

STATE LIBRARY REPORT**Reference Services**

For several years, Reference Services has sent information about library services to state legislators at the beginning of the legislative session. This year we decided to contact individually the 253 House and Senate staff employees with a letter of introduction and invitation to contact the Library for assistance.

Sarah Irwin, Training and Outreach Librarian, did a first-time training workshop in the Capitol for Senate Research staff on LexisNexis electronic resources purchased by Reference Services. All together in 2009, Sarah trained 455 attendees in monthly workshops and by-request sessions.

Genevieve Dawson, Cataloger, completed a project to classify and make available for circulation the Missouri Authors Collection. Lending these books, previously for in-house use only, was made possible by a Memorandum of Understanding between the State Library and the Missouri Center for the Book which owns the material.

Librarians have completed 2010 Legislative Topics web-bibliographies available on the Reference Services web site. New topics include Autism Insurance Coverage and Public School Health Screening.

Wolfner Library**Digital transition update**

February's digital circulation equaled 43.61% of Missouri's talking book circulation. Digital circulation is expected to surpass cassette circulation in March – less than a year into the program. Factoring in 4,549 digital book downloads from the Braille and Audio Reading Download (BARD) site would put digital circulation at 50.4%.

In Missouri's Show-Me Downloads program, 359 patrons have taken up Wolfner's offer of a blank 2GB cartridge and cable to use for downloading from BARD with their new NLS digital player.

Missouri distributed 515 NLS digital machines in February and had 52 patrons register for BARD; in January, we distributed 531 digital players and registered 53 patrons for BARD. That equates to a surprising 10 percent of patrons receiving new players are signing up to download books from BARD. If that continues, Wolfner Library will have 1,000 BARD users by August.

Wolfner Library devolved BARD administrative responsibilities

On January 19, 2010, Wolfner Library became first network library in the country to take local responsibilities for the administration of downloading NLS books from BARD. BARD users can expect to see the Wolfner Library branding on the site. Wolfner staff responsibilities include:

- Approving BARD applications from eligible Missouri readers within two business days, modifying accounts as necessary, and transferring patron information between network libraries.
- Approving patron requests to authorize third-party digital players.
- Maintaining internal readership records.
- Resetting passwords.
- Providing support for downloading a digital book and saving it to a cartridge from a personal computer
- Responding to e-mail, telephone, and in-person requests from patrons in a timely manner.
- Referring patrons to NLS for technical questions about BARD.

The transition was smooth and uneventful. Wolfner staff will report the transition results to other network libraries by national teleconference in March.

Library Development

State Aid

The State Aid Equalization program distributes appropriated funds to public libraries that are more fiscally challenged in providing services for their communities. As provided by Missouri statutes governing state aid, equalization payments may be made to county, city/county, urban public or consolidated libraries. Total Equalization funding for this fiscal year is at the same level as last year with payments totaling \$1,189,140.20 distributed to this year's 58 qualifying libraries. These equalization payments assist the awarded libraries to meet standards and improve library services. A listing of the libraries qualifying for a FY10 Equalization payment can be accessed on the State Library's 2010 Funds Transfer Web page at <http://www.sos.mo.gov/library/development/eftpayments/eftpayments10.asp>.

WebJunction Missouri off to a good start!

We continue to focus on getting the word out to the library community about WebJunction Missouri. For the period February 5 through March 7, WebJunction Missouri had a total of 1030 visits. Of those, 580 were unique visitors to the site, and 421 were new visitors. The Continuing Education calendar has been officially redirected from the State Library website to the WebJunction site, and the new course catalog and calendar are the second most popular area on the site. To promote use of the new courses, participants in Winter Institute, Technology planning workshops, and summer reading program workshops were offered the ability to enroll in one class at no charge. These classes were chosen to supplement the subject matter of their workshops. Presentations about the new service will be given at the MOREnet Connections 2010 conference March 18, and to the St. Louis Regional Library Network Tech Expo March 30.

2010 Summer Reading Program

Teen summer reading program workshops, "Make Waves @ Your Library" were held the last week in February. Five workshops were scheduled, but inclement weather forced the rescheduling of the Carrollton session. "Make a Splash-Read" workshops promoting teen

summer reading programs were held in 6 locations in early March. Both workshops focused on practical programming tips for a successful summer program.

Bill & Melinda Gates Foundation Grant

As of March 5, 2010 Gates Foundation Opportunity Online Hardware Grant funds have been distributed to 69 of the qualifying 75 libraries amounting to \$581,050. Required certification forms are being collected from the remaining 5 libraries and it is expected that they will be funded before the end of March. Only one library dropped out of the grant after the funds were awarded, which was a much higher success rate than the Gates Foundation expected due to their experience with other grants and states.

E-rate

For 2010, 57 libraries have filed for E-rate reimbursements. There have been no commitments granted to any of these 57 libraries yet, as fund requests are currently under compliance review.

The following numbers represent the E-rate awards granted to Missouri Public Libraries and Library Systems over the past 5 years.

	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>
Number of Libraries Filing	52	46	46	47	42
Total Requests made	155	151	135	136	147
E-rate Awards by Year:	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>
Total Amount Awarded	\$ 1,056,312.93	\$ 1,835,006.79	\$ 897,235.50	\$ 821,716.95	\$ 880,535.94
Broken Down by Category:					
Internet Connections	\$ 61,787.45	\$ 553,205.94	\$ 0	\$ 0	\$ 65,257.83
Internet Access	\$ 67,456.52	\$ 228,991.68	\$ 225,462.44	\$ 200,428.44	\$ 177,424.14
Telecomm	\$ 927,068.96	\$ 1,052,809.17	\$ 671,773.06	\$ 621,288.51	\$ 637,853.97

Training and Continuing Education

2010 Library Skills Institutes – Winter

The 2010 Winter Library Skills Institute took place February 16-18 at the Holiday Inn Executive Center in Columbia. Several Missouri librarians presented for Basic class. For the advanced courses, Pat Wagner of Pattern Research presented on Developing Strong Community Library Service, and Crystal Faris of Kansas City presented on Library Services for Young Adults. This

Institute was the first time for the three-day schedule, and despite some evaluations stating preference for the four-day format, it was generally well-received. Other evaluation comments, such as, “Thank you so much for providing this opportunity! It raised my skill level and made me feel appreciated,” were very positive, with several evaluators claiming that this was the best Institute yet.

Adult Services Direct

The Adult Services Direct videoconference series continues to draw an audience of 100 or more at each presentation. Since the every month format was too much for everyone involved, including the libraries that had to provide accommodations for the sessions, we are offering sessions bimonthly and will recess for the summer months of June, July, and August. In January, Kaite Stover, Head of Readers Services at Kansas City Public Library offered tips and techniques for encourage reading in adults, and in March Tonya Hayes-Martin and Alan Nellis of the Department of Mental Health offered up good advice on dealing with patrons with mental and development disabilities.

In September, we will continue the series with a session on assistive technology in the library, and outreach and bookmobile services in November. According to the feedback, the program has been very successful and libraries appreciate having training brought to them, with travel budgets being what they are. The sessions will continue into 2011, but those sessions are still in the planning stage.

Adult Education and Literacy

Adult Services Consultant, Ann Roberts, is working with the Literacy Investment for Tomorrow (LIFT) to plan five workshops on library collaboration with local literacy agencies, to be presented before the end of the Federal fiscal year. These workshops will be tentatively titled “Enhancing Adult Literacy through Community Collaboration”.

Health Literacy

In addition to the AEL workshops, Barbara Jones, the Missouri liaison for the National Network of Libraries of Medicine in collaboration with Health Literacy Missouri, will present “Communicating about Health: Empowering Patrons to Communicate with Their Health Care Providers” over the next few months. These workshops will feature the new Health Literacy Missouri Library found on the HLM website.

Technology Planning and Using TechAtlas Workshops

Five workshops were conducted regionally the first two weeks of February, 2010. The purpose of the workshops is to provide library staff who need to provide a Technology Plan during the spring of 2010 training on the required elements and instruction on how to use library information already entered into TechAtlas as a base upon which they can build their Technology Plan. Materials covered during these workshops are located on the Internet at: http://mo.webjunction.org/motechnology_planning. The workshops were very successful with attendees reporting an average increase in knowledge of 1.29 on a scale of 1-5.

Missouri Center for the Book

The Missouri Center for the Book is in the process of moving the web site to a service provider in Springfield. Board members would like to have a more dynamic and flexible site, and the only way to accomplish that is to turn it over to a website developer. The state library staff will continue to edit the site, once the turnover is complete.

The annual Letters about Literature contest is underway, with judging taking place on the state level until March 19th. The awards ceremony is set for April 28. This year, Missouri had two more participants than last year, 1,600, but nationwide there was a dramatic increase in the number of contestants, about 10,000 over last year.

The news of the new Poet Laureate, David Clewell, was announced on March 3 by from the Governor's Office. Board President Michael Holland and coordinator Ann Roberts have applied for a grant from the Missouri Arts Council to fund the Poet Laureate's annual stipend and travel expenses.

Missouri Digital Heritage

The Missouri Digital Heritage web site is currently undergoing usability testing to evaluate the user interface and functionality. The study is expected to end in May and plans are under way for a web site redesign project in the summer.

Show Me the World

MLNC is currently carrying out 4 regional meetings and 7 site visits that will involve a group of 45 libraries. These activities are aimed at helping libraries to participate more fully in resource sharing by identifying barriers to use of the different parts of Show Me The World – updating holdings in WorldCat, using OCLC interlibrary loan and the new Get Connected courier service. MLNC will also be training libraries in the use of the new WorldCat.Org interface.