



USL Staff Reports to the
State Library Board
June 4, 2009 – October 6, 2009

Director's Report
Donna Jones Morris/State Librarian

Budget

The downturn in the economy mirrored by the limited State revenues, has resulted in Utah State Library (USL) beginning FY2010, July 1, 2009 with a total State budget reduction of \$590,100 or about 11.3%. In September USL submitted additional cuts of 1%, 3% and 5% that are being considered for FY2011. The FY2011 budget process has begun and USL has submitted many of the budget documents.

USL is cooperating with the Utah Education Network (UEN) and the Gates Foundation on broadband technology grants.

State Library Board

On August 19, 2009, Governor Herbert appointed Georgia Loutensock, Lorri Quigley, and Keith Wilson to the Utah State Library Board and reappointed Shelley Day and Michael Freeman.

State Library Board Chair Terry Ann Harward and Director Donna Jones Morris conducted orientation for the above mentioned new members.

Best of State, 2009 Awards Gala

Director Morris accepted a Best of State education medal on behalf of the Utah Academic Library Consortium (UALC). UALC received public recognition for bringing together all the public and private accredited Utah higher education institutions and the State Library to improving library and information services and to save the taxpayers over \$600,000.

New and expanded Library Buildings

The Church of Jesus Christ of Latter-day Saints officially opened the new **Church History Library** June 22, 2009. The Metropolitan Area Library Directors had a special preview tour June 18, 2009.

The University of Utah's **J. Willard Marriott Library** Rededication ceremony will be October 26, 2009. The Metropolitan Area Library Directors had a special preview tour September 10, 2009.

Salt Lake County Library Director Jim Cooper indicated their most recent target for new libraries with approximately 20,000 square ft. for public library space. This includes:

Bingham Creek: 18,700

Hunter: 19,500

Draper: 20,600

South Jordan: 20,600

Herriman program: 20,000

East Millcreek program: 23,000

Magna program: 20,000

West Jordan program: 20,000 public library space, 20,000 administrative space and 15,000 multipurpose meeting room space.

Meetings

Director Morris and Assistant Director Cheryl Mansen attended a Gates Foundation workshop and an American Library Association (ALA) preconference, after which Director Morris attended ALA, in Chicago.

Director Morris, Blind Program Manager Bessie Oakes, and Bookmobile Supervisor Doug Livsey hosted the Curator, Library of Guangzhou City Polytechnic, China, Ms. Miaohui Pan, July 30, 2009 for an informational session on the USL Library, Blind and Disabled, and Bookmobile services.

Director Morris spoke to the University of North Texas library science graduates on Saturday August 22, 2009 in Las Vegas. Director Morris attended the September 3, 2009 Native American Summit at Thanksgiving Point where she met with Native Americans from Ibapah, Ft. Duchesne, San Juan County and many other parts of Utah, as well as the three San Juan County Commissioners concerning bookmobile service and cooperation with Native Americans.

Director Morris attended the "Thinking Ahead" workshop at Salt Lake City Public Library September 10, 11, and 12, 2009. She and other librarians participated in presentations and discussions about the future of libraries.

Director Morris chaired the Chief Officers of State Library Agencies (COSLA) Bylaws Revision committee. She will present the revisions to the full Board at the October meeting in Nevada. She is the Secretary of COSLA.

Director Morris represented USL at the Utah Library Media Supervisors meeting at Alpine School District on Friday, September 25, 2009, and updated the school library supervisors about statewide issues, as well as learned about school issues from attendees.

Joint Activities with Utah Library Association (ULA)

USL is collaborating with ULA Trustee and Friends Roundtable to sponsor regional Trustee Conferences with multiple objectives for each organization. The program will entail four regional training sessions for library trustees within north, north central, south central, and south designated regions of the State.

USL staff with ULA leadership responsibilities:

Director Morris-Liaison from USL to the ULA Board and Liaison to the Legislative Committee
Consultant Dr. Stephen Matthews-Liaison from USL to the Trustees; Friends Roundtable; Liaison to the Legislative Committee and Federal Library Legislative Advocacy Network Representative
Training Coordinator Colleen Eggett-Continuing Education Committee member and ULA Parliamentarian
Government Information Coordinator Ray Matthews-Government Documents Roundtable member.

Staff Changes

Financial Manager **Bela Vastag** transferred to a higher level state job at Utah State Office of Education (USOE) as a Research Consultant II (Data Auditor) on Monday, June 15, 2009; luckily he continued to support USL until USL had a new trained Financial Manager.

Financial Manager **Paul Kroff** transferred to USL August 17, 2009 from the Division of Technology Services, where he worked for 11 years.

Youth Services Coordinator **Susan Ludington** left USL August 12, 2009.

Librarian III **Louise Reinwand** retired on August 16, 2009 after serving the USL for over 21 years.

Utah County Bookmobile Librarian **Jami Carter** resigned on July 28, 2009 to become the Director of Tooele City Library.

USL has advertised for temporary San Juan County Bookmobile drivers and currently is advertising for a San Juan County Bookmobile Librarian.

Bookmobile Librarian **Chad Bartlett** will transfer from San Juan County to Utah County Bookmobile November 1, 2009.

Staff Reports
Assistant Director/Library Development
Cheryl Mansen



BOOKMOBILES

The project to re-equip the bookmobiles to be "full service" mobile libraries is now finished. With the new satellites, patrons are now able to access the wireless connection using the new laptop stations inside each bookmobile. Wireless access is also available for those who bring their laptops and park beside a

bookmobile while it is at a stop. The bookmobile librarians will now be able to place holds and offer basic reference services.

USL has recently taken steps to improve access to its bookmobile programs for the disabled by installing a call button near the entrance to the bookmobile; this complies with U.S. Rehabilitation Act.

All of the trucks have been repainted and wrapped with the "Driven to Read" logo which makes them recognizable state-wide.

For the first time all of the bookmobiles offered the Summer Reading Program for children. The theme this year was Get Creative@Your Library. USL partnered with McDonalds Corporation and Ronald McDonald read and performed magic tricks at several of the bookmobile locations.



Cache County will have a larger truck, replacing the Sprinter Van. After a year's evaluation of the Sprinter Van we concluded that it is too small to adequately serve the patrons of Cache and Rich Counties. The truck that has been the relief vehicle is being refurbished and will be sent to Cache/Rich.

With Librarian III Reinwand's retirement, reassignments of duties were made for the Development team. Grants Coordinator Sara Wever will be a Bookmobile Supervisor and Consultant Doug Gould will act as coordinator for relief drivers and truck maintenance and repairs. Each will retain responsibilities for Library Services and Technology Act (LSTA) and E-rate respectively in addition to the consultation assignments

Training and preparations for USL, bookmobiles and library partners to migrate to Symphony are underway under the leadership of Bookmobile Supervisor Doug Livsey, Library Tech RuthAnne Hansen and Librarian Linda Roholt.

Good Health Information @ Your Library Program

USL is partnering with Salt Lake County Library System, UtahHealthNet, Eccles Health Sciences Library, the National Library of Medicine and the Utah Women's Health Information Network on the "Good Health Information @ Your Library" program. Assistant Director Mansen is serving on the Advisory Council for the Clinic/Public Library Partnership Initiative.

LSTA

During grant rounds Spring 2008-Spring 2009 ULS awarded 49 grants totaling \$559,793. Coordinator Wever revised and simplified the application and reporting procedures. She has worked with Salesforce technicians to post the new online application form. The next phase will be to create and post the evaluation forms. Consultant Gould, Salesforce Coordinator, has implemented the addition of LSTA data to the Salesforce data base. Coordinator Wever ordered a small collection of new children's books for the bookmobiles with non-requested LSTA funds. Because of the discounts given by publishers for large orders, USL staff will explore possibilities of further cost savings with limited central bookmobile collection development.

CONSULTANTS

State Data Coordinator Juan Lee sent to all certified public libraries their "Library Report Cards" which include highlights of their statistics. Many libraries have responded with praise for the report and how they are using it when presenting to their local boards, funding authorities, and the public. Coordinator Lee also met with Antonio Arce, Director of the Ute Tribe Education Department, in Ft. Duchesne to discuss opportunities for assisting with the development of their tribal library.

As our Spanish outreach Coordinator, Coordinator Lee was interviewed about library services to Latinos in Utah for a pilot TV program to be presented to KUED for Channel 7.3 V-Me. Coordinator Lee also represented USL with a booth at the Festival Latinoamericano in Provo on September 4th and 7th. He represented USL at Community Affairs Officers meeting at the Consulate of Mexico and received books to be distributed to 12 libraries participating in the Spanish Project in Utah. Coordinator Lee is the USL liaison to the new ULA Multicultural Round Table and also represents USL at meetings of the Utah Center for the Book.

Administrative Rules Coordinator Dr. Stephen Matthews submitted the proposed Library Division Administrative Rule R223-3 governing Capital Facilities Grants, HB236. Coordinator Matthews also is coordinating the 8 applications received for this Grant. Coordinator Matthews is working with USL and

ULA as they develop cooperative training for library trustees and directors during the coming year through four regional meetings across the State.

FINANCIAL REPORT STATE LIBRARY				
Paul Kroff				
			Percent of Year:	25.00%
	FY2009	FY2010		
Revenue by Source	Actual	Budget		
General Fund Appropriations	\$5,054,000	\$4,695,800		
Federal Funds LSTA	\$1,755,800	\$1,636,900		
Library of Congress MultiState Contract	\$765,600	\$765,600		
County Revenue for Bookmobiles	\$1,073,600	\$1,081,300		
Other Blind and Disabled Revenue	\$259,900	\$259,900		
Total	\$8,908,900	\$8,439,500		
	FY2009	FY2010	FY2010	Percent
Expenditure by Program	Actual	Budget	YTD Sept	Expended
Library Administration	\$1,782,700	\$1,811,500	\$519,700	28.69%
Library for the Blind and Disabled	\$1,838,900	\$1,770,500	\$320,800	18.12%
Library Development	\$888,200	\$864,400	\$138,200	15.99%
County Bookmobile Program	\$1,532,000	\$1,398,900	\$263,100	18.81%
LSTA Grants	\$462,600	\$600,000	\$67,000	11.17%
Library Resources	\$1,617,100	\$1,466,600	\$617,400	42.10%
Uplift Continuing Education	\$62,400	\$65,000	\$4,400	6.77%
Community Library Enhancement Funds	\$725,000	\$462,600		0.00%
Total	\$8,908,900	\$8,439,500	\$1,930,600	22.88%

Marketing and Public Relations
Jeri Openshaw

UTAH CULTURAL ALLIANCE

Information Specialist Jeri Openshaw attended Utah Cultural Alliance monthly board meetings – she began discussions about lunchtime caucuses during the 2009 Legislative Session to define and lend support on issues of importance to Utah’s cultural community

KUED READING MARATHON

USL is partnering with KUED for the fourth year on the Reading Marathon celebration for children who accomplished reading goals. The event is in January and is held at the Utah State Fairgrounds. USL has a booth and exhibits State Library information including Braille and books on tape. Library Tech Michael Harris reads Braille and helps children write their names in Braille. Over 3,000 attended last year.

LIBRARY FOR THE BLIND AND DISABLED

Set up is underway for “Art Beyond Bounds”, an exhibit of artwork created by the blind and disabled. A reception for the exhibit will take place on October 16th at the Rio Grande Depot mezzanine and will run through January 4, 2010. The exhibit will include art by over 20 blind or disabled artists. First Lady Jeanette Herbert will kick the event off by welcoming and congratulating artists and partners. The Governor will arrive a bit later with no specific time set. Partners include the Utah Arts and Museums, Utah State History, Division of Services for the Blind and Visually Impaired, Art Access and Kindred Spirits.

Plans continue for the Radio Reading Service and Radio Waves interviews to be streamed onto the web site.

GOVERNOR'S LITERACY COMMISSION

Information Specialist Openshaw met with Commission committee members and discussed results of the 2009 Summer Reading Calendar and Campaign. This year's theme was "Be Creative at Your Library". The Governor's Literacy Commission is thrilled to be cooperating with the USL on this campaign again this year. USL distributed nearly 30,000 calendars to public libraries throughout the state, more this year than last! Some calendars are available in Spanish. McDonald's will highlight Summer Reading on its tray liners again this summer. Ronald McDonald visited eight Utah Bookmobiles and held wildly successful story telling sessions. USL and McDonald's will do this again next year. Information Specialist Openshaw attended quarterly meetings.

PIONEER

USL is working with Utah Transit Authority (UTA) to buy advertng space on TRAX for USL PIONEER Online Library. USL ran a PIONEER Online Library campaign on Front Runner fall/winter 2008 that seemed to be successful so it made sense to try TRAX. More than 50,000 people ride on TRAX daily. This is very good exposure for PIONEER. We are still using Ruth Todd and Dick Nourse as our library representative advocates. The TRAX ads ran from mid June through July 31st. Statistics indicate an increase number of Utahns accessing PIONEER during this promotion period.

RADIO DISNEY

USL teamed up with Radio Disney to participate in summer activities and handed out summer reading calendars at the Disney events. Director Morris was interviewed on the Radio Disney station. The interview lasted 30 minutes and Director Morris gave information about services offered at USL.

HEALTH AND WELLNESS FAIR

USL participated in the Health and Wellness Fair sponsored by the University of Utah at the Sports and Special Events Center area. USL again discussed services offered and handed out pens, Braille alphabet cards, and brochures. An estimated ten thousand people attended.

2009 NATIONAL BOOK FESTIVAL

Despite all the rain, this year broke all previous attendance records, with more than 130,000 book lovers crowding Washington's National Mall. Utah Author Shannon Hale spent more than one-half hour at the Utah booth in the Pavilion of the States signing books and autographs. Utah State Library handed out small Real Salt shakers donated by the Real Salt Company and Mint Chocolate Truffles from the LDS Church. The Utah Jazz, the Utah Travel Council and U of U also donated items to be given away at this event. Once again Utah was the most popular booth.



2009 poster



Shannon Hale



Dr. Radice



130,000 people, a record crowd

Blind and Disabled Program Bessie Oakes

June 2009

Program Manager Oakes attended the Midland/Western Conference for the Libraries for the Blind and Physically Handicapped in Springfield, Illinois. Information was shared on the new digital players and books and the programs at the local level involving the new digitization process.

Director Morris and Program Manager Oakes met at Corrections with representatives from Department of Facilities, Construction and Management (DFCM), Corrections, and Scott P. Evans Architect and Associates, P.C. on June 23 to work on plans for the new recording for the blind building at Corrections. This building will be funded by using about \$450,000 from the Blind Trust Fund.

July 2009

USL completed the pre-launch program for Library of Congress National Library Service. USL had 289 patrons participate and 1,229 digital books were circulated from May to July. Corrections Coordinator Scott Brooks began meeting with the architect on the construction of the Reading for the Blind building at the Department of Corrections.

August 2009

Derrick Barnes, Head of the Inventory Management Section of National Library Service, made his annual visit and met with the staff at the Multistate Center. Derrick also met with the Program Manager Oakes and Director Morris. The visit is to ensure that Utah is meeting its contractual obligations and Utah is satisfied with the National Library Service.

Weeding and movement of the State Library book collection began in order to make room for new digital books.

September 2009

A meeting with the Consumer Advisory Committee was held on September 17, 2009.

Digital Update

Local audio book production activities included USL receiving shipment of 5,500 audio book cartridges and containers which will be used for the locally produced books. Two Braille printers and cartridge and container labels for the audio books also have been ordered from the vendor. USL is working to obtain the duplication system for the digital books.

Web Streaming

USL received shipment and installed the Granicus encoder and media vault equipment, with IT completing the network connection. Training was completed by USL staff as they learned how to use the software on Granicus. The project requires two web pages for the Granicus iframe interfaces. The first web page is the USL Radio Reading Service home page and the iframe interface is the log in screen patrons will use to authenticate access to the webstream. The second web page will be linked to the log in, and the iframe interface will contain the link to the live webstream and the link to the on demand files stored in the media vault. Files will begin to be loaded into the media manager to evaluate the sound quality.

Library Resources Program Craig Neilson

Last in, last out

Utah's experience during the recent recession was not as unpleasant as other states. But Utah's recovery may be slower. Public libraries report that budgets, especially collection budgets, are being slashed for the coming year, and some academic libraries are talking about more furloughs. USL is facing increasingly rough times ahead as all state government continues to respond to dips in revenues. In FY2011, it appears the injection of stimulus money into state government will not be repeated. We wait and watch.



Survey says...

As part of our effort to gather input for the new USL strategic plan, USL staff surveyed public libraries about what they wanted and needed from the state library.

Here's the top vote getters (those who chose "1" or "2" out of 5) for most important USL services

CLEF 91%

LSTA 81%

Interlibrary Loan 79%

Services for Children & Teens 79%

Public Pioneer 72%

Staff Training 68%

Consulting 63%

Board Training 61%

Non-English speaking communities 51%

Blind & Disabled Services 39%

Bookmobile Services 30%

Three regional planning meetings were held in Hyrum, Richfield, and at USL.

Some of the most popular ideas -
CLEF should not be cut more than Pioneer
Salary Database would be helpful
Training Program for Storytime volunteers
The need for an Action Calendar
More support for Teen Programs (pre-recorded presentations and face to face meetings)

Some large libraries felt that the output measures collected for reporting purposes to the Institute of Museum and Library Services (IMLS) should be improved through the use of more "meaningful" measures.

USL should be involved in promoting a uniform format for E-books in Utah.

Bandwidth will likely be important, but the current technology issue is still the need for more computers.

Social Media is not yet a hot topic.

Grants & Funding

Originally, Lender Support Grants were to be cut back as part of budget cuts. Utilizing federal funds that were due for extinction, the grants were restored for FY2010 to 100% (\$200,000). These funds are made available to libraries that lend materials to other libraries, a service that is very important to our smaller public libraries (see above). Lending libraries have told USL staff they would be hard pressed to continue to lend as they do without these funds.

USL has submitted a grant to the Gates Foundation's Opportunity Online program to provide financial match for the UEN's project to provide broadband to most of Utah's public libraries. This exciting project, made possible through federal stimulus funds, would provide real broadband speeds and would prepare libraries to deal with the online needs of the coming years.

Government Information

A new video viewer has made it easier to view state publications produced in the form of videos. The Digital Library now contains audio and video files, as well as digital publications. An agreement with State History has allowed the Digital Library to contain a complete backfile of Utah State History publications, which for the first time are easily searchable.

Stay up to date on State Publications activities by going to <http://utahhive.blogspot.com/>

Pioneer

What's most popular on Pioneer?

- 1 – Heritage Quest (our genealogy database)
- 2 – OverDrive audiobooks
- 3 – Digital Content Portal – links to digital resources across the state and around the world
- 4 – NetLibrary audiobooks

Training

USL's recent round of Uplift Training featured Reference Services, and was taught by Carrie Valdes, the director of the Grand County Library. Other recent trainings included *Grant Writing for Success* and *NetLibrary Online training*.

InterLibrary Loan

This popular service has suffered since InterLibrary Loan (ILL) Library Tech Betti Grow's retirement. USL has been unable to replace her with a full time position. Our new staff member Temporary ILL staff member **Kristin Stehel** is doing an excellent job, but the task is large, and maintaining USL's traditional customer service levels is difficult.

USL staff continues to look at available options.

FY2009 Statistics

Circulation (ILL & Collection): 16,258

Pioneer Usage (excluding audiobooks): 876,118 items, \$.38 per item

Downloadable media (OverDrive & NetLibrary): 61,491 items

Pioneer website usage: 416,202

Training: 5679 contact hours

State Publications Digital Library: 11,600 items