

STATE LIBRARY REPORT

Reference Services

Reference Services staff once again celebrated National Library Week in April by partnering with the Secretary of State Office Club for a Book Sale. Sarah Irwin, Outreach Librarian, organized a raffle drawing for prizes.

Annie Moots, Documents Librarian, along with Melissa Gamblin, presented at the Missouri Government Documents Conference in Columbia on June 6. Annie and Abbey Rimel collaborated with Library Development librarians to present a training session at the MOBIUS Annual Conference June 7-9 in Columbia.

Susan Morrisroe, Reference Services Director, was elected to a three-year term on the MOBIUS Board of Directors representing special libraries. Susan recently completed her term as chair of the Arthur Cluster Directors Committee. Tom Leimkuehler, Electronic Services Librarian completed his term as chair of the Arthur Cluster Coordinators Committee.

Wolfner Library

NLS Consultant Visit

National Library Service (NLS) consultant MaryBeth Wise will visit Wolfner Library on Thursday, August 18 and Friday, August 19. NLS consultant visits are required by the ALA *Revised Standards and Service Guidelines of Service* for the Library of Congress Network of Libraries for the Blind and Physically Handicapped.

That All May Read

Natalie Junkin, Wolfner Library's Special Services Librarian, will give a Poster Session Presentation at the Missouri Library Association conference. The Poster Session is titled: *That All May Read: Serving Seniors and Our Veterans*.

NLS Training

Natalie Junkin attended NLS Network Orientation on June 13-16 in Washington, D.C.

Library Development

State Aid

The third and fourth quarter Per Capita State Aid payment to qualifying libraries were distributed in April. This final state aid payment to certified public libraries for the state's 2011 fiscal year totaled \$1,278,917.25. A full listing of libraries and payment amounts is available on the Secretary of State's website at

http://www.sos.mo.gov/library/development/eftpayments/2011/2011_StateAid_3Q4Q.pdf. State aid funds are to be applied to the same types of expenditures as are approved for local tax dollars.

Missouri Digital Heritage

The Missouri Digital Heritage staff has developed a Civil War portal to showcase important digital collections during Sesquicentennial Commemoration of the Civil War, 2011-2015. This new web page can be accessed by clicking on “Civil War” on the navigation bar at www.missouridigitalheritage.com, or directly at <http://www.sos.mo.gov/mdh/CivilWar>. This page has sections on Collections, Research Guides, Lesson Plans, Videos and Links to other Civil War databases and sites. The MDH staff is also continuing to refine plans for new search interfaces and navigational aids for the entire MDH site.

Show Me the World

The Library Automation Task Force sent a letter to all public library directors on June 15, 2011 that outlined the task force’s plan for developing a consortium for a shared automation system. The task force is asking libraries to be part of a group request for no-obligation cost estimates from all the automation system vendors and service providers it has been in contact with. Obtaining a set of no-obligation estimates will give the task force data from which to model potential costs and identify likely vendors. Once the task force has received the no-obligation estimates, it will send out a second request in mid-September, asking libraries for a formal Letter of Intent to participate in the formation of the consortium.

E-rate

E-rate commitments for July 1, 2010-June 30, 2011:

Total committed to all consortia, libraries, and schools to date across the US for 2010:

\$2,561,661,938.32

Total committed to all consortia, libraries, and schools to date for Missouri for 2010:

\$37,175,100.91

Committed to Libraries/Library Consortia in Missouri:

\$1,286,415.01 for telecommunications (Priority 1)

\$75,241.66 for internal connections (Priority 1)

\$132,056.93 for basic maintenance of internal connections (Priority 2)

\$1,493,713.61 Total

E-rate Commitments for July 1, 2011-June 30, 2012

The first commitments were released on June 23, 2011-this single “wave” totaled

\$396,933,238.29. The total committed to Missouri was \$7,283,502.91 and 40 Missouri libraries received commitments for a total of \$522,947.77.

Online Resource Services for FY12

For July 1, 2011 the State Library will purchase through REAL Program funds the following Online Resources:

General purpose full text journals from EBSCO

Health resource materials from EBSCO

K-12 from EBSCO

Missouri Newspapers (St. Louis Post and Kansas City Star) from NewsBank

Business and Company Resource Center from Gale

Discovering Collection from Gale

The State Library will fund Learning Express Library through a cost share with DESE and using REAL Program reserves at MOREnet

Bill and Melinda Gates Foundation Grant

The Opportunity Online Hardware Grant has completed Phase I, and funds for Phase II have been distributed to libraries. The official end date of this grant is January 7, 2012.

The grant has placed 587 of the 590 computers awarded in Missouri Public Libraries. Since libraries were allowed to purchase the computers of their choice, a variety of computer types were funded including towers, monitor-mounted small-form-factor PC, laptop, and children's workstations, some models with touch screen. Library visits have been conducted to 99 sites, with 15 to be visited in July and the last 5 to be visited in August.

2011 Summer Reading Program

The Collaborative Summer Library Program annual meeting was held from April 5-8, 2011 in Scottsdale, Arizona. The Collaborative now represents 49 states, the District of Columbia, American Samoa and the Mariana Islands. In addition to conducting the organizational and committee meetings, the membership finalized the summer library program slogans for 2013 when the children's slogan will be *Dig into Reading*, the teen slogan *Beneath the Surface*, and the adult slogan *Groundbreaking Reads*. At the same meeting the overall theme *Science* was selected for 2014.

The online 2011 Summer Reading Program Evaluation is under way with a deadline for response from Missouri public and cooperating school libraries of September 16, 2011.

Summer Reading Program Workshops

Workshops for the 2012 Summer Reading Programs will be scheduled for March 2012. Five teen and five children's summer library program workshops are being planned.

Adult Services Direct videoconference series

Adult Services Direct concluded until September with a May webinar on job searching with a representative from the Missouri Division of Workforce Development. In September, MOSL will offer “Customer Service for the Rest of Us” focusing on library staff who do not work directly or work intermittently with the public. The program will be co-presented by Mike Mullett, IT Manager of Daniel Boone Regional Library about customer interactions for IT staff, Tom Peters of TAP Information Services who will discuss opportunities for reference customer service, and Lori Boschert and Mary Jo Hartmann, both of St. Louis County Library, who will talk about Customer Connect, SLCL’s call center for all customer service issues. In November, Pat Wagner will present a webinar, “Making Customer Service Training Work: Following Up on What We Learn”. Pat will focus on why training sessions and "being nice" are not enough, nagging versus positive reinforcement, standards for behavior change, the importance of internal customer service, and taking good (and bad) customer service seriously.

Missouri Center for the Book

The Center for the Book submitted an application for an “Arts Education in American Communities” grant from the National Endowment for the Arts. In partnership with the St. Louis Mercantile Library, this book arts project will consist of a traveling exhibit highlighting "The Art of Fine Printing and the Book in Missouri" and a series of workshops for art educators and students. If awarded, the exhibit will include the finest examples of printing, illustrated books and bindings from the collections of noted Missouri libraries and will be presented in four areas of the state. Panels will explain the art of the book through the traditional processes of printing and handmade book construction. Workshops will be led by a well-known book artist who will work with students and educators to create books that will challenge their ideas of what a book can be.

Adult Literacy Workshops

Representatives from Health Literacy Missouri and the National Network of Libraries of Medicine presented “What Does Health Literacy Have to do with Me?” in Poplar Bluff, Bonne Terre, Neosho, and Chillicothe. Future plans for health literacy include webinars on specific topics using online search tools.

LIFT, the Missouri Literacy Resource Center will present two webinars in August on family literacy in the library.

Scholarships

Missouri State Library Scholarships are for students pursuing a master’s degree in library science and/or school library media specialist certification and cover tuition and applicable fees at colleges and universities in Missouri. After graduating, recipients must commit to work in a publicly funded Missouri library. One student, Melody Townsend, graduated in May. Lauren Williams, an employee of the Daniel Boone Regional Library, completed her work commitment and successfully exited the program in June. There are currently 23 individuals participating in the scholarship program. Nine are current students, three are graduated and looking for a job that

will fulfill their work commitment, and eleven participants are graduated and currently fulfilling their work commitment.

Early Literacy Workshops

This fall, Saroj Nadkarni Ghoting will present her workshop “Criss Cross Applesauce: Making Multiage Storytimes the Best They Can Be.” Ms. Ghoting is a former children's librarian and is now an Early Childhood Literacy Consultant. There are four regional sessions scheduled for September 26-30, 2011. Libraries are encouraged to invite community partners representing Parents-As-Teachers, Head Start, Born to Read, Missouri Humanities Council, and school based pre-school staff to this workshop. Registration is scheduled to open on August 22nd.

Library Skills Summer Institute 2011

Summer Institute is scheduled for August 9-11 in Columbia at the Holiday Inn Select Executive Center.

Library Skills Institute provides an opportunity for library staff who do not have an advanced degree in library/information science to learn the basics of librarianship or update their library skills. The Institute offers both Basic and Advanced Library Skills courses. The Advanced Library Skills courses offered this summer are Library Services for Children, presented by Sarah Howard of Daniel Boone Regional Library and Collection Development and Acquisitions, presented by Marlene Harris, a library consultant with a varied background.

WebJunction Missouri

Course Promotion

In June, WebJunction Missouri promoted free classes in order to reduce the number of course credits remaining at the end of the fiscal year. The courses in the promotion included “Basic Web-based Reference”, “Introduction to Cataloging for Non-Catalogers”, “Reaching Reluctant Readers”, “Reaching Teenagers”, and “Office 2010: New Core Features”.

Changes to WebJunction Missouri

Beginning July 1, 2011, WebJunction’s online self-paced courses will be available at no charge only to those members who are sponsored by their state library through WebJunction’s Partner Program. This means that members will be able to enroll in an unlimited number of courses for free from the WebJunction catalog if they are affiliated with WebJunction Missouri. Affiliated members will also receive early notification for future webinars from the State Library.

Fiscal Year 2010 Public Library Survey (PLS) Statistics

Data were collected in November and December 2010 from the state’s public library districts for submission to the Institute of Museum and Library Services (IMLS) through the Public Library Statistics Cooperative (PLSC). Missouri’s FY2010 data were submitted in June 2011 and will be verified by the U.S. Census Bureau no later than August 2011. Once the data are verified at the federal level, our statewide data will be posted to the Library Statistics page of the Library Development section of the Missouri Secretary of State Web site.

Preliminary results show the following changes from FY2008 through FY2010:

Data Item	State Totals			% Change		
	FY2008	FY2009	FY2010	2008-09	2009-10	2008-10
FTE Staff with ALA-MLS	399	403	409	1.0%	1.5%	2.5%
FTE Paid Staff	3,180	3,041	3,083	-4.4%	1.4%	-3.1%
Operating Revenue (2010 \$)	\$214,770,302	\$229,316,383	\$219,187,709	6.8%	-4.4%	2.1%
Operating Expenditures (2010 \$)	\$191,671,910	\$203,195,867	\$201,868,009	6.0%	-0.7%	5.3%
Print Materials	18,034,229	17,592,024	17,384,031	-2.5%	-1.2%	-3.6%
Electronic Books	228,625	219,068	202,712	-4.2%	-7.5%	-11.3%
Library Visits	26,529,459	28,468,738	29,069,731	7.3%	2.1%	9.6%
Reference Transactions	5,011,527	5,232,441	4,785,069	4.4%	-8.5%	-4.5%
Registered Borrowers	3,080,910	2,985,938	3,197,357	-3.1%	7.1%	3.8%
Total Circulation	47,986,846	51,212,910	54,118,676	6.7%	5.7%	12.8%
Total Program Attendance	1,399,113	1,541,438	1,493,692	10.2%	-3.1%	6.8%
Public Internet Terminals	4,592	4,441	4,487	-3.3%	1.0%	-2.3%

LSTA FY2010

The State Library used LSTA FY2010 funds from under-spent projects to support recovery efforts through the Joplin Public Library. The Library was granted an additional \$12,503 through a Technology Ladder amendment for additional computers, ADA-compliant furniture, wireless access equipment and additional hours for part-time technology staff. The Targeted Collection Development grant was also amended, increasing the award from \$5,000 to \$47,497 for the replacement of items lost due to the tornado and purchase new items to meet new demands in response to Joplin recovery efforts.

LSTA FY 2011

All grants that were on hold during the LSTA YF2011 federal budget continuing resolution have been resolved. In the Long Term Fall 2010 grant round, six Digital Imaging grants were awarded and four were denied; two Website Makeover grants were awarded and two were denied.

In the Long Term Winter 2011 grant round, we received four Spotlight on Literacy and ten Technology Ladder grant applications requesting a total of \$550,192. At the time of this report, final decisions are pending.

LSTA FY2008-2012 Evaluation

The State Library will contract with ARC: The Assessment Resource Center from the University of Missouri to evaluate the current LSTA five year plan. It is hoped the first draft of the evaluation will be ready the end of December 2011 and will contain information that we can use to inform the LSTA FY2013-2017 plan.