

## **West Virginia Library Commission LSTA FIVE-YEAR PLAN 2008-2012**

### **OVERVIEW**

The Bureau of Business and Economic Research at West Virginia University predicts that the 2007-2012 growth rate for the state will be well below the national average. \* In an address to the business community the Director of the Bureau stated that the future of West Virginia is primarily dependent on one thing – investment in people. He went on to say that investing in people means more education, on-the-job-training, and health care. It means that people must be encouraged to take part in the economy by actively seeking jobs and/or education.

The key word for West Virginia libraries is education. The local public library has long been recognized as the gateway to lifelong learning. In a knowledge based society those who have the least skills and fewest opportunities for updating those skills are the least likely to find and keep paid employment. The West Virginia Library Commission is directed by state law to give assistance, advice and counsel to all libraries. The following plan, built on lessons learned and a vision for the future, identifies a strategy for ensuring quality library service for all West Virginians.

The plan enhances services by connecting libraries to libraries, libraries to information, and libraries to people. The Statewide Library Network provides Internet access, e-mail communication and web page support to all public libraries in the state. In many communities the public library is the only public access Internet point.

The plan enhances collections by providing a package of online databases in academic, public, and school libraries. This project opens the electronic doors of every library 24 hours a day, seven days a week. It provides opportunities to find full text articles from more than 2,000 magazines and newspapers. The statewide test preparation database prepares users for civil service, career, professional, academic, and basic skills examinations.

Cooperation among libraries is encouraged with grants for the development and support of consortia that share a common library system. An active continuing education program and regional and statewide professional assistance guarantees a skilled library workforce, knowledgeable trustees, and well run facilities. Partnerships with public and private agencies and organizations expand programming to all segments of the population and a comprehensive communications program promotes the services and value of libraries.

Learning is not an end product but a lifeong process in which West Virginia's libraries must be equipped to play a key role.

- *West Virginia Business and Economic Review, v.14, Winter 2007. "The 2007 West Virginia Economic Outlook in a Nutshell"* <http://www.be.wvu.edu/bber/pdfs/BBER-2007-05.pdf>

### **MISSION**

The West Virginia Library Commission promotes, assists, and supports the development of effective and efficient library services that ensure high quality library services and information resources to all residents of the state.

**GOAL 1: Strengthen the ability of libraries to use information technology to improve services and facilitate access to materials and information resources.**

**NEEDS ASSESSMENT**

- Public libraries serve as public access gateways to Internet based information for many West Virginians. Listed below are findings of a 2006 West Virginia Public Service Commission report\* on the status of broadband deployment that illustrate the critical need for this service.
  - Home Computer Ownership
    - National - 68% of households have a computer
    - West Virginia - 58% of households have a computer
      - ° 46th in % of homes with computers
  - Internet Subscription
    - National - 64% of households on-line
    - West Virginia - 54% of households on-line
      - ° 45th in % of homes with Internet access
  - Broadband Access
    - National - 85% of households have access to broadband
    - West Virginia - 75% of households have access to broadband
  - Broadband Subscription
    - National - 42% of households subscribe to broadband
    - West Virginia - 27.5% of households subscribe to broadband
  - Affordability Issues Affecting Subscription
    - West Virginia ranks 50th in the nation in median household income.
    - West Virginia has a high percentage of elderly and/or low-income households that are the least likely to own home computers, have Internet access or subscribe to broadband.
    - Broadband prices are coming down, however, the low percentage of West Virginia households with computers continues to act as an absolute ceiling on broadband subscription levels.

\* Consumer Advocate Division of the Public Service Commission of West Virginia. 2006 Update of the West Virginia Advanced Services Task Force  
<http://www.cad.state.wv.us/2006/Asupdate.htm>

**LSTA PURPOSE (S)**

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Providing electronic and other linkages among and between all types of libraries.
- 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.

**KEY OUTPUT AND EVALUATION TARGETS**

- Improve the electronic infrastructure capacity and security of the State Library Network (SLN).
  - By 2010 all public libraries hosted on the SLN will be operating on T1 data lines or higher and by 2012 the SLN will offer Multi Protocol Label Switching

- (MPLS) capability, an Ethernet device that operates approximately 10 times faster than T1.
- The SLN staff will constantly monitor the types of problems being experienced by libraries; the solutions to those problems, response times, and the need for improved hardware and software and report the findings weekly. 85% of the problems reported to the SLN Help Desk will be resolved within two business days.
- Maintain and enhance the consortia-based integrated library systems established with LSTA funds.
  - Annually provide integrated library system maintenance grants to each of the 5 consortia established for this purpose.
  - A poll of key consortia personnel to determine system satisfaction and enhancement needs will indicate 90% satisfaction with the systems.
  - Additional technology grants will be awarded to at least 20% of the applicants.
- Support the development of public library web sites that provide convenient access to a broad array of information resources.
  - Annually 10% of the public libraries hosted on the SLN will improve their websites to expand services to their customers. The number of requests for web page development assistance will increase annually by 5%.
  - By 2012, 100% of the public libraries will have links to the statewide databases on their web pages.

#### **KEY OUTCOME AND EVALUATION TARGETS**

- Users of libraries hosted on the SLN will be served with up to date information technology.
  - The SLN inventory software will indicate an annual 3% decrease in the number of outdated computers available to the public and used by staff.
  - Required reports and key informant interviews will indicate that additional LSTA technology grants have expanded services to library users in 100% of the libraries receiving the grants.
- West Virginia public library users will supplement print materials with electronic materials.
  - Usage reports for the statewide databases will indicate an annual increase of 5% for 60% of the public libraries and academic libraries and 40% for the school libraries.
- Library staff will have the knowledge and skills to provide quality service.
  - Evaluations from database training workshops will indicate that at least 75% of the participants have increased awareness of the statewide databases and how to use them.

#### **PROGRAMS**

- Provide Internet services to every library through the Statewide Library Network. *Timeframe: 2008-2012*
- Provide technical assistance and support to every library. *Timeframe: 2008-2012*
- Provide every library access to a selection of online databases that meet a variety of information needs. *Timeframe: 2008-2012*
- Offer LSTA grants in the area of technology. *Timeframe: 2008-2012*
- Offer continuing education on technology-related subjects. *Timeframe: 2008-2012*
- Seek partnerships with public and private agencies and organizations to enhance and expand the technology capabilities of libraries. *Timeframe: 2008-2012*

**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.**

**NEEDS ASSESSMENT**

- Approximately 20% of the adult population cannot read above a fourth grade education level (The State of Literacy in America, National Institute for Literacy, 1998). That 20% means that one in five adults in WV does not have the basic skills needed to succeed at work or succeed in preparing children to learn.
- Fifty-three percent (53%) of the public library systems serve populations of less than 10,000. Eighty-two percent (82%) serve populations of less than 25,000.
- The number of full time equivalent library staff ranges from 93 to less than one with the average being 6.2. In 2002, the range was from 119 to less than one with the average being 6.48.
- West Virginia libraries rank 50th in the nation in local operating revenue per capita, total collection expenditures per capita, and total staff expenditures per capita. \*
- The Directions 2000 Study Report prepared for the West Virginia Library Commission in 1999 by Himmel & Wilson Library Consultants points out the difficulty local libraries have in planning and presenting programs at the local level. A trustee eloquently expressed the importance of these programs and the expectation that they be delivered from the state level. She said that local libraries can and should play a key role in overcoming the twin Appalachian predilections of low self-esteem and isolation but have neither the funding nor the personnel to provide a wide variety of programming.
- The public high school drop out rate in West Virginia is the third highest in the nation.\*\*
- Only 15.1% of West Virginians have a Bachelor's degree or higher. The national average is 27.7%. \*
- West Virginia ranks 2<sup>nd</sup> in the nation in the percent of adults who are overweight or obese and also in the percent of the population that is 65 years old and older. \*
- Twenty-five percent (25%) of West Virginia's children live in poverty. The national average is 18.2%.

\*Public Libraries in the United States: Fiscal Year 2004; E.D. TAB; National Center for Education Statistics; August 2006.

\*\*State Rankings 2007. Morgan Quitno Press, Lawrence Kansas, 2007.

**LSTA PURPOSE (S)**

- Developing public and private partnerships with other agencies and community-based organizations.
- 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.
- Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 9902(2) of Title 42) applicable to a family of the size involved.

### KEY OUTPUT AND EVALUATION TARGETS

- Promote library services to target groups that do not traditionally use the library.
  - 100% of the public libraries will annually receive at least 3 packets of promotional materials targeting a special population such as young adults, new adult readers, visually handicapped.
- Decrease the physical, geographical, age, language, literacy, and cultural barriers faced by library users.
- Grants to enhance access, provide materials, and expand programming will be awarded to at least 20% of the applicants.
- Increase the awareness of library staff and trustees concerning the needs of children, youth, families and culturally diverse populations.
  - At least 75% of the participants of workshops on diversity, adult programming, or children's programming will indicate through workshop evaluations that they have an increased awareness of the needs of children, youth, families and culturally diverse populations.
- Encourage the establishment of partnerships with local businesses, private organizations, non-profit groups, and public service agencies.
  - An annual survey of 100% of the public libraries will indicate that 75% of the respondents have at least 5 community partners; 25% will list 10 or more.

### KEY OUTCOME AND EVALUATION TARGETS

- All West Virginians, regardless of age, educational attainment, physical ability, economic status, or geographic location will have access to the materials, services and programs of public libraries.
  - The number of libraries offering reading programs to children, young adults, and adults will annually increase by 3% for each type of program.
  - The adult reading/discussion program will annually add 10 new titles and 3 additional groups.
  - WVLC will quarterly prepare and distribute bibliographies of materials that target diverse population groups in order to assist libraries select materials in these areas.
  - An annual user survey of at least 20 libraries will indicate that 2% of the patrons used the library for the first time during the previous 12 months.
- Libraries will contribute to the education of the citizens of the state.
  - An annual user survey of at least 20 libraries will indicate that 60% of the patrons used the library for educational purposes.
- The level of service delivered by libraries to literacy providers and literacy students will improve.
  - The percentage of literacy providers and literacy students who rate the ability of public libraries to meet their needs as "satisfactory" will increase by at least 2% annually.

### PROGRAMS

- Annually plan, in cooperation with the West Virginia Library Association Children's Services Roundtable, a statewide summer reading program. Develop and efficiently distribute support materials, activities, and training for this program. *Timeframe: 2008-2012.*

- Offer statewide reading and writing promotions through the West Virginia Center for the Book, a program of the West Virginia Library Commission.
- Assist and train libraries to provide a variety of adult programs of interest to current library users and to groups that do not traditionally use the library. *Timeframe: 2008-2012.*
- Promote cooperation between local libraries, adult basic education programs, and literacy coalitions and organizations to identify materials and services to meet the needs of students and tutors. *Timeframe: 2008-2012*
- Provide consulting services for developing, assessing and delivering programs and services. *Timeframe 2008-2012*
- Offer grants in the area of library services to target populations. *Timeframe 2008-2012*

**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.**

#### **NEEDS ASSESSMENT**

- The Directions 2000 Study Report prepared in 1999 by Himmel & Wilson Library Consultants for the West Virginia Library Commission recommended that the Library Commission play a strong role in providing library continuing education. This was a primary goal of the 2003-2007LSTA plan and remains a primary goal of the 2008-2012 plan. Although progress has been made in this area, it must remain a priority in order to train new library personnel in the basics of library service, to provide opportunities for established staff to increase knowledge and skills, and ensure that West Virginians are served by well-trained library employees.
- There are 97 public library systems in West Virginia housed in 173 facilities. More than two thirds of the directors of library systems in West Virginia do not have professional library degrees. In the absence of an in-state Masters degree program accredited by the American Library Association, the West Virginia Library Commission takes the lead in developing and sponsoring continuing education opportunities.
- In addition to continuing education, agency staff regularly visits library sites to advise, assist, and admire local operations.
- In order to make sure that each local library has the advantage of professional library assistance in its geographic area, the agency affiliates libraries without professional librarians to Service Center libraries. These are larger libraries with at least two professionally trained librarians. The Library Commission provides grants to Service Center libraries to assist in the delivery of services to the affiliates.

#### **LSTA PURPOSE (S)**

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Management and Budget and revised annually in accordance with section 9902(2) of Title 42) applicable to a family of the size involved.

### **KEY OUTPUT AND EVALUATION TARGETS**

- Develop and sponsor a wide range of training opportunities for library directors and staff.
  - At least one staff member from 65% of the 97 public library systems, 10% of the K-12 school libraries, and 7% of the academic libraries in the state will annually attend one of the training workshops presented or endorsed by the West Virginia Library Commission.
- Provide training and education to public library trustees regarding the relationship between their duties and responsibilities and the ability of the library to meet the lifelong learning needs of a diverse community.
  - By June of 2012 85% of library trustees with less than 5 years experience in the position will have attended a trustee orientation session.
  - 60% of the trustees completing a trustee seminar will demonstrate increased knowledge of the lifelong learning services of the library and the responsibilities of library trustees in achieving that role.
- Assist public libraries build adequate collections through identification and implementation of standard selection and collection management techniques.
  - Evaluations from training workshops will indicate that at least 75% of the participants have increased awareness of collection development techniques.

### **KEY OUTCOME AND EVALUATION TARGETS**

- West Virginians will be served by current, broad based local public library collections and services.
  - By 2012, at least 15% of the collections in 75% of public libraries will be less than 5 years old.
- Libraries will respond to local needs with knowledgeable and customer-centered services, resources, and facilities.
  - Evaluations from training workshops will indicate that at least 75% of the participants have increased awareness of customer-centered services.
- Libraries will have meaningful long-range development plans.
  - By 2012 all public libraries will have completed at least one long-range plan for at least three and not more than five years.
- Libraries not directed by professional librarians will receive professional input and services from a library in the geographic area.
  - Service Center libraries will provide each affiliate library an annual evaluation of its collection, services, and operations.
- Library trustees will be knowledgeable about the relationship between their duties and responsibilities and the ability of the library to meet the lifelong learning needs of a diverse community.
  - Evaluations from trustee training workshops will indicate that at least 75% of the participants have increased awareness how the library can meet the needs of non-traditional as well as traditional library users.

### **PROGRAMS**

- Provide consulting in the areas of services to adults, services to children and youth, literacy, and library technology. *Timeframe: 2008-2012*
- Annually present at least three workshops on topics related to technology, services to adults and children, collection development and management, or literacy programs and biennially present a library skills refresher course. *Timeframe: 2008-2012*

- Offer continuing education grants for attendance of WVLC endorsed training opportunities that address library services that provide access to information for a diverse population, electronic and other linkages among all types of libraries, public and private partnerships, or library and information services to persons having difficulty using a library. *Timeframe: 2008-2012*
- Annually present at least two sessions for trustees library services that provide access to information for a diverse population, electronic and other linkages among all types of libraries, public and private partnerships, or library and information services to persons having difficulty using a library. *Timeframe: 2008-2012*

**GOAL 4: Strengthen the capacity of libraries to share materials and resources to more fully meet information and library services needs.**

**NEEDS ASSESSMENT**

- The fact that libraries of all types in West Virginia are heavily dependent on resource sharing to meet the needs of their users was noted in both the 1998-2002 and the 2003-2007 LSTA plans. Expanding the package of statewide databases, establishing multitype consortia, and upgrading automation systems have built a solid foundation for resource sharing. However, need remains for statewide interlibrary loan management software and a cost-effective delivery method.
- In 2003, borrowing accounted for 74% of interlibrary loan activity in academic libraries. In the same year, borrowing accounted for 55% of interlibrary loan activity in public libraries. In 2006, the percentage of borrowing activity decreased to 61% in academic libraries and 51% in public libraries. However, while total academic interlibrary loan activity decreased by 24%, public interlibrary loan activity increased by almost 500%.
- The decrease in academic activity can be attributed to a corresponding increase in the number of e-books and e-subscriptions available. In response to annual surveys conducted by the West Virginia Library Commission, academic libraries reported 261,791 e-books in 2003 compared to 648,383 in 2006. E-subscriptions increased from 20,978 in 2003 to 66,171 in 2006.
- Increased interlibrary loan activity in public libraries is directly attributable to the establishment of consortia with shared bibliographic and patron databases. The consortia catalogs have greatly improved interlibrary loan among and between consortia but the library community is anxiously awaiting a streamlined method that will provide features such as automatic routing of requests to academic libraries and other libraries outside the consortia.
- Increased interlibrary loan activity has placed a financial burden on many libraries. Two of the lead libraries in the WVLC/LSTA funded automation consortia have van delivery services and a third is exploring a delivery service. These services do not address statewide delivery needs.

**LSTA PURPOSE (S)**

- Developing library services that provide all users access to information through local, State, regional, national and international electronic networks.
- Providing electronic and other linkages among and between all types of libraries.



- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individual of all ages.

### KEY OUTPUT AND EVALUATION TARGETS

- Evaluate interlibrary loan management software products.
  - By 2012, specific statewide ILL management software will be chosen.
- Develop a structure for implementation of statewide interlibrary loan management software.
  - By 2012, 95% of academic and public libraries will endorse protocols and agreements associated with the statewide interlibrary loan management software.
- Explore document delivery options.
  - By 2012, 65% of academic and public libraries will have participated in meetings concerning the proposed structure and costs of a statewide document delivery service.
- Develop unique subject specialties in the Library Commission Reference Library to supplement local library collections.
  - 3% of the materials budget for the Library Commission Reference Library will be designated for materials requested on interlibrary loan but not owned by the library.

### KEY OUTCOME AND EVALUATION TARGETS

- Local libraries will offer more economical and efficient resource sharing services.
  - By 2012, 5% of academic libraries and 20% of public libraries will experience a 10% reduction in costs associated with providing interlibrary loan services.
- Library users will have access to materials in libraries throughout the world.
  - By 2012, 75% of patrons using interlibrary loan services will receive requested items within 3 business days.
  - By 2012, 75% of staff responsible for interlibrary loan services will rate access and delivery as “much improved”.

### PROGRAMS

- Conduct a study of options for statewide interlibrary loan management software. *Timeframe: 2008-2010*
- Implement statewide interlibrary loan management software. *Timeframe: 2010-2012*
- Conduct a study of options for statewide interlibrary loan delivery. *Timeframe: 2008-2010*
- Offer LSTA grants in the area of interlibrary cooperation and resource sharing. *Timeframe: 2008-2012*
- Continue development the Library Commission’s web site as a statewide portal for library catalogs, resources, and services. *Timeframe: 2008-2012*

**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.**

### NEEDS ASSESSMENT

- West Virginia libraries rank 45<sup>th</sup> to 50<sup>th</sup> in the following categories: \*
  - Local operating revenue per capita (50<sup>th</sup>)

- Total collection expenditures per capita (50<sup>th</sup>)
- Total staff expenditures per capita (50<sup>th</sup>)
- Circulation transactions per capita (47<sup>th</sup>)
- Reference transactions per capita (46<sup>th</sup>)
- Library visits per capita (45<sup>th</sup>)
- Effective July 1, 2010, state Grants-in-Aid to public libraries will be based on a combination of population and local funding.
- Data indicates that the public is not well informed about the value, role, programs and services of public libraries.
- Public library services are not marketed effectively.
- The Library Commission needs an effective campaign to “tell the library story”.

\*Public Libraries in the United States: Fiscal Year 2004; E.D. TAB; National Center for Education Statistics; August 2006.

### **LSTA PURPOSE (S)**

- Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 9902(2) of Title 42) applicable to a family of the size involved.
- Developing public and private partnerships with other agencies and community-based organizations;

### **KEY OUTPUT AND EVALUATION TARGETS**

- Inform community leaders, legislators, and the general public of LSTA funded projects and of library resources, programs and services that meet the lifelong learning needs of all citizens regardless of their geographic location, physical condition, or socioeconomic circumstances.
  - Increase the number of library-related articles in state newspapers by 15%.
  - Increase by 20% the number of reports generated from the annual collection of data about library programs and services.
  - Increase by 10% the number of library-related paid and public service announcements distributed to television and radio stations.
  - Increase by 20% the number of press releases issued by the Library Commission.
- Develop a statewide library promotion plan to increase the awareness of community leaders, legislators, and the general public of LSTA funded projects and of library resources, programs and services that meet the lifelong learning needs of all citizens regardless of their geographic location, physical condition, or socioeconomic circumstances.
  - By 2010, solicit and evaluate promotion plan proposals.
  - In 2011-2012 implement the statewide promotion plan.

### **KEY OUTCOME AND EVALUATION TARGETS**

- Staff in public libraries will more effectively promote the value of LSTA funded projects and of library resources, programs and services that meet the lifelong learning needs of all citizens regardless of their geographic location, physical condition, or socioeconomic circumstances.
  - Evaluations from training workshops, supplemented with consultant observations during site visits, will indicate that at least 75% of the

participants have increased skill in promoting LSTA funded projects and of library resources, programs and services that meet the lifelong learning needs of all citizens regardless of their geographic location, physical condition, or socioeconomic circumstances.

- Community leaders and legislators will be more aware of LSTA funded projects and of library resources, programs and services that meet the lifelong learning needs of all citizens regardless of their geographic location, physical condition, or socioeconomic circumstances.
  - The number of advocacy programs hosted by local libraries will increase by 25%.
  - By 2012, local funding will increase for 20% of public library systems.
- The general public will be more aware of LSTA funded projects and of library resources, programs and services that meet the lifelong learning needs of all citizens regardless of their geographic location, physical condition, or socioeconomic circumstances.
  - By 2012, 90% of library excess levies will be passed.

## **PROGRAMS**

- Annually develop campaigns that draw attention to specific library services provided with LSTA funds and services that target library services to persons having difficulty using a library and to underserved urban and rural populations. *Timeframe: 2008-2012*
- Provide consulting services to libraries in the area of developing marketing and public relations skills. *Timeframe: 2008-2012*
- Develop materials and tools to publicize local library services provided with LSTA funds and services that target library services to persons having difficulty using a library and to underserved urban and rural populations. *Timeframe: 2008-2012*
- Offer LSTA grants for promoting library awareness of services provided with LSTA funds and services that target library services to persons having difficulty using a library and to underserved urban and rural populations. *Timeframe: 2008-2012*
- Annually present at least two workshops that increase skills in the areas of providing service to multicultural groups and other persons having difficulty using a library and to underserved urban and rural populations.

## PLANNING AND IMPLEMENTATION PROCEDURES

### ▪ **Stakeholder Involvement Procedures**

- A series of meetings to discuss major revisions to the Library Commission's administrative rules provided a unique opportunity to assess the needs and concerns of the West Virginia library community. The meetings were held at various locations around the state over a period of two years. In addition, the Library Commission's annual State of the State's Libraries presentation at the state library conference incorporated a report on Library Services and Technology Act projects and solicited comments.
- The recommendations of the 1999 study of library services and the West Virginia Library Commission prepared by Himmel and Wilson Library Consultants are still quite valid for planning purposes and were carefully reviewed. Project reports from libraries receiving LSTA sub grants, reports and comments from WVLC staff, and observations from various meetings of the West Virginia Library Association and its divisions and roundtables were all considered in the preparation of this plan.
- Evaluation of the 2002-2007 plan focused attention on goals achieved, goals not achieved, and goals in progress.
- Key stakeholders are the agency's Commissioners who are appointed by the Governor, the staff of the West Virginia Library Commission, directors and staff of academic, public and school libraries, and public library trustees.
- A draft of the 2008-2012 goals and key targets was distributed to library directors and to Commissioners for comment.
- Stakeholder involvement will continue to include surveys, site visits, and formal and informal project reports.

### ▪ **Communication Procedures**

- Upon approval, the 2008-2012 plan will be posted on the West Virginia Library Commission web site with an email link for comments. Printed versions will be available on request.
- An activity report will be made annually at the West Virginia Library Association (WVLA) Fall conference and posted on the web site.
- Through experience, WVLC has learned that the West Virginia Library community does not favor formal comment situations. To provide a variety of opportunities for informal comments, WVLC staff will continue to be active in WVLA divisions, roundtables and committees in order to gather these comments.

### ▪ **Monitoring Procedures**

- West Virginia Library Commission staff will continuously track implementation of the 2008-2012 plan, preparing annual and other reports as appropriate.
- WVLC staff will track the progress of sub-grantee projects through review of required reports and site visits.
- The Institute of Museum and Library Services will be notified of any amendments or modifications to the plan as they become evident. The West Virginia library community will be made aware of any amendments or changes through the West Virginia Library Commission's fax, email, and web networks.