	The network support is far beyond the scope of normal library staff.
1	Without state support many of the libraries in the state could not have internet access.
1	Youth services keep our youth reading during the summer
1	internet access critical
1	Without the statewide support for databases and technology support, very few libraries in the state would have access to such things, which means almost no one in the state outside a few lucky areas or college campuses (or maybe some rich folks) would.
1	Again, I believe high speed internet access is an important asset at a statewide level. Having the technological support to help us on a library to library level is important.
1	Without the statewide network and consortia it would be impossible for the libraries in this state to work together. The statewide network has also provided high speed internet access to areas where it is not commercially available.
1	I think internet access is a great service for all of the areas in the state that this services is either very expensive or not available.
1	Statewide database licensing, internet access and support, and technology upgrades greatly impact the services provided to the many libraries in the state. Most of these libraries would not be able to provide the services individually because of budget constraints.
1	I believe that most libraries in the state depend, as we do, upon technology to operate at our current level.
1	Internet access is a huge impact, due to those that have no pc of their own and lack of high speed internet in WV.
1	Without the services, the medium and smaller libraries would not have funds to provide

Count	Response
	the services.
1	Reiterate answer from previous question, but add that many of the smaller libraries would not be able to support any network services at all on their limited budgets.
1	Data bases and internet access is the best way for patrons to access the information they need for their daily lives and education.
1	On a statewide basis, I observe that impact is much the same as on a local level. Smaller poorer libraries are able to offer greatly enhanced services as a result of this support. It also promotes resource sharing.
1	The staff at the library commission has always been more than willing to help when we have a question or problem. I have never felt that our issue went unresolved or was ignored.
1	internet access is very important and a lot of patrons cannot afford that luxury at home so the availability at libraries is very important
1	I feel the statewide library network support which includes internet access is the most important service statewide. This provides internet access in rural areas of our state.
1	Statewide Library network support is a key element in public libraries being able to use the databases in an efficient manner.
1	The Internet access provided impacts the most people since in all our libraries the computers are usually being used. I think that the Regional Library for the Blinds provides a unique service to a small population but it is extremely important to that population.
1	The cost of maintaining our technology and the cost of accessing databases is prohibitive for most libraries in the state. The people of W.Va. benefit greatly from the provision of these services.
1	Again, technology support can't be emphasized enough, particularly for those in the smaller, rural libraries. Internet access is something that every library has to offer for the public to be served well.
1	LSTA financial involvement in technology services and programs impacts a more literate society; especially, in West Virginia. The emphasis is financing and LSTA provides the necessary avenue to expand services throughout the state.
1	Most libraries in the state could not afford to offer technology upgrades, internet access, pay for technology support or databases if the WVLC did not provide these services through funds they received via LSTA.
1	Technology is universally a huge need with a considerable price tag attached. It is important that all libraries be compatible with each other and can access the information that is available electronically.
1	Both the statewide databases and the maintenance of the network that makes these databases possible puts all WV patrons/citizens on a more equal footing for getting information.

Count	Response
1	I would think that what helps my library helps most libraries statewide. That is my opinion not from any direct knowledge of what other libraries received from LSTA except for the network support.
1	I think most libraries have the same situation as we do. No one can afford to do their own technology and support.
1	Statewide Library Network support is so important to the libraries in supplying and maintaining the public access computers.

5. In your opinion, which of the services or initiatives that have been identified as being supported with LSTA funds offers the greatest VALUE to the customers/end users of libraries? Why did you select this service?

Count	Response
1	Anything related to accessing accurate information on the internet.
1	Cannot pinpoint just one. All of the services have their merits.
1	Consortia, network support, and database connections play major roles in an economic downturn.
1	Databases that are available to everyone.
1	High speed internet access is important on a daily basis at our library.
1	Internet access as explained before.
1	Internet use
1	Internet, because of the use of the system
1	Library access and variety of links to use.
1	Network Support/Tech Support
1	Staff Training and continued Education are very important to our Library.
1	State support and access and tech support.
1	State wide databases, because it is used a lot in the state
1	Statewide Library Technology Service.
1	Statewide Technical Support - Many libraries would not be able to handle this on their own.
1	The technology services because without it many residents would not have technology access.
1	internet access
1	internet service and tech support

Count	Response
1	internet services because in small communities it provides access to the world
1	network services
1	Technology
1	Other than receiving Internet Access, I have no access to LSTA funds or do not receive programming from LSTA funds.
1	Network services. Why? Indispensable. Unable to support with existing funds. Economically, it is much easier to support in the current method, than duplicating in individual libraries (more bang for the buck).
1	The databases have the most direct influence on the public libraries. I see the patrons using these services on a daily basis.
1	Statewide Library Network Support because of the ability to provide internet access to those who cannot afford it.
1	I think the internet service would have the greatest impact if this was something that was lost. We have seen a huge increase in recent months for this service.
1	I think our customers have benefited from the computer upgrades and the technology support have benefited the greatest. I chose those services because connectivity is increasingly important to our end users.
1	I believe that internet access is the most valuable LSTA contribution to our patrons. It is virtually impossible to apply for jobs nowadays without internet skills and access.
1	Internet support and technology offers the greatest value because it is the most used by our communities.
1	Continuing education -- having a better trained staff with expansion of skills helps the patrons more than anything else.
1	Statewide databases because the information, even if accessed through a library computer, is current and accurate unlike some of the print collections that exist in some of the public libraries.
1	Internet Access, because people cannot afford their own pc and Internet access. People use the library's Internet access for filing unemployment, seeking employment, filing income taxes, shopping, Social Security, reach family members and other.
1	Internet service and network support. At least 50% of our patrons come in for Internet service, which they do not have at home. Being able to offer this without additional cost to the local library is an incredible savings. Our services to our patrons in this area would be much reduced without this assistance.
1	I think the databases the State provides would simply not be an option for most small libraries in the state. Our patrons simply would have no access to them.
1	I believe that the statewide databases offer the greatest value to the users of libraries in the State. The databases offer a wealth of information that local libraries would not be able to provide their patrons.

Count	Response
1	Statewide databases. My patrons can actually use this service. The other services are mostly not relevant to them.
1	Network support because an increasing amount of everyday life is virtual and many cannot afford internet access...
1	Internet access. Many individuals do not have internet access at home. The library gives these people the opportunity to use the internet, word processing, downloading e-books, audiobooks, etc.
1	I think it's the technology support -- in a small, rural state like WV with rugged terrain separating population centers, and not a lot of places with lots of money, this helps all the libraries in the state to provide computer and internet services to everyone.
1	The network is the greatest value. It provides free computer/internet use for those in West Virginia who can't afford it.
1	Network services and technical support offers the greatest value to patrons. It provides the support necessary for us to effectively use the computer/internet resource without which we become once again "isolated pockets" with our knowledge and materials limited to what is housed within our walls.
1	NETWORK SERVICE: It supplies the internet, the cataloging system, and the staff to manage it. This is where our patrons go to find books, now e-books and job sites.
1	Technology upgrades and network support-- I can order books, pay the bills, keep the library running. When it comes to the ever growing demand for increased technology, I'm at a complete loss if left on my own. Our patrons would be sadly neglected without the LSTA funded assistance.
1	Network Services provides the greatest value. Without Network Services many of our end users would not be able to access the internet. The internet has become essential for communication, seeking employment, filing taxes, and education.
1	Techs that work at the Library Commission. They are very important to our libraries because they work on our computers and keep them in working order for our staff and patrons.
1	Technology support from internet access, to consortiums and Network Services. Most libraries in the State do not have the budgets to provide these services to the public.
1	Technology upgrades; the internet is used more than anything else in this library, it is very important to have everything in working order. Wireless usage has increase at this library.
1	Network Services is valuable because many of the small libraries lack the funds and the knowledge/personnel to deal with digital problems.

6. In your opinion, which of the services or initiatives that have been identified as being supported with LSTA funds has the greatest potential for improving library services in West Virginia?

Count	Response
1	Bridging the digital divide...
1	Children's/Youth services are important for growth in our communities through the libraries.
1	Continuing Education.
1	I believe technology will change constantly and libraries need to keep up with these changes.
1	Internet access, faster speed would be a great service to all of WV.
1	Internet connections and Databases provide the necessary outreach in a state that ranks 49th.
1	Internet use
1	Library Tech Service
1	Network services again.
1	Not sure.
1	Online data bases and e-books
1	Programs/services that reach out to benefit the patrons are most important.
1	Same as above.
1	Statewide data base licensing
2	Statewide databases
1	Technical Services/Support
1	Technical Support
1	Technology. Internet access and upgrades.
1	The databases provide information to all citizens.
1	The more you can offer your patrons, the better it is.
1	Those listed above.
1	Youth services--to help our summer reading
1	internet
1	internet access
1	internet service and tech support
1	moving into the 21st century Technology is very important to library services in libraries.

Count	Response
1	network services
1	I think the availability of computers and internet will enable us to provide our patrons with the latest up to date information available. This service enable patrons to job search, research, keep in touch with friends and many more things.
1	If it were done in a better manner, I would select continuing education for the staff, both professional and other. Although a good library can be made better with additional resources, such as the statewide databases, it can only be made great if the staff is well-trained.
1	I believe that internet access is the most valuable LSTA contribution to our patrons. It is virtually impossible to apply for jobs nowadays without internet skills and access.
1	Improving adult services--we have more and more call for job searches and doing applications on-line. Also, feel more job training would be accessed.
1	LSTA funds are already dedicated to databases or to prop up an aging and ailing network and support. Freeing the equal use of funds across the state would be a large step in providing public, academic and school library use of the funds.
1	Same as above Internet service and network support. At least 50% of our patrons come in for Internet service, which they do not have at home. Being able to offer this without additional cost to the local library is an incredible savings. Our services to our patrons in this area would be much reduced without this assistance.
1	Again, the statewide databases. Access to the databases provides library patrons with more information than local libraries can afford to purchase on their own.
1	The statewide databases have the potential for the greatest impact. With these databases every citizen is given a level playing field to learn and expand their educational opportunities. More instruction and publicity needs to be done regarding this asset.
1	The Adult and Children's Services consultation and training could potentially raise the level of professionalism in all our libraries.
1	Once again - network services. It keeps us up and running and with proper support can keep us up to speed on the technology necessary for us to access the resources necessary for us to serve effectively the citizens of WV.
1	Resource sharing has the greatest potential for improving library services in West Virginia, in my opinion. Without the resources and support of the WVLC, our library could not continue to function at our current level of service, or compete as a community provider of information.
1	Library consortia support has terrific potential for improving library services throughout the state. As we strengthen our connectivity to each other, we strengthen our services.
1	I think we could improve our continuing education. We need to make more web classes available for staff.
1	Keeping the computers current with up to date services and equipment will keep our

Count	Response
	patrons using the programs we offer.
1	Youth services and the internet; for young people technology will be part of their future; it is important to be able to offer them a window of what their future would be like.
1	The training of staff has the greatest potential to improve library services. While network services is probably the most important service offered, many of the libraries in these state have staff members who need to be trained on how to serve the public. Many staff members lack basic skills.
1	Continuing education/training for librarians, both adult and youth level, so they can better serve patrons in many ways.
1	The upgrading of fiber optic internet service to the libraries will make the largest impact statewide.

7. Among the LSTA Grants to States program priorities are encouraging resource sharing, fostering strategic partnerships and serving individuals who find it difficult to use traditional library services. Please share any examples that you have that indicate that these kinds of activities are resulting from the services/initiatives that the West Virginia Library Commission has undertaken using LSTA funds.

Count	Response
1	I only receive Internet Access and database since no other LSTA funds are made available to me.
1	Income tax time and genealogy are the most voiced opinionated options. I cannot
1	More libraries are working together to form other types of consortiums.
1	N/A
1	No response.
1	Our overall circulation has improved vastly over the last few years.
1	One of my long time patrons no longer checks out books because she finds it hard to hold a book after having a stroke. She now gets her reading materials in e-book form. The e-book is easier for her to use to read.
1	The strategic partnerships I see happening are doing so outside of LSTA; if you have a program or partnership that will enhance services, there are no funds in LSTA to foster it. Resource sharing will only work when you have state wide funding to transfer books and materials, or a plan to provide resources electronically. The grants that used to be offered had potential, but that funding has been eaten up by Internet costs.
1	There is no encouragement to participate or foster this type of sharing. Ideas are not welcomed. If colleges or universities are interested, they are not encouraged to participate without the "control" of a public library.

Count	Response
1	The cooperation with consortia and automation services has stimulated growth and partnership with libraries across the state. Talking Books is well served at little cost.
1	The data bases that are made available to patrons through the library networks are very important. Data bases and consortium upgrades are two fine examples. With the consortiums, patrons can see what is available from other libraries that they may or may not have known existed and request the material. The databases have also helped, especially Learning Express and Job & Career Accelerator. Students and adults alike use the tests and other materials on Learning Express to better prepare themselves for educational and career goals. And we have had several patrons that have used Job & Career Accelerator to find jobs.
1	The establishment of consortia within the state (i.e. MLN, NORLN, WV-Reads) has allowed libraries of various sizes and populations served to offer more advanced services that could never have been achieved on their own.
1	Our library hosts a rotating collection from WVLC which greatly improves our circulation and gives our patrons access to new books on a regular basis that we would not be able to afford to purchase.
1	Being a part of the Northern Library Network (NorLN), has opened up more resource sharing for our patrons. These resources are more accessible since we became a part of NorLN.
1	We provided ourselves a new server for our ILS since the Commission did not have sufficient funding for this. They pay the ongoing maintenance costs and that freed up our local funding for the upgrade.
1	Our services to the blind and physically handicapped have been an invaluable life line to some of our patrons who can no longer read to themselves. It has greatly improved their quality of life and they depend upon it.
1	With restrictions to funding on local and state allocations, LSTA is crucial to our survival. Grants enhance the technology environment in an age that requires online applications, registering for health and unemployment benefits, etc. Our computers are busy with patrons who need services that provide for social services, employment, and statistics on jobs that are available in a particular region.
1	We have partnered with WorkForce WV with additional computers and a fax, scanner, copy machine. These computers use our Wi-Fi service and have been a great resource for our patrons looking for jobs, brushing up on employment skills and working on testing for various job opportunities.
1	Certainly the support of the consortia in WV has promoted an unprecedented amount of resource sharing. Our patrons can easily access our collections and we can access each others' materials making it easier for us to identify resources and to get them into the hands of our patrons. This partnership of all types of libraries in this region would never have been possible without the support and encouragement from these grants.
1	Serving Individuals who find it difficult to use traditional library services. Computers and

Count	Response
	the Internet bring in many patrons. Typically this patron has heard you can "find anything" on the Internet and comes in with a question and of course needs assistance on the Internet because they've never touched a computer. An example would be a patron who came in seeking information on a family rifle, an antique probably used at the battle of Little Big Horn. Using the Internet the library was able to give him an approximate value and the 800 phone # of a antique gun shop. Other patrons come in for computer lessons. Some work every day for a month or more at the computer and hone skills needed for today's workplace.
1	Statewide databases are available to those who cannot make it to the library but have internet access elsewhere.
1	The innovation that comes most readily to mind is the development of WV-READS, the capability of allowing patrons to access library materials on their e-book devices. We have found that this service is catching on with patrons who find it difficult to visit the library regularly due to physical disabilities, or the inability to travel freely.
1	Being able to offer audio books for the blind is excellent. A neighbor applied for these services and has been very happy with the results.
1	The Library services are great for this generation of youth but the older generations have problems with the technology of today. They want to learn about it but are scared of computers and will need a lot of educational information and hands on training to be comfortable. This involves classes and help when needed for these people.
1	The consortium has allowed us to share resources with other libraries in the area better. Because we now share a catalog, we can easily tell a patron if another library has an item that we do not possess. This means that we can request it through inter library loan, or if the other library is close enough the patron can pick it up in person.
1	I am aware of several Boone Countians that use the services for the blind and they are very appreciative.
1	The services for the blind and hearing impaired offers library services to those with special needs that the library is unable to fill.
1	Including all types of libraries in the statewide databases has improved the relationship with the schools and colleges on a local level. The blind and physically handicapped services are excellent and are always welcome by our patrons who have limited abilities.
1	Our library has computer classes to help and encourage individuals who feel as if technology has passed them by. We couldn't provide that class without the wireless technology that was installed by the WVLC technicians. We also have an outstanding literacy program (another group of non-traditional library users) that is advised and supported by the Adult Services Consultant. The literacy program also uses the wireless lab.

8. If you could improve the LSTA program in West Virginia in any way, what would that change be? What program or programs would you prioritize?

Count	Response
1	Additional Training for Staff
1	Although improvement is a good thing; I would not know how to prioritize such great services.
1	Higher speed Internet with more bandwidth for each library.
1	I am concerned that LSTA will go away and then where will West Virginia libraries be??
1	I feel that the program is doing well.
1	Internet and technology
1	Network services
1	Prioritize: Internet Service Network Support Databases
1	Sharing resources is so important to small rural libraries.
1	Staff development
1	Technology..
1	We really need the speed of the internet improved. It has been very slow in recent months.
1	more grants
1	The upgrading of internet services and technology needs to be done on a regular schedule. Technology improvements are constant and libraries are often so far behind in this area.
1	Goals should be made per funding plan then funded. These should not be a continuous from one plan to the next. There is no growth or encouragement for libraries to be visionary and be responsible for their own future.
1	I think we need to continue to look to the future to keep updated on what is next. I personally think the WVLC has done a great job in selecting and prioritizing the way the funds have been spend assist libraries and to encompass the largest number of citizens.
1	I would dump, The Center for the Books and use any money that went there to be used for continuing education. At the meeting yesterday, core competencies for staff were brought up. This would be a good program to start and use as a guide for hiring staff in each library. (Not a mandatory guide, just a rule of thumb guide for bringing libraries up to a higher expectation) 1. Network Services 2. Continued Education 3. Databases
1	Making use of the databases is so important. Many of our older staff are still not comfortable in using the databases and the younger staff think everything is available on Google.
1	I would like to see us stop a lot of this traveling for library staff, and have web workshops for staff. A lot of the small libraries are so understaffed that we cannot always go to

Count	Response
	meetings, and it would be nice to have a lot of this offered through web classes. I also think we it would be cheaper to have training sessions in local areas and having to pay motel, and other expenses for one person, instead of all libraries having to send people to meetings and have several motel expenses.
1	Continuing education would be the one program I would move to the number one priority. However, I would decentralize it from the commission. As the techs are stationed throughout the state, I would have continuing education specialists stationed throughout the state and not rely so much on the service center directors to furnish this. The quality and quantity of opportunities vary greatly with the service centers. I would also allocate funding for speakers that would travel around the state focusing on advocacy, fundraising, collection development, new electronic possibilities.
1	I find it very difficult as a director to achieve my eight hours of continuing education; it's not a high priority as are services provided to patrons and the support of the personnel in library development and network services. But I wish the continuing education requirement was a little easier to achieve.
1	I would perhaps offer some training in application and also help libraries know and understand what types of projects are most likely to get funded. Sometimes it seems like the same libraries get the grants a lot of times. Also, I think that maintaining a standard -- and sticking to it -- that libraries have to reach in the grant-writing process is necessary.
1	I would prioritize resource sharing by interlibrary loan throughout the state; I would implement a statewide delivery system among libraries and to facilitate this I would have one computer database system for the libraries in the state. West Virginia is smaller enough to have a system with all of the public libraries holdings in one database--not NorLN libraries and Mountain Libraries. The larger financially well off libraries need to participate as well and feel a responsibility to the Sate as a whole instead of their own turf. We need to stop speaking of the small libraries and see ourselves no matter the size as access points for information. With the technology resources available to us this is possible with some out of the box forward thinking.
1	Having online training for patrons and staff concerning the use of data bases, e-books, e-book readers. Many of my patrons have been asking for access to online genealogy sites
1	Difficult to say since I observe that the current programs are having a HUGE impact on my ability to deliver library services in this community. A problem in a small library is our ability to keep up with new technology. Programs that identifies critical areas in technological advancements and helped keep ourselves and our staff up to speed on how to use them would be valuable.
1	I would require that libraries plan, implement, train for their own automation systems, technical needs, and growing database and digital needs, freeing up the equal opportunity of LSTA funds. I would require that the state evaluate the statewide network; upgrade, fund the expansion or get rid of it. Either way, libraries should be able to choose their own carriers and seek financial assistance through other grants, local funding sources, or LSTA grants instead of tying up LSTA funds whose services benefit some but not the whole.

Count	Response
1	The only way it could improve is more funding. We could use more opportunities for continuing education but the funds are just not available.
1	I don't think I'd change anything. I believe the LSTA program is very vital to the welfare of our libraries. The WVLC seems to put a lot of priority on technology and access to databases and I believe that should remain a priority. I also enjoy having the expertise of "Techies" as well as the children's and adults' service consultants. The availability of the online continuing education classes are very handy, but not as essential as the other issues.
1	West Virginia faces many obstacles in funding to libraries. The largest voting block are teachers and state workers. Libraries are at the bottom of the list and have experienced cutbacks in many areas because the WVLC could not afford a lobbyist. A projected and concentrated look of all the efforts that our WV Libraries are doing now and in the future to improve conditions for the unemployed and the underemployed are vital issues. LSTA could promote the cause, through connections with state government delegates in order to make legislators aware of the need for continued support of technology and public libraries in the state of West Virginia
1	Dedicated funding that is not in jeopardy for basic services in network support and online databases. It is much more efficient to support at this level than to try and do it locally.
1	Get out of the software support business. Too much LSTA money is tied up in ongoing programs to the point where talking about how the money could be spent is rather futile. Until we stop using LSTA funds for ongoing long term expenditures, we will never be able to encourage new endeavors or new visions. It is locked down in a decade plus vision whose time is past. I have no problems with starting programs that pay for new ILS systems, but the deal should be that individual libraries should pay for their own systems support in the future. We shouldn't be passing these expenses from one LSTA plan to the next. It is completely limiting.
1	Research is where I feel is the most needed that is easy for the patrons to use. They need info on so many items that is out there.
1	Network services and consortia support should be the top priority. After that there needs to be a focus on staff training. There more basic training for staff. Currently when training is offered, the focus is on directors, and occasionally other full time employees. While this is helpful, basic training for all employees on customer service, and computer use is needed more.
1	I would form a committee to oversee the money that is distributed to the various Libraries and base the amounts that are awarded on NEED. The larger libraries have sufficient money in their budgets to improve and upgrade without additional help from LSTA but the smaller (more rural) libraries are barely keeping the doors open and could never find monies to do the things needed to improve services for their patrons. I feel that patrons, whether they are from a big city or a rural town - all deserve to be served equally. That is not happening in today's world.
1	More funds for more libraries. It would be great if there were more assistance to some of these older libraries needing physical repairs.

9. The category that most closely describes your role/responsibilities in the library community is:

Value	Count	Percent %
Public Library Director	48	94.1%
Children's/Youth Services Librarian	1	2%
Reference/Information Librarian	1	2%
Other (Please specify.)	1	2%
School Librarian/Media Specialist	0	0%
Academic Library Director	0	0%
Librarian in a Special Library	0	0%
Librarian in a "one-person" library (I do it all!)	0	0%
Interlibrary Loan or Technical Services Librarian	0	0%
Library Technology Specialist	0	0%
Other Library Staff	0	0%
Library Friend or Library Trustee	0	0%

If you selected "other," please specify here.

Count	Response
1	Librarian in a 2-person library. Each of us does it all!

10. Please complete the following sentence. I work in or am most closely associated with:

Value	Count	Percent %
a public library	51	100%
an academic library	0	0%
a school library/media center	0	0%
a special library	0	0%
something other than those in the list (Please specify.)	0	0%

11. Please indicate the size of the community or the student body of the library in which you work.

Value	Count	Percent %
250 – 499	2	4.1%
500 - 2,499	3	6.1%
2,500 - 9,999	23	46.9%
10,000 - 49,999	16	32.7%
50,000 - 99,999	4	8.2%
100,000 - 499,999	1	2%
Fewer than 250	0	0%
500,000 or more	0	0%
Does not apply	0	0%

12. Please estimate the overall annual operating budget of the library in which you work or with which you are associated.

Value	Count	Percent %
\$10,000 - \$49,999	6	11.8%
\$50,000 - \$99,999	17	33.3%
\$100,000 - \$249,999	12	23.5%
\$250,000 - \$499,999	8	15.7%
\$500,000 - \$999,999	4	7.8%
\$1 million or more	4	7.8%
Less than \$10,000	0	0%
Don't Know/Not Sure	0	0%

APPENDIX D - List of Acronyms and Terms

BTOP	Broadband Technology Opportunities Program, a program of the U.S. Department of Commerce National Telecommunications and Information Administration http://www2.ntia.doc.gov/
ILS	Integrated Library System
IMLS	Institute of Museum and Library Services http://www.ims.gov
INFODEPOT	See WVINFODEPOT
LBPH	Library for the Blind and Physically Handicapped – General name applied to state-level outlets of the National Library Service programs. West Virginia's LBPH operates as the Special Services Division of the West Virginia Library Commission and is part of the National Library Services for the Blind and Physically Handicapped (NLS), Library of Congress network.
LSTA	<p>Library Services and Technology Act - LSTA is part of the Museum and Library Services Act, which created the Institute of Museum and Library Services (IMLS) and established federal programs to help libraries and museums serve the public. The LSTA sets out three overall purposes:</p> <ul style="list-style-type: none">• Promote improvements in library services in all types of libraries in order to better serve the people of the United States.• Facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry; and• Encourage resource sharing among all types of libraries for the purpose of achieving economical and efficient delivery of library services to the public. <p>The LSTA Grants to States program is a federal-state partnership. The Program provides funds using a population-based formula, described in the LSTA, to each state and the territories through State Library Administrative Agencies (SLAAs).</p>
SLAA	State Library Administrative Agency
WVINFODEPOT	West Virginia web portal to online databases and other digital resources http://wvinfodepot.org/
WVLC	West Virginia Library Commission http://www.librarycommission.wv.gov/Pages/default.aspx

Appendix E - Bibliography of Documents Reviewed

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Miller, K., Swan, D., Craig, T., Dorinski, S., Freeman, M., Isaac, N., O'Shea, P., Schilling, P., Scotto, J., (2011). *Public Libraries Survey: Fiscal Year 2009* (IMLS-2011-PLS-02). Institute of Museum and Library Services. Washington, DC

West Virginia Library Commission. *LSTA Five-Year Plan 2008-2012*.

U.S. Institute of Museum and Library Services. Guidelines for Five-Year Evaluation.

Summaries of Coding Used in Qualitative Analyses

The chart below includes coding of two sets of qualitative data:

- Descriptive codes come from comments from focus group question #1, in which 26 participants indicated which LSTA-funded programs had the greatest impact on their libraries; qualities coding is pulled from responses to all focus group questions. Negative comments were recorded separately.
- Descriptive codes come from comments from interview question #1, in which 11 interviewees were asked which LSTA funded programs had a significant impact on their libraries or organizations. Qualities coding is pulled from responses to all interview questions; if the interviewee mentioned the same concept multiple times, only one code was applied. Negative comments were noted.

Qualities codes come from comments from all questions except question #1 on focus group and interview guides, since these qualities are not descriptive of current services but of underlying approaches.

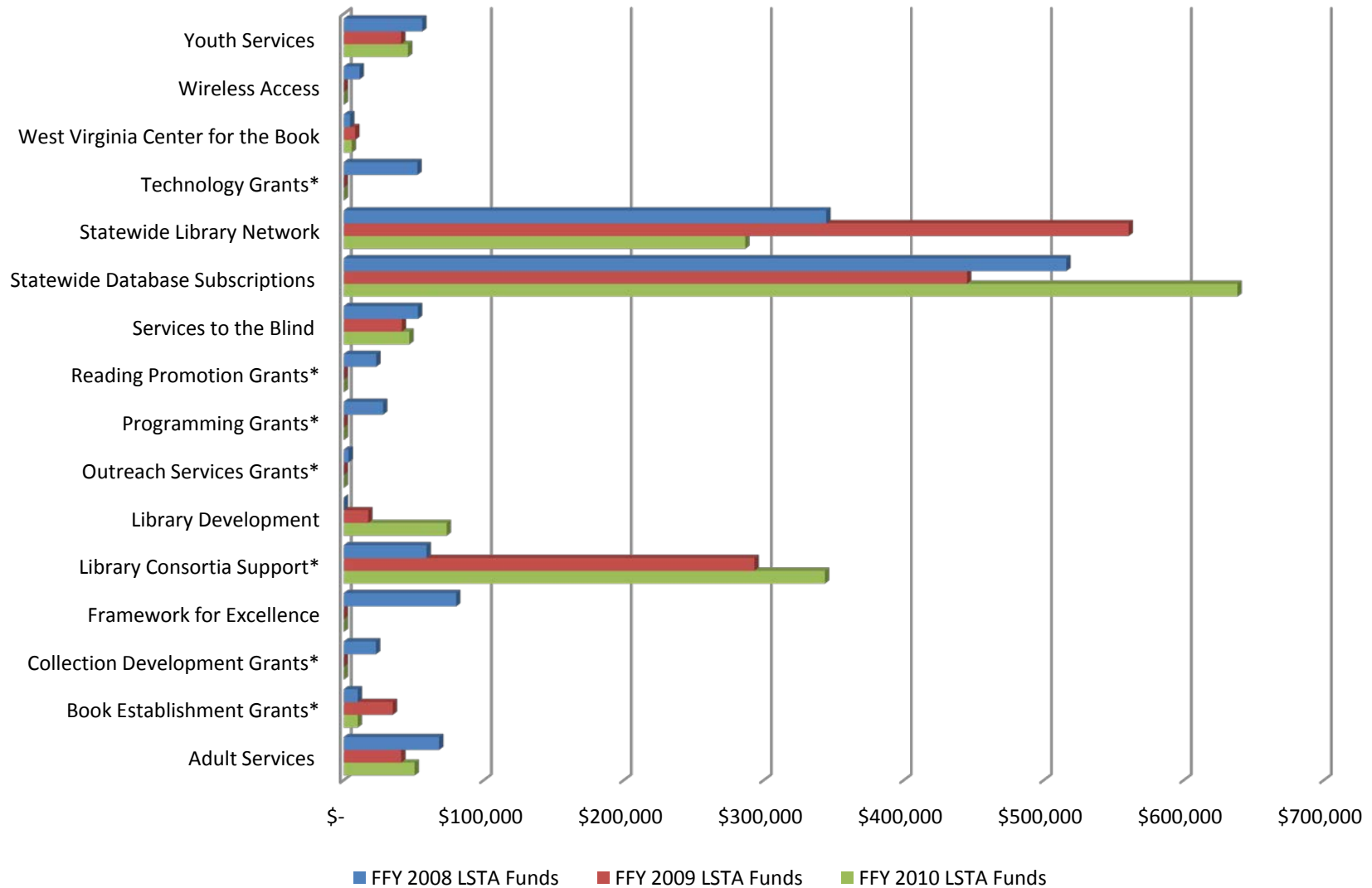
	<i>Focus Groups</i>		<i>Library Leader Interview</i>		<i>Total</i>	
<i>Descriptive Codes</i>	+	-	+	-	+	-
Statewide library network support (Internet access and technology support for local libraries)	20	17	8	2	28	19
Statewide database licensing	8		9		17	
Library consortia support (tech upgrades)	9	2	2	1	11	3
Children's and youth consulting		1	4		4	1
Special Services support	1		1		2	
Adult services consulting	1		1		1	
Continuing education for library staff		1	1	2	1	3
<i>Qualities</i>	+	-	+	-	+	-
Local funding	25		2		27	
LSTA for basic support	7	14	15	8	22	22
Accountability/transparency	5		4		9	
Isolation	4				4	
Marketing/awareness	3	1	1		4	1

Appendix G - West Virginia LSTA Expenditures by Program and by Year

Title	FFY 2008 LSTA Funds	FFY 2009 LSTA Funds	FFY 2010 LSTA Funds	3-Year Total	% of 3-Year Total	% of 08 Total	% of 09 Total	% of 10 Total
Adult Services	\$ 68,103	\$ 41,020	\$ 50,638	\$ 159,761	3.70%	5.11%	2.77%	3.37%
Book Establishment Grants*	\$ 10,000	\$ 35,000	\$ 10,000	\$ 55,000	1.27%	0.75%	2.36%	0.67%
Collection Development Grants*	\$ 23,000	\$ -	\$ -	\$ 23,000	0.53%	1.72%	0.00%	0.00%
Framework for Excellence	\$ 80,273	\$ -	\$ -	\$ 80,273	1.86%	6.02%	0.00%	0.00%
Library Consortia Support*	\$ 59,148	\$ 293,328	\$ 343,683	\$ 696,159	16.12%	4.44%	19.78%	22.89%
Library Development	\$ -	\$ 17,460	\$ 73,539	\$ 90,999	2.11%	0.00%	1.18%	4.90%
Outreach Services Grants*	\$ 3,500	\$ -	\$ -	\$ 3,500	0.08%	0.26%	0.00%	0.00%
Programming Grants*	\$ 28,100	\$ -	\$ -	\$ 28,100	0.65%	2.11%	0.00%	0.00%
Reading Promotion Grants*	\$ 23,200	\$ -	\$ -	\$ 23,200	0.54%	1.74%	0.00%	0.00%
Services to the Blind	\$ 52,969	\$ 41,464	\$ 46,806	\$ 141,239	3.27%	3.97%	2.80%	3.12%
Statewide Database Subscriptions	\$ 516,086	\$ 445,168	\$ 638,327	\$ 1,599,581	37.04%	38.70%	30.01%	42.52%
Statewide Library Network	\$ 344,676	\$ 560,601	\$ 286,798	\$ 1,192,075	27.61%	25.85%	37.80%	19.10%
Technology Grants*	\$ 52,605	\$ -	\$ -	\$ 52,605	1.22%	3.94%	0.00%	0.00%
West Virginia Center for the Book	\$ 4,511	\$ 8,169	\$ 5,700	\$ 18,380	0.43%	0.34%	0.55%	0.38%
Wireless Access	\$ 11,300	\$ -	\$ -	\$ 11,300	0.26%	0.85%	0.00%	0.00%
Youth Services	\$ 56,091	\$ 40,978	\$ 45,862	\$ 142,931	3.31%	4.21%	2.76%	3.05%
Totals	\$ 1,333,562	\$ 1,483,188	\$ 1,501,353	\$ 4,318,103	100%	100%	100%	100%

*Indicates Grants to Multiple Libraries

West Virginia LSTA Expenditures by Program and Year



APPENDIX H – Research Instruments

West Virginia LSTA Telephone Interview Questions

Himmel & Wilson is working with the West Virginia Library Commission to conduct an evaluation of the State's implementation of the Federal Library Services and Technology Act (LSTA) "Grants to States" program. The "Grants to States" program is a population-based formula driven program intended to fulfill specific purposes outlined in the Museum and Library Services Act. Under the Act, each state is required to conduct an evaluation of the program every five years. The current evaluation covers activities conducted under the State's approved LSTA plan for the period between FY 2008 and FY 2012.

Major programs and initiatives that have recently (2009) received LSTA funds in West Virginia include: Statewide Library Network (internet access, email & web page support for public libraries)--\$560,601 Statewide database subscriptions--\$445,168

Library Consortia Services (assist in the migration from standalone to consortial integrated library systems; maintain & upgrade software & hardware; training & advice on library technology & catalog)--\$293,328

Adult programming -- \$41,020

Library development (\$17,460); Services to blind (\$41,464), Center for the Book (\$8,169) and youth services (staff person--\$40,978)

Book grants

LSTA "Grants to States" funding for West Virginia has ranged from \$1.33 million in FY 2008 to a high of over \$1.48 million in FY 2009 and FY2010. LSTA Grants to States funding declined to just over \$1.4 million in FY2011 as total Federal funding for the program was reduced and as West Virginia's population percentage of the total U.S. population declined.

1. In your opinion, which of the LSTA funded programs/initiatives have had the greatest impact since FY 2008 in WV? Can you give me an example or examples to illustrate your answer?
2. Have specific improvements or advances in library services taken place in the last five years that you believe are largely attributable to the availability of LSTA funding? What are the most important things that would NOT have been accomplished if LSTA funding had not been provided? How important are the online databases? What about support for library automation and technology?
3. As you are probably aware, state funding for some library initiatives in many states has fallen in recent years. While West Virginia has fared reasonably well in regard to state support, overall support for library services is still meager. LSTA dollars can only be used for the specific purposes outlined under the Museum and Library Services Act and are not intended to supplant state or local funds, but are there specific changes in how LSTA funds are expended that you think are appropriate given the overall low level of funding for public libraries?
4. The LSTA "Grants to States" program purposes highlight activities that improve access to library services, increase resource sharing activity, reach out to individuals with special needs and build strategic partnerships. To what extent do you believe West Virginia's implementation of the program has furthered these purposes?