



USL Staff Reports to the
State Library Board
December 7, 2011 – March 12, 2012

Director's Report
Donna Jones Morris/State Librarian/Director

Department of Heritage and Arts

The Department that USL is part of was changed during the Legislative Session to the Department of Heritage and Arts. Housing is moving to the Department of Workforce Services and USL, Arts, History, Multicultural Affairs, and Indian Affairs compose the new department. Executive Director Julie Fisher and other department administrative staff continue in their positions. Consolidation of finance continues and all department finance staff report to Department Financial Director Kimbal Hale. USL will be working much closer with all of our partners in the new department.

Strategic Planning & LSTA Evaluation and Planning

Utah State Library (USL) has been accepted to participate in a Bill and Melinda Gates Foundation funded project that includes twelve state library agencies (SLA)-the Review and Assessment of State Library Agencies Strategic Direction. The goal of this project is for Parthenon to work collaboratively with each state library, in partnership with the foundation, to collectively review and assess the strategic direction of the agency. The output of the project should serve as an input to each state library's strategic planning process. During this engagement, Parthenon will work with each agency to 'take a step back' and evaluate the agency's strategic direction, taking into consideration the recent changes to the funding landscape." The Parthenon Group is a "consulting firm specializing in business strategy, principal investing, e-strategy, start-ups and merger integration. The Gates Foundation is paying Parthenon so that the State Library will have access to strategic advisors of choice for global CEOs and business leaders.

A great deal of staff time has been spent working on the LSTA evaluation and future plan as well as the development of the new USL Strategic Plan. Dr. Stephen Matthews will be leading the Strategic Plan discussion at the March State Library Board Meeting. Carrie Valdes and Mike Freeman, both State Library Board members and directors of Utah libraries participated in the Strategic Planning Meeting with major LSTA stakeholders on March 6th. Staff have been meeting as groups to work on the parts of the Strategic Plan.

Preliminary Mission Statement:

"Lead libraries by developing, advancing, and delivering exceptional library services and equal access to information." Handouts for Schedule, Mission, Values, and Vision are posted on the Board website.

Murray City Library Centennial

On Friday, February 24, 2012 Representative Tim Cosgrove and Senator Pat Jones recognized the Murray City Library celebration of 100 years of service. They both spoke on behalf of the Murray City Library and presented Murray City Library Director Dan Barr with a certificate of recognition before the Utah House and the Utah Senate. The three other people introduced in the House and the Senate are pictured below.



L-R
Centennial Chair Shaun Delliskave
State Librarian Donna Jones Morris
Murray City Library Director Dan Barr
Murray City Library Board President Bruce Cutler

Consulting

Salt Lake County Library System (SLCLS) Board held their February 27th meeting at USL. USL and the Board discussed cooperative projects. The Board learned details about USL services that impact SLCLS customers. Morris discussed the resources USL has for library trustees and talked about her role as SLCLS Consultant.

Consulted with Salt Lake City Library Board Chair Kevin Werner and Acting Director Linda Hamilton and gave Linda a tour of the Utah State Library.

Morris spent December 13th consulting in Washington County with the County Commissioners, the County Manager, Washington County Library Board and the Library Director Britton Lund. Morris gave a presentation to the Washington County Library Board Meeting about USL and about USL resources for trustees.

Represented Utah State Library

Morris attended the December Utah Academic Library Consortium meeting at BYU December 1st and Assistant Director Cheryl Mansen attended the meeting December 2nd.

Morris attended the Utah Library Association December 2nd meeting at Whitmore Library and the March 2nd Board Meeting electronically.

Morris and Support Services Coordinator Ronald Van Harten coordinated the Metropolitan Area Director's the January 5 meeting at Springville where the tour of the new facility was the program and the March 1 meeting at the Orem Public Library where public programming was the primary discussion topic.

Morris was one of the speakers at the Emporia State University library graduation ceremony January 14, the Official Opening of the Coalville Public Library.

Morris, Grants Coordinator Julie Anderson, and Bookmobile Librarian John Ingersoll attended the February 24 Grantsville Library Groundbreaking.



*L to R
Nancy Carter Tooele Library
Linamarie Johnson Tooele Library
John Ingersoll Tooele Mobile Library Librarian*

Morris attended the Murray Library 100 Years of Service event February 25.

Morris represented USL at meetings of the Broadband Advisory Council, UtahFutures and the Utah Education Network Steering Committee.

Staffing Changes

Warehouse Worker II Judy Rice retired December 30, 2011.

Librarian III Jill Springs left USL on February 3, 2012.

Adam Bell started full time as a Warehouse Worker II on February 9, 2012.

Curtis Bell started full time as a Warehouse Worker II on February 9, 2012.

David Walters started as a temporary Warehouse Worker on March 5, 2012.

Eduardo Diaz will start as a temporary Warehouse Worker on March 14, 2012.

**Assistant Director/Library Development
Cheryl Mansen**

Youth Services

Youth Services Coordinator Matt McLain in partnership with the Utah Kids Ready to Read (UKRTR) Committee members completed 12 early literacy trainings. More than 130 librarians who provide youth services attended representing 71 library locations.

Assistant Director Cheryl Mansen attended the initial meeting with representatives from various public and school libraries to consider a collaborative project to coordinate information among agencies providing early literacy education and training. For more information on UKRTR and Early Literacy: www.utahkidsreadytoread.org

Outreach

On Friday, January 6, Jeri Openshaw from USL participated in Connecting to the Future Transition Fair sponsored by Davis School District Special Education. More than 400 people attended and 50 applications for USL blind services were distributed.

On February 24 and 25 Matt McLain and Cheryl Mansen in partnership with Salt Lake City and Salt Lake County Libraries participated in the reading booth at the Safe Kids Fair. UKRTR, early literacy, and services for the blind were promoted to the estimated crowd of approximately 3,000.

Upcoming outreach events: Learning Disabilities Conference - March 9; Utah Educational Library Media Association - March 15; Utah Library Association - April 25-27.

LSTA

The LSTA Retreat conducted by Amigos researchers at USL on March 6 was a resounding success with 30 Utah library community leaders attending. The day-long event was the last of the data gathering efforts of Amigos prior to submitting their formal evaluation of USL's Five-Year LSTA Plan 2008-2012. The Retreat enabled Amigos to collect significant information for the contents of their recommendations for the future LSTA Five-Year Plan 2013-2017. The entire project will conclude in late April.

Strategic Planning

The Gates Foundation partnership with Parthenon Group consultants provided USL with valuable input for its Strategic Planning Process. Parthenon conducted a "strategic direction" analysis for USL based on information it provided that included budget trends, mission and priority programs, public library directors' feedback on USL products and services, and our comparative advantages. The Parthenon report provided on March 7 will be used to further supplement data gathering and assessment for USL's Strategic Plan 2013-2015.

Mobile Libraries

Major projects with the bookmobile include reviewing and changing community stops to better meet patron needs; evaluating the style of the vehicles as the Multi-county library truck nears replacement date; preparing for summer reading programs; and promoting services with the annual Bookmobile Day (April 11, 2012). Preparations are also underway for the Annual Mobile Library Staff Training Conference at USL in June. Sanpete County is building new administrative facilities which will include new and larger space for the Mobile Library Headquarters. Additional information: <http://bookmobiles.utah.gov/>.

Consultation

USL staff provided training, re-certification reviews, technical expertise, and trustee training on site at the following locations: Monroe; Richfield; Salina; Spanish Fork; Payson; Salem; Tooele and Uinta

Library Resources Program Craig Neilson

Community Library Enhancement Fund (CLEF)

These state funds are being distributed to Certified public libraries at this time. The total pool of \$565,000 is divided among libraries according to a formula that includes population, need (as measured by the level of median family income), and local support (as measured by local operating expenditures per capita). The current year CLEF budget includes \$290,800 from the State General Fund and \$274,200 General Fund Carry Over 2011. Library Resources Program Manager Craig Neilson calculates distribution and Grants Coordinator Sara Wever coordinates evaluation.

Pioneer Resources

Linda Roholt has completed phase II of our Audiobook / Ebook MARC records project, providing MARC records for those libraries wishing to enter these in their catalogs. Thank you to the Weber County Library for collaborating with us on this project. Weber County provided an initial order of approximately 5,000 records and Linda is maintaining MARC records for new additions to the collection.

Audiobooks / Ebooks provided through OverDrive

This has turned into a truly collaborative effort. USL funds the platform and core collection, and the following libraries provide additional content for their patrons: Brigham, Davis, Lehi, Murray, Orem, Pleasant Grove, Provo, Spanish Fork, Summit, and Weber.

Training

Colleen Eggett, Training Coordinator stated:

The top training needs among libraries serving less than 100,000 people are:

- 1 New technology in libraries: adding kindles, ipads, nooks to the collection
- 2 Summer Reading Program
- 3 Adult programming
- 4 Book clubs for kids and teens
- 5 Children's Services
- 6 Blogging/ facebook/ social media for the library
- 7 Multi-age (newborn to 5 year old) storytime success
- 8 Teaching computer/ Internet skills to the public
- 9 Teen services
- 10 21st Century Library
- 11 Pioneer: Utah's Online Library
- 12 Storytimes
- 13 Customer Service
- 14 Public relations & marketing
- 15 Children's Literature
- 16 Innovations in libraries: kiosks / bookstore/ Anythink model
- 17 Advocacy/ community support
- 18 Early literacy –Utah Kids Ready to Read
- 19 Communication (positive/effective)
- 20 Outreach services

Since the past board meeting in December, USL has sponsored 26 courses, 46% of which have been taught online. A total of 259 library workers have spent 720 training hours on a variety of topics including Pioneer: Utah's Online Library taught by Craig Neilson, Darci Card, and Colleen Eggett; Cataloging taught by Linda Roholt; Library Board training taught by Donna Jones Morris; and Utah Kids Ready to Read taught by Matt McLain and others on the statewide UKRTR committee. Library workers in Utah have also learned online through Lynda.com and LE@D, the latter of which is discontinued nationally as of the end of February.

Pioneer

Utah's Online Library activity has been bustling because of all of the new online reading capabilities that are offered through this statewide resource. Here is what some of the people have said about Pioneer training recently:

The State Library has done a wonderful job of training rural areas on the use of Pioneer. The training and the program pioneer itself are invaluable to rural libraries and their patrons.

Good refresher and reminder about how much pioneer offers and has added.

I found it very helpful because I was already having patrons ask how to download ebooks to their ereaders. It helped to see how to do different ereaders. I have used what I learned and will continue. I have already had people tell me they are getting ereaders for Christmas and they are going to want to know how to download from OverDrive. I have a Kindle and was happy to learn how to check an ebook back in early on OverDrive. Thank you for providing this training.

We have tons of patrons wanting to use Pioneer and the training helped us to know how to help them.

I have a better idea of what an enormous resource Public Pioneer is. I go straight to Pioneer when I want to find information.

Government Information

The Archived Government Website section has been improved and made easier to use. Darci Card has developed a simplified interface available at <http://publications.utah.gov/archives/index.html>.

The Archived websites provide a snapshot of the entire website compiled on a regular basis. State Agencies and City and County websites are included.

**Blind and Disabled Program
Lisa Nelson**

Open Source Software Conference & Warehouse Automation

The State Library participated in a conference, primarily federally funded, that opened discussion about the development of an open source blind library circulation system. Librarian III Sarah Pitkin represented Utah at the Atlanta, Georgia meeting, held Feb 7-9, where participants from most states reviewed the project overview, participated in workshops to learn to create workflows and use cases to develop specific software requirements to meet their library's needs.

Readability of Legislative Website

At the request of the Legislative Information Liaison, Blind Library Program Manager Lisa Nelson and Braille Proofreader Michael Harris reviewed the Granicus pages on the legislative website with JAWS screen reading software to identify and provide feedback on inaccessible elements.

Blind Warehouse Automation

TekSystems analyst Tom Hollingsworth continues to work with the software vendors involved in the project to resolve issues with components and software. RFID tags for materials are being tested to determine the best placement for generating consistent reads. The next step is to construct staff inspection stations to identify and remedy problems with incoming or outgoing library materials. Plans to bar code the collection are developing.



Top - hand held scanner
Left - bar coded shelving
Bottom – marked aisles



**Program Specialist/Marketing
Jeri Openshaw**

Media Campaign

PIONEER – Utah’s Online Library – eBook and audio book ads continue running on mid Utah radio stations through summer 2012-KMTI/KLGL/KMGR :30 second spot
DO YOU HAVE A COMPUTER AND ONE OF THOSE NIFTY HANDHELD DEVICES?
DO YOU HAVE A LIBRARY CARD AND A LIST OF BOOKS YOU WANT TO READ-BUT NO TIME?
WITH PIONEER UTAH’S ONLINE LIBRARY YOU CAN CHECK OUT A POPULAR E-BOOK OR AUDIO BOOK AND TAKE IT WITH YOU WHERE EVER YOU GO! SO GIVE PIONEER.UTAH.GOV A TRY. THAT’S PIONEER.UTAH.GOV OR YOU CAN CONTACT YOUR LOCAL LIBRARY AND THEY’LL HELP YOU GET STARTED!

Annual Report 2011

Program Specialist Openshaw is compiling 2011 data from USL program managers and working to develop a design for 2011. The USL version for Department of Community and Culture includes photos and text this year.



Utah Cultural Alliance

Openshaw attended three Utah Cultural Alliance meetings and two legislative forum meetings. State Librarian Morris was a guest on the forum on February 24th. Other meetings revolved around planning the Cultural Bytes issues to focus on in 2012 and helped in the planning of the annual luncheon.

Governor’s Literacy Commission

Openshaw attended one Governors Literacy Commission quarterly meeting. The meeting was centered around the 2012 Summer Reading Campaign and USL’s involvement. This year McDonald’s is helping kick off Summer Reading by giving away 100 books at each McDonald’s throughout the state. McDonald’s will also promote reading and USL on tray liners in every restaurant in the state.

Openshaw was asked by First Lady Mrs. Herbert to produce a new PSA with the Governor and their grandchildren to promote reading. Openshaw and Digital Bytes photographer went to the Herbert’s home and filmed a 30-second PSA, a :15 second PSA and still photos for the Summer Reading Calendar.



PIONEER – Utah’s Online Library

USL purchased a website schedule with FOX 13 TV promoting PIONEER – Utah’s Online Library it features a PIONEER animated character and lists databases found on PIONEER. Check it out on the FOX website. The ad runs in rotation with the blind and disabled web ad.

KSL Business Report

PIONEER – Utah’s Online Library quick facts continue to air on KSL’s Business Report with Chris Redgrave – these will air frequently during the “Speaking on Business” report. The PIONEER factoids will continue to run throughout the year.

Blind and Disabled Outreach

FOX 13 is also running a web ad campaign for the Blind and Disabled program – the ad will run in rotation with the PIONEER ad and will spotlight services offered and qualification information.

Openshaw identified and distributed materials for blind and disabled services to government agencies and other organizations that would be suitable sources to place outreach and she continues to develop additional materials to place in appropriate offices. USL materials are now in place at Salt Lake County Aging Services,

the Moran Eye Center Department of Health, and State Aging Services. You can find brochures on the USL web site: www.library.utah.gov – more brochures are being printed. She also handed out materials at two conferences for parents of children with disabilities.



Partnership

Openshaw continues to work on a partnership with the Utah State Department of Health and Julie Parker from Davis County Health. USL Volunteers are recording articles pertinent to patrons in the Blind and Disabled Program, links will soon be available on USL website and on the Health Department and Davis County websites.

Utah Futures

Openshaw attended weekly meetings for Utah Futures and completed information for inclusion on the homepage of their website. This information spotlights career information found at Utah libraries.

DCC Policy Review Committee

Openshaw worked with the DCC policy review committee to update administration rules and policies. She read through all of the rules and suggested changes and updates. Much of the content has to do with the GRAMA policy and is now in final form on the DCC Intranet.

Mayor's Office

Openshaw attended the Mayor's Early Learning and Literacy Action Team meeting in February and also attended the Mayor's Council on Accessibility in March.

Openshaw also attended a meeting with Salt Lake City Mayor Ralph Becker regarding how USL and the Mayor's Office can work more closely together on issues surrounding the blind and disabled and accessibility.

Volunteers

Openshaw recruited four new volunteers to read for the blind. They have committed to an hour a week for at least six months.

**Finance
Paul Kroff**

			Percent of Year:	16.00%
	FY2011	FY2012		
Revenue by Source	Actual	Budget		
General Fund Base Appropriations	\$4,481,800	\$4,193,700		
General Fund Carryover FY2010	\$235,100	\$ -		
General Fund Carryover FY2011	\$(274,200)	\$274,200		
Federal Funds LSTA	\$1,868,600	\$2,150,600		
Library of Congress Multi State Contract	\$725,600	\$ 925,900		
County Revenue for Bookmobile Services	\$953,900	\$954,000		
Other Blind and Disabled Revenue	\$263,000	\$264,400		
Sale of Surplus Property	\$ -			
Total	\$8,253,800	\$8,762,800		
	FY2011	FY2012	FY2012	Percent
Expenditure by Program	Actual	Budget	YTD Feb	Expended
Library Administration	\$1,763,900	\$1,755,800	\$996,000	56.73%
Library for the Blind and Disabled	\$1,721,500	\$2,306,300	\$1,334,500	57.86%
Library Development	\$2,485,900	\$2,410,000	\$1,281,400	53.17%
Library Resources	\$2,282,500	\$2,290,700	\$1,283,900	56.05%
Total	\$8,253,800	\$8,762,800	\$4,895,800	55.87%
Administration Expenditures include \$860,000 for a Building Bond payment and \$206,000 for Building Maintenance				
UTAH STATE LIBRARY BUDGET REDUCTIONS FY2010-FY2012				
ADMINISTRATION	PREVIOUS	FY2012	TOTAL	
Previous Other Reductions	\$31,400	\$ -	\$31,400	
Total Administration	\$31,400	\$ -	\$31,400	
BLIND AND DISABLED				
Warehouse Worker		\$58,400	\$58,400	
Previous Other Reductions	\$219,300		\$219,300	
Total Blind and Disabled	\$219,300	\$58,400	\$277,700	
LIBRARY DEVELOPMENT				
Librarian III Position		\$85,600	\$85,600	
Automotive Technician		\$6,500	\$6,500	
Previous Other Reductions	\$190,200		\$190,200	
Total Library Development	\$190,200	\$92,100	\$282,300	
LIBRARY RESOURCES				
CLEF Grant Reductions	\$274,200	\$17,700	\$291,900	
Lending Support Program		\$26,000	\$26,000	
Pioneer Database	\$48,300	\$50,000	\$98,300	
Previous Other Reductions	\$69,600		\$69,600	
Total Library Resources	\$392,100	\$93,700	\$485,800	
Total Library Reductions	\$801,600	\$244,200	\$1,077,200	
FY2012 Percentage of Reduced General Fund Appropriation		5.4%		
Cumulative Percentage of Reduced General Fund Appropriation			20.36%	

FTE Positions Reduced FY2010 \$ (2)
 FTE Positions Reduced FY2011 \$ (1)
 FTE Positions Reduced FY2012 \$ (2)

Administrative Expenditures include \$860,000 for Building Bond payments and \$206,000 for Building Maintenance