

UTAH STATE LIBRARY

FY 2010 ANNUAL REPORT

DIRECTOR'S MESSAGE

The Utah State Library (USL) www.library.utah.gov and its Board of Trustees believe completely in the fact that libraries change lives and that the programs and services offered to Utah public libraries by USL helps libraries at the local level provide for their individual community needs. USL is the agency charged to serve Utah libraries statewide and we take very seriously the responsibility to maintain a statewide perspective on library services and issues in the 21st century. Services are guided by the "USL Strategic Plan 2010-2012."



DONNA JONES MORRIS

*State Library Director /
State Librarian*

Never before has library service been so crucial to citizens of Utah and the nation. As the economy and residents struggle to stand on firmer ground again, libraries provide a solid base where patrons can look for jobs, find free family entertainment and learning, be involved in community activities and develop new technological skills.

It is important to note that:

- USL offers consulting, board training, continuing education, interlibrary loan, a summer reading program, online databases, downloadable audio, E-rate and more.
- USL serves state government and public libraries by collecting and disseminating public information and providing reference services and library materials.
- USL provides training and consulting to public libraries, assisting them in becoming stronger advocates within their communities, integrating digital resources effectively into services and operations, providing educational opportunities and to develop 21st century skills.
- USL meets the informational and recreational needs of the blind and disabled throughout the state as the move is made into a new era of delivering information through technology.
- USL facilitates cooperation among Utah's public, academic, school and special libraries.
- USL recognizes the importance of instilling a love for reading at an early age, the State Library has developed a coordinated program to promote early childhood literacy and a lifelong love of reading that contributes to the state's overall economic growth and quality of life.

In good times and in bad, we are proud of what USL accomplishes with a expert staff that is ready to go the extra mile to serve all of Utah's citizens through local libraries and online resources.

LIBRARY RESOURCES PROGRAM

The Library Resources Program serves Utah's public libraries with traditional time-honored library services, as well as with technological applications for the new century. The program offers a wide variety of lifelong learning and enrichment tools available to all Utah residents. Resources include online archives of newspapers, magazines, business and health information, downloadable audiobooks, genealogy information, and even car repair. It also provides traditional interlibrary loan services for smaller public libraries, collects and makes easily available online state government publications, and provides training in everything from basic library skills to 21st century web technologies to help library staff members serve their patrons.

MATERIALS SUPPORT

USL provides a collection of over 45,000 items available to supplement smaller public library collections and millions of other items through interlibrary loan. Smaller libraries such as Tooele County Bookmobile, San Juan County Library, Grand County Library, Kanab Library, Mt. Pleasant Library and Cedar City Library use this service heavily.

PIONEER—UTAH'S ONLINE LIBRARY [HTTP://PIONEER.UTAH.GOV](http://pioneer.utah.gov)

Utah's citizens receive premium information resources through Pioneer: 1,200,000 items to over 500,000 visitors in FY 2010. Pioneer provided over 100,000 downloadable audiobooks and eBooks to users. It is a popular supplement to local library collections making new fiction and non-fiction and foreign language learning materials available to anyone with an mp3 player. Cost per item retrieved: \$.27

UTAH GOVERNMENT INFORMATION

The Utah State Publications Digital Library (<http://publications.utah.gov>) provides complete, permanent, full-text access to state publications and websites. The Digital Library is part of the Department of Community & Culture's (DCC) Digitization Initiative. USL added 5,000 publications in FY 2010.

PIONEER—UTAH'S ONLINE LIBRARY

Check out and download high-quality audiobooks and eBooks from Pioneer—Utah's Online Library. Now your library never closes!

All you need is your library card to get started.



*Find out how at
<http://pioneer.utah.gov>*

CONTINUING EDUCATION

Training from basic library skills to 21st century web technologies helps library staff members serve patrons. In FY 2010, USL provided nearly 3,000 contact hours of training. UPLIFT training for smaller public library directors and staff strengthens their management skills and professional competency. Web technology training allows libraries throughout the state to participate in a variety of online training sessions. In-person training, held in Salt Lake and regionally across the state, gives library staff members an opportunity to learn and network with others.



SPECIAL LIBRARIES

Utah State Library provides consultation services and materials to Juvenile Detention Centers and Jail Libraries.

INTERLIBRARY LOAN SERVICE (ILL)

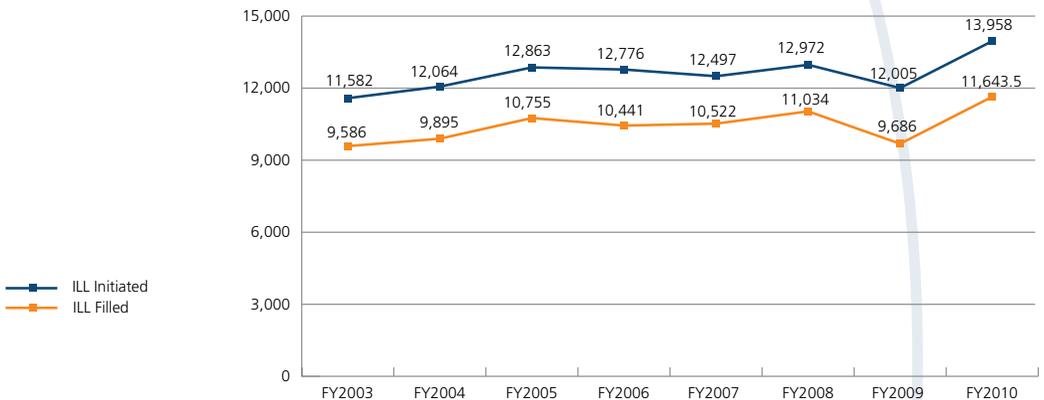
In FY 2010 the largest number of items were loaned which was up 16% from last year, up 9% from 2005.

USL coordinates meetings of Wasatch Front library directors from special, public, academic, and school libraries.

All instate lending (for Lender Support purposes) = 33,000

USL public library ILL = 14,000

OCLC BORROWS—LONG TERM TREND

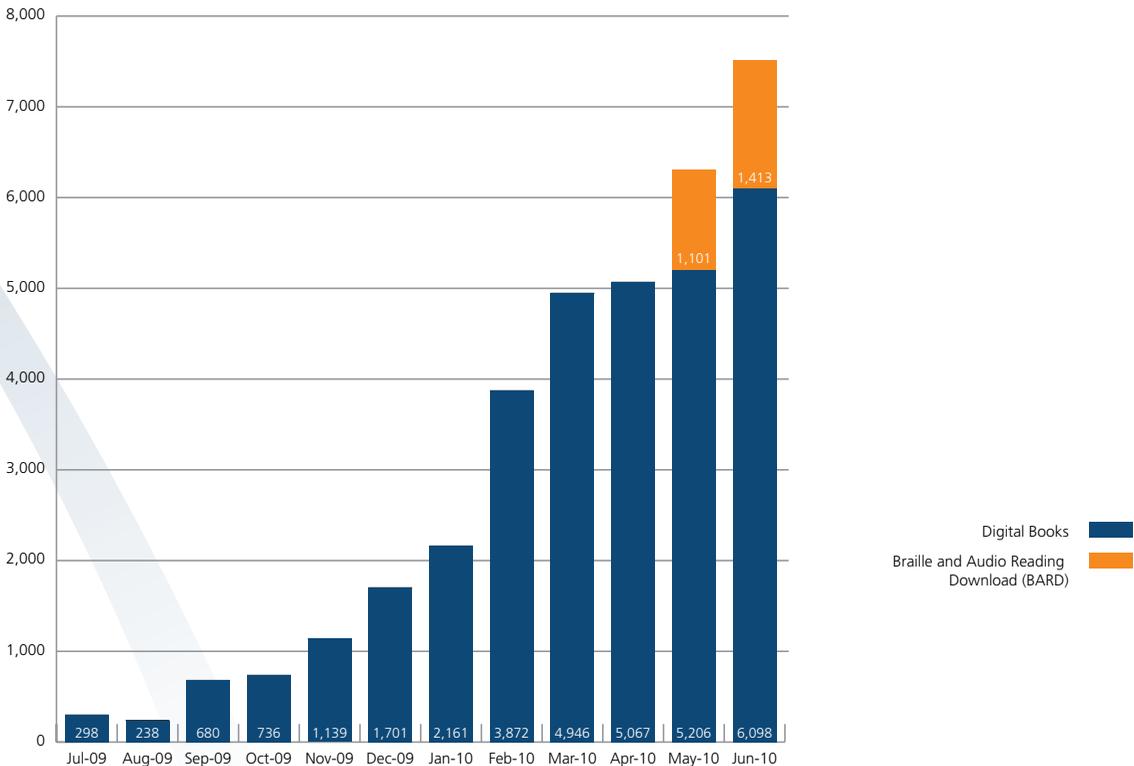


BLIND AND DISABLED PROGRAM

The Utah State Library (USL) Program for the Blind and Disabled served 17,101 patrons in FY 2010. USL contracts with 20 states to provide Braille titles and provides Wyoming full library services.

The library circulated 291,136 cassette and digital audiobooks, Braille books, magazines, large print books and descriptive videos. Digital book distribution increased, accounting for 30% of the audiobook circulation. The library produced 29,496 pages of Braille material, which provided a wider variety of reading material to patrons. The blind library website had 16,422 visits, and the web-based patron catalog had 27,752 visits.

DIGITAL BOOKS (DB) CIRCULATION



MULTI STATE CENTER WEST

Library of Congress, National Library Services contracts with Utah State Library to manage the Multi State Center West (MSCW). It is housed in the Utah State Library building and is the National Library Service's (NLS) western distribution center for equipment and special format reading materials, including Braille and audio books. The MSCW is a resource for regional libraries in the NLS network located west of the Mississippi River. In addition to distributing special format materials to regional libraries for circulation to their patrons, the MSCW is an archive for unique Braille and audio book collections. This results in ready access to library resources for Utah's blind library patrons and creates jobs for Utah residents.



NEWSLINE

The Utah State Library Radio Reading Service closed in April 2010 because of declining listenership and cuts to the USL budget. The library now provides Newsline, a phone-based audio news resource to replace the radio service.

BOOK RECORDING PROGRAM

The local book recording program was expanded to utilize former radio reading rooms. Ten former radio volunteers became book narrators and/or reviewers. This year 20 books were produced at USL. The USL Reading for the Blind program (RFB) at the Utah Department of Corrections recorded 200 new audiobooks and made 9,442 copies of 326 titles. The St. George Elks machine repair volunteer program donated 629 hours to USL. The total number of USL volunteer hours was 28,570.

SUMMER READING PROGRAM

The Blind and Disabled program provided a summer reading program for children. Online lists of available children's audiobooks, large print, and Braille books are accessible at www.blindlibrary.utah.gov. Participants spent 447 hours reading over the seven week period.

ART BEYOND BOUNDS

Over 500 people attended an exhibition of art by blind and disabled patrons. USL staff and several partners coordinated the exhibit. First Lady Jeanette Herbert opened the event held at the Rio Grande Depot.



LIBRARY DEVELOPMENT PROGRAM

21ST CENTURY UTAH LIBRARY ENDEAVORS

In November 2009 the Institute of Museum and Library Service (IMLS) unveiled its 21st Century Library Initiative. As a result, the Utah State Library (USL) is leading the way in preparing Utah's library community to address 21st Century issues. USL has incorporated 21st Century Skills into its new 2010-2012 Strategic Plan, established a 21st Century Library Blog and a Librarianship in the 21st Century Wiki to share information with colleagues across the State and nation.

USL in partnership with Utah Library Association (ULA) conducted three regional "21st Century Skills and Utah Libraries" workshops that reached a total of 93 trustees and library directors from 44 public libraries across Utah. USL presented two such sessions at the May 2010 ULA Conference.

USL is working to build a collaborative partnership of Utah library organizations including: USL, Utah Academic Library Consortium (UALC), Utah Educational Library Media Association (UELMA), and ULA. The partnership will share resources, lessons learned and expertise in every aspect of librarianship and library operations.

USL is also working to integrate its efforts with the Governor's 21st Century Workforce Initiative, and Jordan School District's 21st Century Skills model in their Engaged Classroom Project.

USL has solicited IMLS for Salt Lake City to become one of the eight sites selected nationwide to host their "Making the Learning Connection" campaign some time in late 2010 or early 2011. IMLS program plans are still under development, but their Senior Program Officer stated, "We are thrilled with [your] enthusiastic response to this effort to engage libraries and museums in creating community networks to support 21st century learning. This is really inspirational."



SYMPHONY INTEGRATED LIBRARY SYSTEM (ILS)

The Utah State Library announces the successful implementation of the Symphony Integrated Library System (ILS) for the 16 libraries that comprise the Utah State Collections Consortium. The system is administered by staff at the Utah State Library.

The implementation process for the system began in 2008 and culminated in the final migration of the final library in September 2010. All libraries are now online. The process included extensive training for library staff, with much of the training completed via the internet for outlying library locations. A project team at the Utah State Library was specifically dedicated to the project.

The new Symphony system offers the libraries in the consortium unique tools for users as well as day-to-day library management tools and data for long-term library planning. USL looks forward to supporting consortium libraries long into the future.

GRANTS ADMINISTRATION

During the grant cycle of 2009-2010, 32 grants to Utah libraries were funded, totaling \$284,789. Grants increased information access to Utah residents through technology development, digitization, and library materials for underserved populations.

In October 2009, the State Library Board voted unanimously to temporarily discontinue grants of Library Services and Technology Act (LSTA) funds to Utah libraries, due to the impact of State budget cuts. The State Library will use LSTA funds to provide statewide resources through support of the State Library Bookmobile program, services to Blind and Disabled residents, and Pioneer – Utah’s Online Library.

STATE DATA

The Utah State Library Division was once again recognized by the Institute of Museum and Library Service (IMLS), Washington, D.C., with the Francis Keppel Award for prompt, complete, and high-quality public library data submissions and the John Lorenz Award for timely and accurate submission of State Library Agency data.

Throughout the year, consultants maintained close communication with certified public libraries around the state, providing professional guidance and technical assistance to library directors and staff, library trustees, and local elected officials.

Consultants regularly communicated with selected tribal libraries serving American Indian residents in Utah providing professional guidance and technical assistance to library staff and tribe administrators.

Development Program completed the sixth year of the LSTA-funded “Library Services for Spanish Speakers Project” with 10 libraries participating throughout the state. These libraries received collection development grants to acquire materials that effectively meet the educational and informational needs in their communities. Over 1,600 new items were added to library collections and project expenditures of a little more than \$20,000 leveraged over \$3,000 of local funds (14% leverage).

SUMMER READING

More than 79,000 Utah kids participated in Summer Reading Programs in their local libraries. The theme this year was “Make a Splash READ!” @ your library.



Over 200 children attended an end of Summer Reading Celebration in Enoch

The Utah State Library Division maintained collaborative agreements and participated in regular planning meetings with various state and national organizations, including: Cultural Heritage Council (Department of Community & Culture (DCC)), ULA, UELMA, National School Library Data Project, Consumer Health Advisory Group (National Library of Medicine, Mid-Continental Region), UtahFutures, and Good Health Information at Your Library with Eccles Health Science Library.

BOOKMOBILE PROGRAM

Nine bookmobiles serve 14 counties to provide library resources for Utah’s rural residents. Each bookmobile carries about 5,000 books, with another 15,000 items available from a repository library used to refresh the shelves as patrons check out their favorite titles from the Bookmobile.



Innovative, efficient, and effective delivery technologies enhance how staff and patrons use library materials. All 14 counties are served by an integrated automated library system that not only carefully monitors the whereabouts of books and other materials, but also provides the following additional services to Bookmobile patrons:

- An easy-to-use Online Public Access Catalog
- eBooks
- Patron self-service such as “Review my Account,” “Renew My Materials,” and “Place a Hold on a Book”

THE MILLENNIAL GENERATION (18-29 YEARS OLD)

Also known as Generation Y. These adults are the “digital” natives who use social media and mobile technologies

- 75% have social networking profiles
- 94% have cell phones
- 88% use cell phones to text
- 80% have texted in the past 24 hours

Source: 2010 PewReport

DID YOU KNOW...

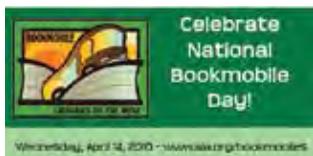
- Utah Bookmobiles travel over 150,000 miles each year
- Utah State Library houses the world’s largest Braille Library
- Pioneer—Utah’s Online Library is available 24/7

The automated system also provides valuable statistical data used by staff to make collection development and other key management decisions. All Bookmobiles offer internet access to patrons and staff, searching information from virtually anywhere.

Utah bookmobiles travel over 150,000 miles annually and provide service to over 200 communities, over 70 schools, and more than 400,000 Utah readers of all ages.

NATIONAL BOOKMOBILE DAY

For over 50 years Utah's rural residents have been frequent visitors to the State Library (USL) Bookmobiles. On April 14, 2010 Utah joined the nation in the first-ever National Bookmobile Day. It's a time to celebrate the contributions of mobile library services in the state and the nation. USL operates nine modern, dynamic mobile information centers in 14 counties.



All bookmobiles are equipped with internet capability and provide wireless access to patrons.

Additional services available from the bookmobiles include interlibrary loan, blind and disabled services, Pioneer, and others. In addition, each summer Bookmobiles provide patrons a Summer Reading Program. In FY 2010 the theme was "Make a Splash READ!" @ your library.

"I am writing to express my appreciation to you for the efforts you put forth in the running of the bookmobile. I have thoroughly enjoyed our relationship and cannot express enough just how much.

I enjoy the books you have on hand. You are really to be commended for the outstanding work and the way you handle all of my requests. Your helpful attitude is the finest I have seen and you have a true love of the people who use the bookmobile. You are to be congratulated for your professional and courteous work.

I am really looking forward to another year of good reading and continued friendship."

*Joyce McAtee
Rush Valley Patron*



LIBRARY SNAPSHOT DAY 2010



“Snapshot Day 2010 – A Day in the Life of Utah Libraries” was a collaboration statewide. On April 12, public libraries, academic, and school libraries participated in taking an anything-but-average look at a day in the life of Utah libraries in concurrence with National Library Week. Participating libraries collected statistics, comments, and photographs from the events of a typical library day.

- 120 Utah libraries participated
- 100,000 people walked through the doors
- 120,000 books, movies and more were borrowed
- Internet computers were used about 20,000 times
- 6,000 reference questions were answered
- 11,000 people attended library programs and special activities
- Over 300 pictures were taken of students and patrons using library resources



UTAH STATE LIBRARY MISSION:

The Utah State Library will develop, advance and promote library services and access to information.

STATE LIBRARY BOARD OF TRUSTEES

Terry Ann Harward, Chair
Jessica Van Buren, Vice Chair
Carolyn Bessey
Shelley Day
Michael J. Freeman
Georgia M. Loutensock
Lorri Quigley



250 North 1950 West, Suite A
Salt Lake City, UT 84116
801-715-6777 • www.library.utah.gov



www.community.utah.gov