Services to Libraries Report
November 2018- March 2019

Summary of Activities

Ask WA Nono Burling	We worked with member libraries and QuestionPoint (QP) to keep the schedule accurate, documenting QP service issues and working with them to resolve issues reported. . [North American Virtual Reference Conference](#) WSL hosted a fully online conference on the theme of Virtual Reference. Burling worked with seven other North American coordinators. 790 participants registered and 353 attended live. 48 U.S states, six Canadian provinces/territories, and ten countries outside of North America participated in the online conference. *"I love the idea of holding the conference virtually! It made it much easier to attend the conference, and it fit the conference theme really well."* *"It was such a low-barrier conference that folks could attend even with no professional development funds."* *"All of the sessions I attended were top notch in quality, organization, and very informative. There were very few technical glitches and the topics were interesting and timely. I loved getting to hear from librarians from all over the U.S. and Canada about their research and interests. My team has been sharing takeaways from the sessions with each other and it has led to some great discussion. I'm hoping we can implement some of the ideas mentioned in the sessions. Thank you so much for doing this!! I truly hope you will be able to do it on a yearly basis."* *"I would never have guessed that this was the first time for any of you. You did an awesome job!"*
Check out Washington Carolyn Peterson	Washington State Library, in cooperation with the State Parks Commission, the Washington State Parks Foundation, and the four pilot libraries launched this program on March 1, 2019. Television and radio outlets publicized the story earlier than expected. WSL hopes to expand the program if it is successful. The following libraries are participating this year. - Mt. Vernon City Library - Pierce County Library - Spokane Public Library - Spokane County Library

Digital Literacy Elizabeth Iaukea	Washington State Library (WSL) continues to support our two 'Get Your Diploma at the Library' (High School 21+) pilot locations, Timberland Regional Library/PacMtn WDC and Spokane area libraries. The Office of the Secretary of State (OSOS) Communications department produced a full media packet with templates for press releases, social media posts, posters, and print ads for our participants to use. Instructors are meeting with students at two library locations in the Spokane area and at five of the Timberland libraries. Iaukea and Troy Goracke, State Board for Community and Technical Colleges (SBCTC), have convened multiple meetings with central and eastern Washington colleges and the public libraries in their service area, including those in Stevens, Pend Oreille, Whitman, Lincoln, Adams, Grant, Asotin, Garfield, Columbia, and Walla Walla counties. Partnerships are being formed with activities at the libraries, ranging from promoting the HS 21+ opportunity, hosting informational sessions, encouraging students to utilize library resources (computers, internet access, free, warm space to complete coursework) and instructors working with students at their local public library. WSL is currently supporting this initiative with staff time and with a grant to Timberland Regional Library for promotional activities at Timberland Regional Libraries. Additional grant opportunities will be available soon!
Institutional Libraries Laura Sherbo	WSL continues to support the institutional libraries in our state prisons and hospitals. - Number of library programs conducted – 83 – many in conjunction with Humanities Washington (12 more programs are scheduled for March 2019). - Number of participants in library programs – 1,059 - Number of public library cards issued – 28 - Number of donations received from Amazon wish lists – 32
Microsoft Imagine Academy Elizabeth Iaukea	Microsoft retired their online learning platform as of October 1, 2018 in anticipation of a new product being launched fall of 2019 that will integrate Microsoft's Linkedin/Lynda.com product and Microsoft Image Academy (MSIA). In the period between, Washington State Library (WSL) is hosting a collection of online videos supporting the four courses of study identified by Microsoft (Productivity, Computer Science, IT Infrastructure, and Data Science) as well as eBook versions of the MOS Study Guides and eTextbooks. These are available for download through the State Library's website. To complement these materials, WSL finalized an agreement with LinkedIn Learning to fund statewide Lynda.com access for all public and tribal libraries across the state effective November 2018 – June 30, 2019 (to be renewed contingent upon Legislative funding). In December, Microsoft provided a trainer to facilitate three MakeCode workshops in western WA: Port Angeles, Tumwater, and Mount Vernon. In addition, Iaukea presented a training in Spokane. Library staff learned to combine making and coding using BBC's micro:bits. Library staff left with multiple micro:bits to use for programming in their home libraries. More MakeCode workshops are planned for 2019.

Microsoft Imagine Academy (cont'd) Elizabeth Iaukea	Certification: As of mid-October, we have 44 active Microsoft testing sites. In July 2018, we introduced the opportunity for Adobe Associate, Quickbooks, and IC3 digital literacy certification for public library patrons. Several Quickbooks certifications have been earned and requests for practice exams have been fulfilled for Adobe and IC3. In the next quarter WSL plans to pilot Certiport certifications for Unity, the programming platform used by the Oculus VR. As certification picks up, more libraries are starting to direct their patrons to additional resources for self-study and exam prep. Use of WSL funded GMetrix practice exams has increased and libraries are also making use of Lynda.com courses to support learning.
NASA @ My Library Joe Olayvar	WSL is one of four state libraries chosen to help facilitate the NASA @ My Library project. Earlier this program was offered nationally to 104 libraries. In partnership with the Space Science Institute, oversee the circulation of eight STEM kits that focus on celestial topics. The project's goal is to bring Space Science to rural, under-represented populations through the libraries that serve them. The program was momentarily unavailable during the federal government shutdown at the end of 2018.
National Digital Newspapers Program, Grant Project Director Shawn Schollmeyer	An advisory council virtually convened to select titles for inclusion on the Library of Congress' Chronicling America website. This will be the fourth grant received by the Washington State Library and this round will include titles representing minorities, social and labor topics, and geographic regions in central and eastern Washington. The new grant from the National Endowment for the Humanities. This also allows us to extend the date coverage of copyright free newspapers through 1963. **Current Projects**: - WSL Historical Newspapers, variety of pioneer era titles from the 1850s-1880s - Filipino Forum, 1928-1963, ETA Summer 2019. - More project may cover Grande Coulee Dam, Hanford Nuclear Reservation, & several new foreign language papers. Location of microfilm masters and scanning meet the Library of Congress' technical standards for over 15 new titles that included in the 2018-2020 grant. We plan to upload these to Chronicling America and the new Washington Digital Newspapers website.
OCLC Group Services Will Stuivenga	WSL met with our OCLC representative and ultimately decided to continue Washington Group Services. To discontinue it would result in higher prices for at least some libraries, whereas we may be able to actually lower pricing for some libraries by continuing. The original purpose behind this contract, a statewide catalog for Washington, was canceled in 2013 due to lack of use, although one can still search the catalog, and all of its various scopes at https://wayfinder.worldcat.org/ The contract renewal is still in process; also waiting for revised Group Services proposal and pricing from OCLC which may also include in-person training around the state to help libraries see the value and benefit.

Off the Page: Downloadable Audiobooks and eBooks for Washington Libraries Will Stuivenga	WSL completed the process of the small libraries running our Koha implementation switch over to authenticating for the Washington Anytime Library (OverDrive) via Koha. Guemes Island Library, a private community library, without tax support, joined the Washington Digital Library Consortium (WDLC) after a thorough vetting and approval process, including consultation with our IMLS representative re LSTA eligibility. WSL expanded the WDLC Executive Advisory Committee from 3 to 6 members per revised Member Agreement, recruited candidates, and held elections. The three new members represent libraries from the eastern half of the state. We calculated "return on investment" numbers for WDLC libraries, comparing print expense/circulation to digital expense/circulation through the Washington Anytime Library. Do libraries realize circulation in proportion to their expense for the Anytime Library? The results are very mixed; about half do, half don't with no noticeable relationship to library size.
Open Data Literacy Project Kathleen Sullivan	Sullivan is providing open data support and an Open Data Resource Guide for libraries, evaluating open data publishing platform options and exploring library curation of state open data portal collection. The Open Data Resource Guide is slated for early-April publication on the Washington State Library website. She presented the December 4th *First Tuesday's* webinar about libraries and open data. Sullivan visited Spokane Public Library and Asotin County Library, Nov. 15 & 16, to support the libraries' open data partnerships with local government and presented an open data overview to Asotin County government leaders. Generated *Getting Started* and *Data Inventory* documents, interviewed intern candidates for Asotin County Library; reviewed job description for Spokane Library. Prepared As a liaison with OCIO, Sullivan participates in OCIO open data advisory and GIS metadata-review groups.
Primarily Washington Evelyn Lindberg	PRIMARILY WASHINGTON (primarilywashington.org) Based on feedback, Lindberg implemented some resource enhancements to this website, including reference charts linking State and Common Core Education Standards to Lesson Plans available on the website. She added an image feature on main page for listing announcements and other items. PUBLIC LIBRARY POLICIES PAGE (https://www.sos.wa.gov/library/libraries/libdev/policies.aspx) – Performed twice annual major review and update to this online resource listing and linking to 2,000 public library policy and procedure documents.

Professional Development Grants Maura Walsh	We awarded seven additional grants for attendance at professional development events for library staff. **New Professional Development grant opportunities** We have significantly revamped this [grants program](#). The applications and reports are now available in an online format. No match is required and general conferences qualify for awards. We do require a stronger correlation between the event and the actual job done by the staff, how participation in the event will affect that work, and how the library patrons will benefit. We will make these awards on a first come basis if they get a passing score on the rubric. Initially we plan to limit the amount awarded to $6,000 per library per year.
Rural Libraries Carolyn Petersen	Wheat Land consortium and the Three Rivers consortium signed their governance documents and have successfully transferred from their previous ILS to the Koha platform which is managed by Bywater Solutions and funded by the State Library. Petersen completed two new librarians' orientation, one at Liberty Lake Municipal Library (Jocelyn Redel) and another at Kelso Public Library (Natalee Corbett). Petersen also attended an on-site consultation regarding closure of the Roy City Library.
Social Media Nono Burling	**Activities:** Facebook: 141 posts with a reach of 148,978 people (not all unique users) Twitter: 315 tweets with 195,529 impressions. Blog: 10 blog posts written by WSL staff members WSL participated in international social media campaign #[ColorOurCollections](#) and participated in Archives hashtag parties hosted by the National Archives and #ChronAmerica hashtag parties. All of these campaigns bring new eyes to our digital collections.
Statewide Database Licensing (SDL) Will Stuivenga	WSL continued recruiting efforts for the NewsBank paid trial, continuing to pass sign-ups through to NewsBank and hosted a NewsBank open-house reception at ALA Midwinter in Seattle. Aden attended attended and spoke at the event. 315 libraries have signed up for this trial. On March 5, 2019 WSL met with four ProQuest staff to discuss possible resources that ProQuest could make available as part of our current contract with them, either to libraries as alternate options under the current pricing, or perhaps with variable costs. ProQuest will provide more concrete proposals with pricing in the near future, perhaps in time for at least partial implementation before this year's renewal on July 1, 2019.

Training Tami Masenhimer	WSL brought MakeCode Microbots to three locations for In-person training as a pilot project. Masenhimer attended ALA midwinter to speak to vendors about learning platforms, including the possibility of an on-line learning platform, which would be accessible to all library staff statewide. A request for proposal is in development for this platform. In January we hosted four Early Learning Specialist librarians to record the All Aboard for Kindergarten training. We will be using the recordings for youth services library staff to demonstrate best practices for kindergarten preparedness. Masenhimer is on a committee with Department of Commerce, Office of Homeless Youth to support SSB 6560. If passed this would mean that effective January 1, 2021 no youth in a system of care in Washington State will be released into homelessness. Libraries now have a place at the table and will be playing a supporting role in serving these young adults. **First Tuesday's sessions:** Women and Leadership March 5, 2019 Fake News February 5, 2019 Delivering Value through Electronic Resources January 8, 2019
Tribal Libraries Carolyn Petersen	Petersen completed visits to the Colville Federated Tribal Reservation to assist tribal librarians with the organization of three tribal libraries. She also presented on tribal libraries at a regular meeting of state agency libraries in the Olympia area.
Virtual Reality in Libraries Joe Olayvar	We have finalized Phase II preparations and launched this on November 19, 2018. It includes the deployment of forty new VR systems and the re-deployment of ten VR systems from Phase I. All staff who will manage and facilitate the VR systems use received training. The project's goal is to help libraries, primarily those that service underserved populations, stay up-to-date with groundbreaking technology.
Washington Center for the Book (WCB) Nono Burling	**Letters About Literature** We read and scored 997 letters submitted by WA students. The top letters in each division have been sent to judges to choose the top winner in each division. **Washington State Book Awards** We mailed over 200 books by Washington State authors to judges. There are four new judges this year. They will select the winners. The winners are announced next autumn **Washington Author tour** This is a new initiative to bring our awarding winning authors to local libraries to give presentations on their books. There were 72 applicants.

Washington ReadyWeb Project (WaRP) Evelyn Lindberg	Washington State Library's implementation of the Drupal content management system for websites: • We are preparing to transfer current Drupal Multisite implementation (12 library websites) from the current in-house server over to new webhost. (This is the same as being used for PrimarilyWashington.org site using the Omeka CMS.) • We have been consulting with Roslyn Public Library (including training and design meetings) to providing them a new website and have them join the WaRP project as the 13th public library participating in the project. Consulting with Kalama Public Library on site refresh.
Washington Rural Heritage **Washington Digital Heritage** Evan Robb Nikki Chiampa	**Washington Digital Heritage** (grant opportunity) WSL is now accepting digitization / digital project grant proposals for FFY2019. Public, academic, and tribal libraries are eligible to submit applications. Institutions may undertake and provide access to digital collections independently, or they may use the Washington Rural Heritage platform for access and preservation. Overall funding to support the grant cycle is $80,000 with a limit of $8,000 per award. The application deadline is Friday, May 31, 2019. Grant guidelines and materials are located here: https://www.sos.wa.gov/library/libraries/grants/grants.aspx Robb and Chiampa worked with Gary Bortel to migrate the entire Washington Rural Heritage repository from local servers maintained by WSL to OCLC servers. The process went smoothly and the digital collections can be viewed at online at https://www.washingtonruralheritage.org/digital. The OCLC-hosted collections are now being presented in a mobile-friendly/responsive website which has also been designed to meet accessibility standards. The WRH team will be working through the spring to continue customizing the site's collection landing pages to meet the needs of our partners. There were site visits and digitization consulting to current digitization sub-grantees. Highlights include: • New Ellensburg Rodeo content from the Ellensburg Public Library: https://www.washingtonruralheritage.org/digital/collection/ellensburg/search/searchterm/2018grant • Ocean Shores material from the Coastal Interpretive Center and other partners: https://www.washingtonruralheritage.org/digital/collection/oceanshores/search/searchterm/2018grant Robb met with staff from the State Library of Oregon (SLO) to further discuss an interstate digital repository project. SLO staff have proposed a pilot digitization project (including consultant) to its LSTA advisory council for 2019-2020 (FFY 2019). SLO hopes to work with 1-3 Oregon libraries to digitize historical collections, and will use the WRH CONTENTdm repository for hosting. This project will also continue 2018's pilot with the Baker County Library District.

Washington State Data Coordinator (Statistics and Surveys) Evelyn Lindberg	**Public Library Statistics** We have launched the Annual Public Library Survey (collecting FY 2018 Statistics and 2019 Salary & Benefits data). **State Library Administrative Agency Survey** We are in the process of collection and submission of survey to IMLS.
Washington Digital Newspapers (WDN) Shawn Schollmeyer	The ongoing digitization of historic newspapers published in Washington state. A limited $5000-8000 LSTA grant for 2-3 community projects which helps with scanning and metadata for full text search. Remaining costs are raised by the local community. Newspapers digitized for this program have the approval of the publisher or are considered to be in the public domain and will be hosted for free public access on the Washington State Library website. **Current Projects**: • Seattle Archdiocese Archives: *Catholic Northwest Progress*, 1900-1945, now available on Washington Digital Newspapers • Anacortes Museum: *Anacortes American*, 1890-1922, now available on Washington Digital Newspapers • Cashmere Museum, *Cashmere Valley Record*, 1907-1941, scanning from print with vendor, ETA Autumn 2019 • Everson Public Library: *Nooksack Reporter*, December 6, 1907 - November 27, 1908, ETA Summer 2019 • WSL Historical Newspapers, variety of pioneer era titles from the 1850s-1880s, ETA Summer 2019 <u>**Washington Digital Newspapers website implementation**</u> An exciting launch of the new Washington Digital Newspapers Website https://washingtondigitalnewspapers.org/ on January 11th brought some great media attention and web articles by genealogists and historians. Schollmeyer gave presentations were given to the Pierce County Library System, Adult Reference Staff, and WSL Reference staff to provide more resources for visiting customers, students and teachers.
Washington Talking Book and Braille Library (WTBBL) Danielle Miller	WTBBL provides comprehensive library service to Washington residents who are blind, visually impaired, deaf-blind, physically disabled (can't hold a book or turn a page), or reading disabled. Schools, hospitals, care facilities, and libraries may have organizational accounts to directly serve their eligible students or residents. Materials available include audio books on digital cartridge, playback equipment and accessories for reading, braille books, youth large print, print-braille, and audio and electronic braille books and magazines for download, or via app on iOS, Android, and Kindle platforms.

Washington Talking Book and Braille Library (WTBBL) (Cont'd) Danielle Miller	WTBBL also has an extensive youth services program including summer reading, pen pals, early literacy, multisensory storytimes, and more. WTBBL services are free, including books by mail, utilizing the USPS postal designation of Free Matter for the Blind. Mission: The Washington Talking Book & Braille Library builds community and provides equal access to information and reading materials for Washington residents unable to read standard print. Vision: That all may read… Recent highlights, November 2018 – March 2019: • New borrowers: 593 • Books circulated: 90,953 • Books downloaded: 86,328 • New local audio books produced: 59 • New local braille books produced: 21 WTBBL began offering a blind and low vision yoga class and a second storytime, WTBBL also hosted the northwest regional Braille Challenge including special meet-and-greet with Guide Dogs for the Blind puppies in training. They created ten early literacy kits to circulate to families and began work to create a Teen Advisory Board. They also continued to increase outreach to Spanish speaking community, growing Spanish speaking patron base by 335% since end of 2017. WTBBL is completing project to move all locally produced audio books from the WTBBL download site to a national download site, BARD (Braille and Audio Reading Download).
Workforce Development Elizabeth Iaukea	WSL's support of libraries in workforce development continues with activities at the national, state, and local level. These include the following presentations: • November – Washington Workforce Association conference, Seatac, WA: 'Partnership Showcase: Tried and True Library Collaborations you can Recreate Back Home' featuring multiple WFD-library partnerships active across the state. • November – Association of Washington Business Rural Jobs Summit, Longview, WA: 'Rural Jobs Panel'. • March – National Association of Workforce Boards Conference, Washington, DC: 'Expanding the Reach of the Workforce Development System Through Library Partnerships' (panel presentation). • March – Computers in Libraries Conference, Washington, DC: 'Life Long Learning: Skills Expansion!' cyber tour. • Ongoing – participation in TAP implementation committees: Professional Development and Barriers & Access Solutions. The LibsWork State Library group continues to meet (online) monthly, as does the Washington Libraries Work! Group. The goals of both groups are to share best practices and support libraries to become involved in workforce development.

Youth Services Siri Hiltz	Siri Hiltz is WSL's new Youth Services specialist. She is in charge of the Leap Into Science program which continued with a train the trainer program. 80 trainers have benefited from this program so far and 55 kits have been distributed. After encouragement from the Leap Washington administration, the Washington State team volunteered to be a research site for the national project. The data about how successful the training techniques were to encourage interest in science in children and their families could be very useful. Washington State Library also continues to partner with OSPI to provide teacher-librarian led trainings. This year they are training on the Educational Technology Learning Standards. So far they have held 10 EdTech workshops and trained 258 educators. WSL is fostering the development of new STEM kits and hope to have one for teens and another for summer reading. We are retiring kits that are no longer in demand. These may be recycled to interested local libraries. **New Grant opportunity** Washington State Library is developing Engaging Readers: Large Print for Middle Schools, a grant project that will provide a collection of 30 large print titles to 92 public school libraries that serve students in grades 6-8. The goal is to encourage reluctant or struggling readers with high interest, current titles in a more accessible format. Participating school libraries will be asked to fill out a survey to demonstrate their use of the collection and report on its success.