

## State Library Report

January 2013

### Activities / Accomplishments

Library Development is working with the Broadband Taskforce of the NC Public Library Directors Association to map the availability of high speed Internet access in the public libraries. Jeffrey Hamilton is helping with the initial survey that was sent to all library directors in January. The taskforce plans to use this data to set a benchmark for planning and advocacy.

In-person Continuing Education workshops for library staff are planned and being delivered across the state. Twenty workshops on NC Live Basics have been advertised and most of the workshops are filled. A series of training on LibGuides information portals is also in the works, with four locations across the state. Kelly Brannock is also investigating several other subjects that have been identified as priorities for continuing education and will continue to plan and schedule workshops.

Online Continuing Education opportunities for library staff are also being promoted and delivered through the Train Station portal. Jeffrey Hamilton has posted 68 new sessions to the portal and there were 2500 views in January.

Federal Programs Consultant, Raye Oldham, has completed all of the LSTA monitoring visits. All multi-year projects receive a mid-year monitoring visit by members of the LSTA Advisory Board and Library Development Consultants. The purpose of these visits is to determine whether or not the project is being implemented as proposed and approved. The visitors will also work with the grantee to determine whether the project is likely to meet designated milestones as well as to identify any signs of problems.

Raye Oldham is working with consultant Pam Jaskot to build content for a daylong workshop for library staff on collaboration and partnerships. Raye and Pam have been invited to share this workshop with the Utah State Library. They will deliver the workshops in 4 locations across NC later this spring.

The Community Needs Assessment Pilot project met the mid project deadline with an informative session with the 8 library directors and their consultants. The Community Needs Assessment Reports for each library have been delivered and examined. The second phase of the project has begun with the actual strategic planning for each library taking place between January and May. Preliminary evaluations show that the project has had many positive effects on both the libraries and the communities served by those libraries.

The State Data Coordinator, Joyce Chapman, has posted the draft 2011-12 public library statistics on the Library Development website. She is continuing to look for ways to analyze and communicate the data and the trends she is identifying including convening a virtual task force to provide input.

The NC Cardinal project has prepared, trained and completed the migration of two more public libraries into the coalition (Caswell Public Library and Wayne County Public Library). Plans call for Caldwell County to join in April, McDowell County in May, and Forsyth County in June. These 5 new library systems will bring the total NC Cardinal Libraries to 16 library systems, covering 18 counties and 2 municipalities. The project is preparing to launch a delivery system across all of the Cardinal libraries beginning February 18. This system will allow library patrons in the Cardinal libraries to borrow materials from any of the other libraries in the project, both remotely and in person.

The Summer Reading Workshops have been scheduled, and advertised. Registrations are coming in fast and furiously. The workshops are planned for March 8, 2013 – Durham County Public Library, March 14, 2013 – Lincoln County Public Library, and April 2, 2013 – Jackson County Public Library, Silva, NC.

Site visits to the 80 Public Library Systems are finishing up and the monitoring reports are being filed. Activities to monitor the use of State Aid funds are taking place during these visits.

Interviews for the Public Library Management Consultant have been completed and the position should be filled by March 15. Applications for the Administrative Assistant position have been received and interviews will be scheduled in February.

Jennifer Pratt and Cal Shepard attended a convening of the State Library Agencies in Seattle, WA. The convening was hosted by the Gates Foundation and participants were from across the country including Hawaii and the Pacific Islands. It was a great opportunity to build and maintain the partnerships we are building with the other state libraries and keep current with the national initiatives on Digital Inclusion and Literacy.

Cal Shepard attended the American Library Association midwinter meeting January 25 – 28, 2013.

The cross-section Internal Communications Committee met on January 7 and discussed plans for improving communications within the State Library. The Committee will develop and conduct employee communication needs survey in February.

NC ECHO Search, a new federated search tool which enables users to search across thousands of digitized and born-digital historic materials from cultural heritage institutions across North Carolina was launched for public use on January 17. Developed collaboratively the State Library, NC LIVE, and the North Carolina Digital Heritage Center at UNC-CH, NC ECHO search is hosted and maintained by NC LIVE.

Michelle Underhill was promoted to Director of the Digital Information Management Program (DIMP) in the Government & Heritage Library, effective January 1, 2013.

The GHL welcomed and trained 3 student interns from NCCU SLIS who will be working in genealogy reference and the DIMP's digital lab during the semester.

Cal Shepard, Laura O'Donoghue, Jan Reagan, and Branch Managers in the GHL reviewed the preliminary *Operations Assessment of the Government & Heritage Library of the State Library of North Carolina*

report produced by the consulting group, Joel & Sinclair Associates, provided input, and met and discussed the report with the consultants on January 31. Final report will be delivered February 7.

Lisa Gregory hosted a demonstration and discussion of the State Library's newly developed CINCH digital preservation tool for 100 librarians, archivists, and library educators and students at the CurateGear conference in Chapel Hill on January 9.

Lisa Gregory, Digital Collections Manager in the DIMP, participated in a one-day collegial meeting at Duke University (1/18) to discuss issues and practices related to the digitization of Orphan Works (out-of-print books still subject to copyright but whose copyright holders cannot be identified or located) in library collections.

Lisa Gregory and Michelle Underhill (DIMP) are serving on the Research Triangle planning team of the NDSR (National Digital Stewardship Residency) Program, a new Library of Congress/IMLS joint venture that provides recent graduates of master's level programs the opportunity to complete a 9-month paid residency in digital stewardship at selected institutions. The Triangle is being considered as a host site for the NDSR and this team will identify possible host institutions and plan program implementation in the area. <http://www.digitalpreservation.gov/ndsr/index.html>

Lisa Gregory (DIMP) is a participating member of a newly-formed, inter-agency Mobile Strategies Workgroup, sponsored by the NC Office of the CIO. This workgroup is tasked with exploring mobile technologies and producing a white paper on strategies for use in state government. Lisa is the only librarian on the working group of largely IT professionals.

Denise Jones, Agency Outreach Librarian (GHL), conducted 2 outreach visits for the NC State Publications Clearinghouse and consulted with staff at DENR Division of Air Quality and the Department of Agriculture, Division of Soil and Water Conservation. Cheryl McLean provided orientation to GHL services and resources for a DENR employee and discussed future presentations to Museum of Natural Sciences staff.

Genealogy librarians, Kay Tillotson and Erin Bradford, presented 2 genealogy research workshops for a total 67 genealogy researchers, librarians, and archivists. The first was an intermediate-level research workshop at the Aycock Birthplace State Historic Site with State Archives staff (1/12) and the second was "Tracing your African-American Roots," a workshop for researching enslaved and free African American ancestors, at the Olivia Raney Local History Library in Raleigh (1/31).

GHL Staff completed the final phase of the one-year relocation of core collection materials (North Carolina, Southern, and U.S. history and legal resources) most frequently used in the Government & Heritage Library to the redesigned 1<sup>st</sup> floor Government & History Research Room and 1<sup>st</sup> floor stacks.

The GHL completed major upgrades to the Voyager ILS system and the CONTENTdm user interface (digital asset management system) in January.

GHL Collections Management staff selected and prepared 165 volumes from the genealogy and the history collections for professional binding. This is part one of a two-part bindery order for 2013.

Kristin Clark, NC State Publications Clearinghouse Assistant (GHL) wrote 4 blog posts about selected state agency documents.

The Library for the Blind and Physically Handicapped (LBPH) mailed the winter issue its newsletter, *Tar Heel Talk*, to 10,000 North Carolinians.

Gina Powell, Outreach Librarian, Library for the Blind and Physically Handicapped (LBPH), participated in planning meetings for 2 upcoming collaborative programs with the Braille Literacy Council, the Governor Morehead School, and the DHHS Division of Services for the Blind. The programs include the Braille Challenge, a Braille reading and writing contest for school kids (2/14) and NC Association for Education & Rehabilitation of the Blind & Visually Impaired (NCAER) "Super Conference" which offers workshops and vendor exhibits for educators and rehab specialists working with visually impaired persons (April).

The Triangle Radio Reading Service (TRRS) aired its first "Heard Any Good Books Lately?" radio program twice during the month of January. The program, underwritten by the Friends of the LBPH, included excellent promotion of LBPH services and materials and included a list of favorite reads by Reader Advisor staff, an article on the end of the NLS cassette tape service borrowed from the current *Tar Heel Talk* newsletter, and a presentation on the library's Descriptive Video Service. The program is available as a podcast on the TRRS site <http://ibiblio.org/trrs/NCLBPH/HEARDBOOKS.MP3>

### Notable Statistics

Reader Advisor Activity Statistics 2012 -- NC Library for the Blind & Physically Handicapped

QUARTER	Questions Received and Answered			Processed	Responded to
	Telephone Reference	Email Requests	Voicemails	New Applications	Pieces of US Mail
1st Quarter	5,801	421	241	523	737
2nd Quarter	5,715	383	273	461	938
3rd Quarter	6,485	401	235	444	936
4th Quarter	5,648	255	169	430	930
<b>TOTAL 2012</b>	<b>23,649</b>	<b>1,460</b>	<b>918</b>	<b>1,858</b>	<b>3,541</b>

### Issues

#### Coming Up

The GHL, in concert (!) with the North Carolina Symphony, will launch its newest digital collection, *Symphony Stories*, a collection of publications from the North Carolina Symphony's education concerts

for school children 1947-present in February. A joint project with the North Carolina Symphony, the collection publications contain biographies and images of composers, instrument descriptions, and some lyrics and musical scores.

The Government & Heritage Library and the State Archives will host the first 2013 quarterly genealogy workshop, originally scheduled for January 26, on February 9, 2013, 10-11a.m.: *Researching Your Revolutionary War Ancestors: Using Revolutionary War Records and Materials in the State Archives and State Library.*

NLS Consultant, Mary Beth Wise, will conduct the NLS biennial evaluation of the North Carolina LBPH on February 7-8. She will meet with LBPH staff and the Regional Director, Carl Keehn as well as State Library Administrative staff, Cal Shepard, Laura O'Donoghue, and Jan Reagan.

Kay Tillotson will present a genealogy research workshop for researchers and librarians at the Warren County Memorial Library on February 12.

Emily Horton and Mike Childs (DIMP) will present on *NCpedia* to educators at the North Carolina Council for the Social Studies Conference on February 28.

Joel & Sinclair Associates will deliver their final *Operations Assessment of the Government & Heritage Library of the State Library of North Carolina* report to State Librarian, Cal Shepard, on February 7. Cal and GHL will begin strategic planning and goal setting for 2013 and beyond based on the report recommendations.

## **Other**

### Commendation from GHL user:

Supervisor Mclean,

Please allow me to express my sincere appreciation for the excellent work of Mr. Steve Case. Upon my request he sought some very obscure reports in the library and with excellent skill he was able to locate the exact report within a vol. of vols. I do not know how he did this or how you and others are able to stay on top of this information but I am grateful as I was using this reference to send to our new governor. Whether he or his staff will use this or not is unknown. If I get a chance to do so, I will express your and the libraries praises.

### Commendation from LBPH users:

To: Keehn, Carl

Subject: compliment

Good morning director,

I am a heavy user of your services and would like to pass on to you how well I believe your library is functioning. I moved here recently from Colorado. When I first moved to Colorado in 1983, the CSLBD was in very bad shape. Calling them you felt you had awakened an irritable princess from her mid-morning nap. I am proud to say I was part of a movement which eventually led to a total revamping of the CSLBD and has turned them into an excellent state library.

I was very pleased to find that the North Carolina State Library for the Blind was already in great shape. Courteous, knowledgeable people answer the phone and treat patrons as if they were valued customers. Awesome. IF you need me to pass on my compliments to anyone in state government or elsewhere, just let me know who.

Thanks from the daughter of an LBPH patron who returned a tape player for her mother who is no longer able to use the service: "My mother loved the tapes she received from the Library for the Blind. She is 101, and she has used this wonderful service, both in NC and VA, for over 15 years. They enriched her life, and our family is grateful to you for providing this joy to her later years.