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Fiscal Year 2004

The State Librarian's Annual Report to the President and Board of Trustees of Thomas Edison State College



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**The State Librarian's
Annual Report to the
President and Board of Trustees of
Thomas Edison State College**

**Norma E. Blake
State Librarian**

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Message from the State Librarian

2004 was a memorable year for the New Jersey State Library. The State Library took advantage of many exciting opportunities offered in the world of libraries. At the same time, the State Library created many opportunities for lifelong learning and access to information for New Jersey residents and New Jersey businesses. 2004 was a fortuitous year for the development of library service in the state of New Jersey.

The Year in Review

This report highlights the many accomplishments and activities of the State Library Information Center (SLIC), the Library Development Bureau (LDB), the Library for the Blind and Handicapped (LBH) and Administration.

Wonderful news arrived in winter of our receipt of two major federal grants from the Institute of Museums and Library Services in Washington, D.C. The State Library and partners received two major awards. An award of \$463,000 was made to launch a new project, "The New Jersey Digital Highway," a portal to the state's rich cultural and historical materials. Developed with partners, The New Jersey State Archives, the New Jersey Historical Society, Rutgers University, and the American Labor Museum/Botto House Landmark, this grant will provide treasures for educators and students as materials are digitized and preserved for research. The first project will be the American Immigrant Experience. A second grant of \$497,388 was received for the recruitment and training of librarians for New Jersey's urban libraries. Partnering with Thomas Edison State College and Rutgers University School of Communication, Information, and Library Studies, this grant will provide tuition for 10 students to earn a Bachelor's degree at Thomas Edison State College to become library associates; 9 students to earn MLIS degrees at Rutgers; and one student to earn a doctorate to develop a national urban libraries recruitment model using research from the program.

A major press conference to announce the receipt of these two awards was held in March with Congressmen E. Scott Garrett and Rush Holt in attendance to present the awards, along with Mary Chute, Deputy Director of the Institute of Museums and Library Services, in Washington, D.C.

Another huge accomplishment of the year was the launch of the Super Librarian campaign. Super Librarian made her debut in a press conference held in the fall with noted author Mary Higgins Clark. Two thousand, one hundred cable television spots followed as the Super Librarian video was played in prime time cable television during the month of September. The campaign attracted national publicity with the publication of an article on the campaign as the cover and lead story of *Library Journal* on April 15th. Comments and queries and testimonials to the value of the campaign were received from all over the U.S. and other countries. Super Librarian has gone far in promoting a positive image of librarians and libraries for the residents of our state.

JerseyClicks, a portal to information on the Web was also launched in the early summer of 2004. This new Web site will offer residents the ability to search 15 databases simultaneously from the portal, along with our statewide virtual reference service *Q and A NJ*. Virtual use of the *Q and A NJ* Web site soared in 2004, as questions increased from 6000 to 10,000 each month. The State Library has created a virtual world of information for the use of our residents.

In August of 2004, the State Library received more wonderful news. A proposal developed by the State Library, the New Jersey Library Association, the New Jersey Library Network, and the Virtual Academic Library Environment (V.A.L.E.) was funded by the state for \$6 million dollars. This new initiative, the "Knowledge Initiative," will strongly support New Jersey businesses, researchers, faculty, and students by providing access to cutting-edge databases of business, medical, and scientific information. The databases, to be selected in the fall of 2004, will help make New Jersey the premier technology state. The databases selected will be provided in every college and university in the state, the New Jersey State Library, and in selected public libraries. What an exciting project for 2004-2005.

And Looking Ahead

The next year will see progress made in the following areas:

- A new infrastructure will be designed for the technological development and connection of libraries in the state;
- Braille literacy will be a special focus of the Library for the Blind and Handicapped in their efforts to reach more adults and children with services;
- The statewide summer reading club will continue to reach thousands of children, and new literacy initiatives will be developed and expanded;
- The State Library will continue to strive and develop partnerships which will benefit the residents and businesses of our state, particularly in the areas of literacy, diversity, and economic development; and
- The State Library will continue to provide excellent service to its customers in state government and to customers statewide, introducing new, valuable information sources delivered in new and convenient ways.

We thank Dr. George Pruitt, President, and the Board of Trustees of Thomas Edison State College for their continued interest, oversight, and support and we look forward to their continuing commitment to the development and enhancement of library service in New Jersey.

LIBRARY DEVELOPMENT BUREAU

The Library Development Bureau provides consultant services and technical assistance to create, improve and strengthen library/information and literacy services. The Bureau

- administers per capita state aid to public libraries
- designs, implements, and monitors state and federal grant programs to libraries, initiating solutions to the increasingly complex problems facing libraries in New Jersey
- coordinates resource-sharing through the New Jersey Library Network and provides support via JerseyCat and the New Jersey Union List of Serials
- recommends administrative code for libraries and state aid programs
- generates and distributes information to librarians, governing officials, and the public about library/information services
- sponsors continuing education opportunities.

In fiscal year 2004, professional Bureau staff included the director and seven consultants. The director relocated in May 2004. She provided outstanding leadership and vision during her tenure as director, and was a major contributor to the Bureau's success.

New Programs Introduced in FY2003

This fiscal year was notable for the start of several innovative library programs, receipt of major Institute of Museum and Library Services grants, and the expansion of existing services.

- *Trustee Institute* – The first Trustee Institute was held on October 3 and 4, 2003, at the Doubletree Hilton in Somerset, NJ. One hundred and sixty-five trustees and librarians attended the 2-day event, with a theme of “Advocating for Your Library in the 21st Century.” Sessions included Library Law, Library Finance and State Aid, Strategic Planning, The Board Member as Advocate and Planner, and Fundraising.
- *Institute of Museum and Library Services Recruitment Grant* – The NJ State Library, Rutgers University School of Communication, Information and Library Studies, and Thomas Edison State College received an IMLS grant in the amount of \$497,388. The grant's purpose is to recruit the next generation of multi-ethnic urban public librarians and support staff. It will pay tuition for 10 students to earn a Bachelor's degree at Thomas Edison State College to become library associates or an equivalent title; 9 students to earn MLIS degrees at SCILS; and one student to work toward a doctorate to develop a national urban libraries recruitment model using research from this program. The New Jersey proposal was selected as a model for use by subsequent applicants.

- ***New Jersey Digital Highway*** – The State Library, Rutgers University Libraries, New Jersey State Archives, the New Jersey Historical Society, and American Labor Museum/Botto House Landmark, were awarded a National Leadership Grant for \$463,000 to build “The New Jersey Digital Highway,” a portal to the state’s rich historical and cultural heritage materials. Library digitization projects enable preservation of important historic documents and artifacts by minimizing future handling. Digitization also allows for the ability to visit, use, and share the original objects regardless of geographic proximity. This project is a collaborative effort of the grant partners, five collection partner institutions, and ten academic libraries, public libraries, and museums.
- ***JerseyClicks Database Portal*** – JerseyClicks was implemented to facilitate searching for information in commercial databases provided by the State Library to New Jersey’s citizens. JerseyClicks is available on library computers and can be accessed remotely from home or office using one’s library card number. Users can enter names or keywords and search any or all the databases at once, and get the search results in one integrated list of articles. Local libraries may choose to customize the portal by adding other databases to which they subscribe. JerseyClicks was tested in ten libraries prior to general release.
- ***Trading Spaces*** – With funding from the State Library and South Jersey Regional Library Cooperative, Mount Laurel Public Library developed and implemented an innovative plan to merchandise its collections and services. It provides a most inspiring before and after case study of a public library. Circulation of materials doubled within two months of finishing the project. Upon completing the transformation, library staff from across the state attended two workshops. A project Web site provides additional information and a project chronology. Tours will continue to be offered to the library community.
- ***Gates Foundation Technology Training*** – A \$63,000 training grant was awarded to the State Library by the Gates Library Foundation. Two Technology Summits were held for public library directors and technology administrators. One presented the latest information on new and emerging technologies for libraries. The second covered training across cultures. Both were attended to capacity.
- ***Statewide Marketing*** – The Super Librarian marketing campaign for New Jersey’s public libraries rolled out in FY 2004 with a press conference, 2100 cable television ads, a New Jersey library finder/campaign Web site, and local library promotions. Sponsorship agreements enabled expansion of the campaign to other New Jersey professional library organizations, including the Health Science Libraries Association of New Jersey, the Special Libraries Association, and New Jersey’s Virtual Academic Library Environment. The campaign was featured as the cover story of Library Journal, resulting in inquiries from other states and other countries.

- **Professional Library Certification** – The certification process was moved from the Department of Education to Thomas Edison State College. This will enable the efficient, prompt processing of applications for certification and facilitate input from the State Library on certification matters.
- **Site Visits to Public Libraries** – The site visit program was initiated in FY2004 to market Library Development, the State Library, and Library for the Blind and Handicapped to the library community. By learning more about their issues and challenges, the State Library can better determine what support is most needed. Consultants visited 29 public libraries in FY 2004.

Outreach to the Library Community

The Library Development Bureau continued to embrace all opportunities to reach out to New Jersey's library community, and it responded to increased interest about New Jersey's public library programs from other states and professional library associations. The Bureau staff maintained three listservs and posted information and announcements throughout the year: Library Directors listserv; Young Adult and Children's Services listserv; and the JerseyCat Users listserv.

Bureau staff participated in over 320 events that drew nearly 8500 attendees. Outreach opportunities included delivering training and continuing education workshops, presenting at professional training workshops Super Library Supervisor and Library Leadership Academy, local and national speaking engagements, staffing exhibitor tables at conferences, serving on multiple committees of the New Jersey Library Association, and representing the Bureau at monthly board meetings of the four Regional Library Cooperatives. Following are some of the many FY 2004 engagements:

Training and continuing education workshops held by Library Development:

- New Director's Orientation
- Trustee Training Institute
- Child Internet Protection Act (CIPA) Workshops (3)
- Developing Digital Projects (2)
- Marketing Campaign Kickoff Workshops (5)
- Summer Reading Program Workshops
- Teen Staff Training
- Youth Services Forum
- Technology Training Workshops for Directors and Trainers (2)
- Gates Sustainability Seminars (2)
- Gates Technical Support Seminars (2)
- Training Across Cultures
- Train the Trainer
- JerseyCat Interlibrary Loan System Basic and Upgrade Training
- JerseyCat Interlibrary Loan System User's Group
- The Library's Contribution to Your Community Follow-up session

Local and national speaking engagements:

- JerseyCat sessions at Computers in Libraries Annual Conference, Colorado Interlibrary Loan Conference, Educational Media Association of NJ Annual Conference, New Jersey Library Association Annual Conference
- JerseyClicks session at American Library Association Annual Conference
- NJ Digital Highway session at New Jersey Library Association Annual Conference
- Recruitment session at New Jersey Association of Library Assistants Annual Conference
- Council of Academic Library Deans and Directors (3)
- NJEDge.net Conference
- NJ's Virtual Academic Library Environment Board Meeting

Staffing exhibitor tables at conferences and special events:

- Read to Fly at New Jersey Festival of Ballooning
- New Jersey League of New Jersey Municipalities
- New Jersey Education Association
- Virtual Academic Library Environment (VALE) User's Conference
- Mid-Atlantic Regional Archives Conference

Library Development staff represented the State Library at many groundbreaking, re-opening, and library anniversary ceremonies. The Continuing Education Manager of Library Development held two education summits to coordinate library training programs provided by the State Library, the regional library cooperatives, Rutgers School of Communications, Information and Library Services, and the New Jersey Library Association.

Two Library Development initiatives, Youth Services Consulting and JerseyCat Interlibrary Loan System, demonstrate the extensive reach of current programs as follows:

- The Youth Services consultant delivered presentations at dozens of local and statewide events, including the Science Fiction and Fantasy Book Club of Princeton, a Barnes and Noble event on Teen Garden State Books; Mainland School System In-Service, at Michigan Library Association Annual Conference (keynote speech); New York Public Library Annual Bookfest; three presentations at the New Jersey Education Association Annual Conference; six programs at the Educational Media Association of NJ Annual Conference; National Council of Teachers of English, Queens College; four regional Youth Services committee meetings; Public Libraries Association Bi-Annual Conference (pre-conference and conference); two programs at the New Jersey Library Association Annual Conference; New Jersey School Development Council, International Reading Association Conference; and the American Library Association Annual Conference. She was also interviewed at the NJN Share A Story campaign kickoff.

- As JerseyCat expanded to include nearly 800 libraries in FY 2004, the JerseyCat project manager and staff trained over 200 library staff at Beginner Sessions throughout the state, addressed over 250 library staff at user group sessions, and gave three meeting presentations about the service. They also established and communicated regularly to the JerseyCat listserv, developed a user manual, and met with an advisory committee to plan enhancements.

Consulting Program

Library Development responded to inquiries from the New Jersey library community on a wide variety of subjects related to libraries: library planning; operations; finance; personnel; library law; governance; procurement; association with county libraries; state aid; public buildings; safety; librarian certification; and new state and federal legislation.

Grants and Aid Programs Administered by the New Jersey State Library

The use of state and federal funds, administered by the State Library, is regulated by the *New Jersey Administrative Code* and the *Library Services and Technology Act (LSTA)*.

State Aid Programs Total Funding Awarded to Libraries: \$8,580,592

The State budget includes annual appropriations for the following **Library State Aid and Grant Programs**: *Per Capita Aid for Public Libraries, Incentive Grant, Emergency Aid, Library Development Aid, Virtual Library Aid, and New Jersey Library Network Aid.*

PER CAPITA AID TO PUBLIC LIBRARIES

In FY 2004, \$8,580,592 in **Per Capita Aid to Public Libraries** was distributed to municipalities and counties in New Jersey as follows:

Per Capita Aid Distributed To Public Libraries By County in FY 2004

<u>COUNTY</u>	<u>TOTAL</u>	<u>COUNTY</u>	<u>TOTAL</u>
Atlantic	\$231,824	Middlesex	\$793,582
Bergen	\$907,615	Monmouth	\$518,260
Burlington	\$431,790	Morris	\$467,201
Camden	\$565,528	Ocean	\$506,980
Cape May	\$ 84,408	Passaic	\$524,216
Cumberland	\$214,676	Salem	\$ 10,872
Essex	\$901,869	Somerset	\$289,840
Gloucester	\$252,930	Sussex	\$143,230
Hudson	\$523,270	Union	\$575,047
Hunterdon	\$120,812	Warren	\$117,133
Mercer	\$399,509		

The annual survey of NJ Public Library Statistics and the Equalized Valuation table were posted on the State Library Web site for the first time, enabling library directors to view and compare library measurements and equalized valuations for their own and all New Jersey municipalities. This key data is extremely useful to library directors for strategic planning and budget presentations.

VIRTUAL LIBRARY AID

The aim of the **Virtual Library Aid** program is to provide Virtual Library services 24 hours a day, 7 days a week. Basic services include access to selected online databases and full-text of magazine, newspaper, and scholarly journal articles, and Internet access for public libraries through an infrastructure of 14 Hub Libraries. In FY 2004, the following services were funded:

Hub Library Network

The Hub Library Network is composed of public and academic libraries, library computer consortia, and the State Library. These entities blanket the state and provide public libraries with rapid, free Internet access and technical assistance. Eighty-eight percent of the public libraries in the state now have Internet access through the Network. In FY 2004, \$860,000 provided: 1) Hub library members' fees for the Internet Service Provider; 2) line charges from the Hub Library to the Internet; and 3) technical support for the library members' local connections to the Hub. Many Hub Libraries also provide members with e-mail service and Web page hosting.

The 14 Hub Libraries are as follows:

- Atlantic County Library
- BCCLS: Bergen County Cooperative Library System
- Burlington County Library
- Camden County Library
- Cumberland County Library
- Gloucester County Library
- LMxAC: Libraries of Middlesex Automation Consortium
- M.A.I.N. Inc.: Morris Automation Information Network
- Monmouth County Library
- New Jersey State Library
- Newark Public Library
- Ocean County Library
- PALS Plus: Passaic Automated Library System
- Raritan Valley Community College Learning Resources Center

Statewide Database Licenses

A statewide contract allows free access for public, school, and not-for-profit libraries and their remote patrons to EBSCO databases. Other contracts allow for free access for all public libraries to the following databases: Gale Custom Newspapers, Facts on File, Informe, Novelist, and Gale Archival Contemporary Authors. In FY 2004, \$440,000 in Virtual Library Aid was used in combination with LSTA and New Jersey Library Network Aid grant programs to provide access to fifteen key information databases.

The Incentive Grant Program and the Library Development Aid Program were not funded in FY 2004.

NEW JERSEY LIBRARY NETWORK AID

The New Jersey Library Network, authorized in *N.J.S.A. 18A:73-35a et. seq.*, was established to 1) provide residents with full and equal access to library programs and materials not available within their communities; and 2) promote cooperation among libraries. In order to accomplish these goals, the state has been divided into four regions, each served by a Regional Library Cooperative (RLC). The Regional Library Cooperatives are non-profit, membership organizations which encourage libraries of all types -- public, academic, institutional, special and public/non-public school library media centers -- to join the New Jersey Library Network through membership in one of the RLCs. Each member library must be willing to contribute to the services and resource sharing activities of the Network.

Regional Services

The Regional Library Cooperatives provide the following services to Network members in their regions: information/reference services to supplement those provided by member libraries; delivery services for library materials; technology initiatives; technical support services; and continuing education. In addition, each RLC provides a variety of other services to its members, including access to reference databases, consultant services, and book evaluation programs.

In FY 2004, the Regional Library Cooperatives received \$3,342,500 for regional services as follows:

<u>RLC</u>	<u>COUNTIES SERVED</u>	<u>FUNDING</u>
Highlands	Bergen, Hunterdon, Morris, Passaic, Somerset, Sussex, Warren	\$979,416
INFOLINK	Essex, Hudson, Middlesex, Union	\$957,509
Central Jersey	Mercer, Monmouth, Ocean	\$622,302
South Jersey	Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem	\$783,273

Statewide Services

A number of supplemental reference, interlibrary loan and continuing education service programs are provided by the State Library to all 2,500 Network members. In FY 2004 eleven service programs were funded:

Access Center (operated by the New Jersey State Library, discontinued in December 2003)	\$272,000
Statewide Contract Libraries	\$245,000
Newark Public Library	
New Jersey State Library	
Rutgers University	
University of Medicine and Dentistry of New Jersey	
Statewide Database Licenses	\$500,000
(Also funded by the Library Services and Technology Act and Virtual Library Aid)	
Statewide Technology	\$274,000
Interlibrary Loan Net Lender Compensation Program	\$150,000
JerseyCat Statewide Interlibrary Loan System	\$186,000
Library Leadership Training	\$ 27,700
Statewide Marketing Plan	\$ 30,000
Center for the Book	\$ 10,000
Northeast Document Conservation Center	\$ 10,000
One Book New Jersey	\$ 5,000
Open Borrowing Program for Library Computer Consortia	\$ 30,000
Summer Reading Program	\$ 50,000

Federal Library Aid

Appropriation for FY 2004: \$4,363,523

The Library Services and Technology Act (LSTA), authorized in PL. 108-81, as amended, provides federal funding for library programs. These funds are awarded to the State Library by the Institute for Museum and Library Services (IMLS). LSTA replaced the *Library Services and Construction Act (LSCA)* when the new *Act* was signed into law on September 30, 1996.

LSTA funds are generally used as "demonstration funds" or "seed money" to enable libraries to initiate programs which would not be possible without outside funding. LSTA is not intended to supplant local responsibility or provide support for basic services.

The focus of the *Act* is on two key priorities for library programs: 1) information access through technology; and 2) targeting library and information services to persons, of all ages, who are having difficulty using a library and/or who are unserved or underserved in urban and rural communities. Funds support grant programs for libraries and statewide services. LSTA was re-authorized effective October 1, 2003, defining four priorities, which are incorporated into the FY 2005 plan. The *LSTA Five Year Plan* states that depending on the focus of the grant program,

public and academic libraries, library computer consortia and Regional Library Cooperatives will be eligible to apply for federally funded grants. When applicable, libraries of all types will be eligible to receive services resulting from the implementation of the project specified in the grant program.

LSTA regulations allow the State Library two years to expend an annual allocation. Under these circumstances, it is common for grants awarded in a particular fiscal year to be paid for out of both current and previous year LSTA allocations. Therefore, the total of grants awarded in a particular fiscal year may not be the same as the allocation for that fiscal year.

In FY 2004, LSTA funds were used to fund library grants programs and services for:

- information access through technology
- services to targeted populations with special needs
- statewide services

Information Access Through Technology

In FY 2004, \$1,345,000 in LSTA funds was expended for the following grant programs and services:

- **JerseyCat Statewide Interlibrary Loan System** – Nearly 800 libraries participate in JerseyCat. In FY 2004 Access Center Services were migrated to JerseyCat to process out-of-state requests. NJ Union List of Serials was integrated into JerseyCat as a searchable catalog. A major system upgrade was completed. FY 2004 Results:
 - Over 3 million searches were performed by library staff and the public
 - 120,109 requests were made
 - 92,834 requests were filled (77% fill rate)
- **JerseyClicks Statewide Database Portal development**
- **New Jersey Union List of Serials (NJULS)**
- **Q and A NJ: Interactive Real-Time Reference Service**
- **Statewide Database Licenses**
- **Tutor.com**
- **Database access for New Jersey's VALE (Virtual Academic Library Environment)**

Services to Targeted Populations With Special Needs

The LSTA Services to Targeted Populations with Special Needs priority supports grant programs to libraries and statewide services for library and information services to persons, of all ages, who are having difficulty using a library and/or who are unserved or underserved in urban and rural communities. The *LSTA Five Year Plan* targets these services for persons of all ages who are having difficulty using a library; with priority given to persons with disabilities (visual, physical, hearing, learning, etc.); persons for whom English is not their native language; persons

lacking literacy skills; persons who are unemployed; and persons who are economically disadvantaged.

In FY 2004, LSTA funds were expended for the following grant programs and services:

- Library for the Blind and Handicapped
 - Deaf and Hard of Hearing Awareness Project
- Multilingual Materials Acquisitions Center (MultiMAC)
- Public Library Literacy Programs
- Statewide Recruitment of Professional Librarians
- Trustee Training Institute
- Value of the Library to the Community follow-up program

Statewide Services

In FY 2004 the LSTA funds also partly supported Library Development Bureau staffing to implement the following statewide programs:

JerseyCat Statewide Interlibrary Loan System
Site Visit Program
New Jersey Digital Highway
Children and Young Adult Consulting Services
Bill & Melinda Gates Foundation New Jersey Partnership Program
E-Rate and Technology Planning Assistance
Trustee Training Institute
Train The Trainer Workshop
Library Development Bureau Web Site
LSTA State Plan Administration

STATE LIBRARY INFORMATION CENTER

The State Library Information Center (SLIC) is the operating library of the New Jersey State Library. In continuous operation since 1776, it is the third-oldest state library in the United States. It is a full-service library for other New Jersey libraries and state employees in the executive, legislative, and judicial branches of state government. The staff and students of Thomas Edison State College gained full SLIC services in 1996, when the State Library affiliated with the college. Walk-in services are also offered to New Jersey residents. The State Library and SLIC is located in Trenton, at 185 West State Street, and is open to the public Monday through Friday from 8:30 a.m. to 5 p.m., and Saturdays, from 9 a.m. to 4 p.m.

Organization

In 2004 the Information Center was staffed by 20 librarians, including the director, two other professional full-time staff, 17 library assistants, and nine hourly workers (5 librarians and 4 library assistants.) The director reports to the State Librarian. The staff is organized into the following sections: General Reference, Special Collections, Law, Access Services (circulation, lending, and document delivery), and Technical Services (cataloging, acquisitions). Three branch libraries, at the state departments of Banking & Insurance, Environmental Protection, and Transportation, are staffed with State Library employees and operated under memoranda of understanding.

Collections

The Information Center's more than two million items include a general collection and special collections in the areas of law, genealogy, New Jersey documents, New Jersey history (Jerseyana), foundations (grants and funding information for non-profit organizations), U.S. documents, emergency management, and rare books. Additionally, special collections at the three branch libraries and in the state Attorney General's law library are included in our online catalog.

The general collection emphasizes subjects of interest to state employees including, but not limited to, social science, health and medicine, public planning and administration, and criminal science.

Services

The Information Center provides full borrowing and lending services and access to electronic resources to state employees in the three branches of state government and to Thomas Edison State College employees and students. State residents, students attending college in the state, and people working in the state are welcome to borrow from the library's collections, as long as they can pick up and return the materials at the library. The library has nine computers with public access to the Internet. All subscription electronic resources are available for use at the library.

Year in Review

Web site

Following much thought and hard work, the State Library's new Web site went live in April. After establishing goals and settling on a design, a consultant took over building the Web site. Then librarians learned to use Dreamweaver software and began devoting many hours and much effort to convert, revise, and add existing Web pages to the new format on our section of the Web site called Cyberdesk. In all, more than 200 pages were updated and migrated. Extensive testing and retesting was done to ensure that each subscription database worked during the transition and thereafter. The magnitude of the task cannot be adequately described. New content continues to be added, offering all visitors a wealth of information.

Outreach

Outreach in the form of training, orientation and cooperation continues to be a major focus of library activities. A workshop on business resources was conducted during the Trenton Small Business Week Expo in October. More than 50 Chief Information Officers from New Jersey state agencies were introduced to the library's services and resources available to them on their desktops in the office and at home. A program on funding resources and grants research was presented to the Office of Information Technology's grants team. Reference librarians held more than 70 instructional sessions about our collections and services and these were attended by more than 400 interested researchers.

Partnership

During the second year of its commitment to the Support Center in Trenton through a partnership with the Support Center for Non-profit Management (NYC) and the Non-profit Finance Fund (Philadelphia), the Library made available its meeting room for workshops and offered instruction on using resources in the Foundations Collection (grants and funding information for non-profits). Seven training workshops were held, as well as 19 tutorials and 17 orientations. The collection librarian was also instrumental in coordinating a Library-sponsored Funders Panel held in June at Thomas Edison State College. Other sponsors were the the Council of New Jersey Grantmakers and the Foundation Center in New York. Started in the mid-1970s, the State Library's Foundation Collection is one of the first participating collections of the Foundation Center. The Support Center in Trenton provides consulting and training in the areas of marketing, management, and funding for non-profit organizations.

SLIC also had the pleasure of assisting Thomas Edison State College's School of Nursing during its successful re-accreditation process. In other College-related activity, reference librarians prepared 10 e-Pack courses for the Director of Test Development.

Digitization

Library staff met with senior managers at the state Department of Archives and Records Management (DARM) to discuss possibilities and procedures for use of the department's recent acquisition of digital scanning equipment. Digitizing state documents is a priority for both the library and DARM. Our New Jersey Documents Collection librarian, in cooperation with the Documents Association of New Jersey State Documents Interest Group, is surveying depository libraries throughout the state to find out which documents they would like to have digitized.

In recognition of the escalating trend for state agencies to publish electronically rather than in print, the State Library has reserved 100 GB of Web-accessible server space for the permanent retention of state documents in digital format.

The out-of-print book New Jersey in the Revolution 1763-1783: A Documentary History, by Larry Gerlach was digitized and mounted on the library's Web site, Cyberdesk. It is more than 500 pages of 180 source documents relating to the American Revolution.

Staff Development

Our second Staff Development Day was even more successful than the first. From the start of the day with a fun game of participant bingo that enabled everyone to learn fun and interesting things about their co-workers, through the varied and interesting workshops to the closing service awards presentations, everyone had a chance to relax, learn, and get to know each other better. Some 22 sessions on office software applications were offered, with 230 attendees (many staff members took more than one course).

Accomplishments

SLIC registered more than 1,500 new borrowers this year, and had more than one million hits on Cyberdesk. Materials that had been stored at the Library for the Blind and Handicapped were successfully moved back and shelved in their appropriate collections. Two successful book sales were held that raised more than \$2,000. Visitors and researchers were surveyed, and staff was delighted at the positive comments they made. Policies and procedures were consolidated into one handy manual and more than 1,000 titles were added to our e-book collection through cooperative purchasing.

An unexpected, but welcome, donation of library furniture has greatly brightened our Special Collections area on Level 4. The attractive carrels, tables, chairs, and stands for dictionaries, atlases, and the online catalog are being enjoyed by staff and visitors alike. Staff was able to match the finish on the new reference desk to be ordered with the finish of the donated items.

Looking forward

Plans have been made to complete our consolidation of Special and General Reference onto Level 4 in 2005. A browsing area for newer materials from our general collection will be opened on Level 3, and now that data and electrical connections have been installed on Level 2, our periodicals collection will be opened to the public. Outreach will be made to all state agencies to revitalize the N.J. Document Depository program by reminding them that they are required to deposit with the State Library copies of all of their publications in electronic format as well as print. In this way we are actively pursuing our mission to make state documents available to all state residents.

LIBRARY FOR THE BLIND AND HANDICAPPED

The Library for the Blind and Handicapped (LBH) is located at 2300 Stuyvesant Avenue in Trenton. The Library has a total of 28 full-time and 5 part-time staff providing a variety of services.

LBH provides reading materials and specially-designed audiocassette players to individuals who cannot use standard print due to visual or physical impairment, or due to learning disabilities certified by a physician. Books and materials are provided in Braille, on audiocassette, and in large print. Audio versions of local newspapers are available to subscribers over the Internet or via special radio receivers. For a small initial fee, patrons may borrow audio-described videos, as well. The Library also lends assistive devices and provides services for deaf and hard-of-hearing individuals. Physicians, optometrists, nurses, librarians, and social workers are among the professionals who may certify individuals for eligibility to use LBH services. The New Jersey Commission for the Blind and Visually Impaired estimates that over 290,000 New Jersey residents may be eligible for LBH services.

The Library uses a number of volunteers to assist in service provision. In 2004, 185 recording and clerical volunteers donated 4,886 volunteer hours, and 21 volunteer Telephone Pioneer organizations and individuals repaired 1,235 Talking Book players.

Services for the Blind and Visually Impaired

The Library for the Blind and Handicapped served 12,493 individuals in FY2004, of which 1,652 were new patron registrations. The Library currently serves 10,451 adults, 358 institutions, and 1,684 children and young adults. Audiovision, the Library's radio/internet reading service for local newspapers, has 1,143 direct subscribers. Other individuals access Audiovision broadcasts through NJN's SAP television channel, or through group listening in assisted living facilities, reaching a total audience of about 2,000.

LBH added a total of 3,318 new items to its collection in FY2004. The total number of items available for borrowing is now 72,625. The Library's collection consists of Braille, cassettes, recorded discs, large print books, and audio-described videos. In addition, 37 periodicals and magazines are available in different formats, such as Braille, cassette, large print or computer diskette. The Library lends assistive technology equipment to Commission-identified clients through a \$143,150 service agreement with the New Jersey Commission for the Blind and Visually Impaired. This equipment allows visually impaired clients seeking employment to keep their computer and Braille skills current, and promotes independence among those at home with the use of low-vision aides.

LBH circulated 457,631 items in FY2004. The Library also maintains active deposit collections of materials in other locations. Fifteen new locations were added in 2004, bringing the total to 349 active collections. Collections have been placed in libraries,

schools for the blind, public and private schools, nursing and convalescent homes, adult day care centers, and hospices.

Under LBH's Deaf and Hard of Hearing Awareness Program, 14 Regional Resource Centers have been established in public libraries throughout New Jersey. These RRCs have a TTY, a collection of resource materials on topics related to hearing loss, and offer interpreted programs and loans of assistive devices such as baby cry signalers, closed captioned decoders, and assistive listening devices.

Audiovision

Audiovision is one of the special services offered by LBH. Audiovision is a recorded information service, which utilizes about 75 volunteers reading five days a week. Volunteers read aloud and record selected articles from New Jersey Newspapers (*Newark Star Ledger, Trenton Times, Bergen Record, Home News, Camden Courier Post, Asbury Park Press, and the South Jersey edition of the Philadelphia Inquirer*). The articles and information read are on current topics and issues. Audiovision is available to any individual unable to read the local newspaper because they cannot see it or are unable to hold it. Customers are lent a special pre-tuned receiver that gets only Audiovision's signal. Most of the Library's volunteers work in the Audiovision service area.

Audiovision also broadcasts through an Internet streaming Web Site, launched in 2003. The broadcast is available at www.audiovision-nj.org and is accessible on the patron's home computer using the patron's personal screenreader package, typically Zoom Text for individuals with low vision, and JAWS for Windows for blind individuals. Audiovision's Internet streaming makes available newspapers for listening at any hour of the day or evening. While anyone may sample the site, only individuals who meet eligibility requirements may become registered listeners.

Services for the Deaf and Hard of Hearing

The Deaf and Hard of Hearing Program at the New Jersey Library for the Blind and Handicapped provides both information about library services and the services themselves to people who are deaf, hard of hearing, or late-deafened, and to their friends, families and the professionals who work with them. Through public libraries that were especially aware of the needs of their deaf and hard of hearing patrons, the LBH established Regional Resource Centers (RRCs). Each public library RRC has a limited collection of books and videotapes on topics related to hearing loss, offers interpreted programs, and may have assistive listening services for loan. All RRCs also have a special collection of resource material on addiction and on recovery for deaf and hard of hearing individuals.

There are fourteen participating RRC libraries, excluding LBH, which is also a loan center. Each library has a telephone device (TTD/TTY) for communication on hearing problems and sign language, and closed-captioned videos for loan. Each of the three new RRC libraries also received assistive listening equipment, courtesy of a grant from the Division of the Deaf and Hard of Hearing to lend to individuals and groups to foster

inclusion for the hard of hearing in their communities. Staff at each library were trained on using the equipment. RRC libraries are; Atlantic County, Burlington County, Camden County, Clifton Public, Gloucester County, Hunterdon County, Monmouth County, Montclair Public, Morris County, Newark Public, the Library for the Blind and Handicapped, Ocean County, Piscataway Public, Teaneck Public, and Vineland Public. All but Burlington, Clifton, Hunterdon, and Newark have the Assistive Listening Technology Loan Program on site for use at library functions as well as for loan to individuals and organizations. The other RRCs are encouraged to borrow the equipment from LBH to meet customer requests or to refer them to nearby RRCs.

Outreach

LBH worked extensively this past year to reach out to the approximately 290,000 blind and visually impaired people in New Jersey. A special effort was made to contact the New Jersey Hispanic community through outreach and through various organizations. Staff participated in 172 events to speak to potential customers in locations such as churches, nursing homes, schools, and hospitals. Educators were also contacted in order to better serve their students with special needs. All New Jersey public libraries received posters for display. Brochures were sent to churches and youth organizations. Two hundred fifty informational packets were prepared for new library trustees. New efforts were made to work with blindness groups statewide, as staff became active and became visible liaisons to various groups. LBH distributed quarterly newsletters in large print, Braille, and cassette formats to over 12,000 people. A new glossy flyer on services was produced and was distributed at all State Library and LBH outreach events. Cable TV and radio interviews were given during the year.

LBH signed up 1,652 new customers this year and strives to reach more new customers who may be unaware of all the library has to offer. LBH now has 73,000 items in the collection available for borrowing.

ADA Grant

LBH was awarded a total of \$102,104 in state ADA funds in the fall of 2003. Most of the equipment is on order and will be installed during the remainder of calendar year 2004. The grant was awarded to cover several projects, including the following:

Machine Retrieval software

This software module will manage loans of Talking Book players and help manage the retrieval process. It has already been received and installed.

ENCO Systems Brick II software and Hardware

The Brick will allow readers in Audiovision to digitally record directly into the computer and control the recording process.

LCM software and hardware

LBH receives its recorded books from NLS (National Library Services). NLS is planning to convert from analog cassette tapes to Talking Books in digital format (recorded onto a digital file stored in a computer) by 2008. In order to be compatible with NLS now and in the future, LBH is converting from analog

recording to digital recording in Audiovision, and to digital production in Media Production, using software and hardware purchased with ADA funds.

VOPAC software and hardware (telephone-based On-line Public Access Catalog)

This permits LBH to provide a telephone OPAC to patrons using speech-recognition technology. This interface will permit patrons who lack Internet access to search the catalog and order books via their telephone.

OPAC software and hardware (web-based On-line Public Access Catalog)

This will support a web-based OPAC that will permit library staff to catalog and order books via the Internet.

Digital Talking Books

LBH took part in a 5-state beta-test project of digital talking books in order to familiarize customers with this new technology, which will be introduced nationally by the National Library Service in 2008. A new digital book collection has been purchased and is being introduced to customers as a pilot project.

Staff Development

Staff received training on assistive listening devices this year.

Two staff members received a three-day orientation at National Library Services for the Blind and Physically Handicapped in Washington, D.C.

The Director and one staff member attended the National Conference of Librarians Serving Blind and Physically Handicapped Individuals in Rapid City, South Dakota.

Fourteen LBH staff members obtained training, ranging from subjects such as CITRIX for IT Staff, Word, Excel, Customer Service, Power Point, Web Searching, Listening Effectively, and Introduction to Computers.

Public Library Project Grant Program (Public Library Construction Bond Program)

This past year began a winding down of the current library construction grant program. Many of the 68 libraries awarded \$45 million in grant funds completed their projects and held library dedications. Some of the libraries that had begun construction requested extensions due to delays in the bidding process or delays in the construction process. Other libraries completed their bidding and held groundbreakings.

Award ceremonies to recognize each of the 68 libraries were held in four locations in the state in August 2003. The events were highly successful, with good attendance. Thanks were expressed by the many libraries to the Governor's offices, the legislature, the State Library, and the Public Library Construction Advisory Board, chaired by the Secretary of State.

The need for more public library construction funds is more evident now than it was last year. Seventy-one libraries so far have submitted *Intent to Build* forms to the State Library. These forms report the interest and intent of libraries to add, renovate, or build new buildings in the next 2-3 years. These libraries are eager for another round of construction funding. Some of these libraries are urban libraries that are in communities which had difficulty coming up with the matching funds required in the first round of construction funding. Urban libraries also have different needs. Some urban communities have no space to build a new library or library additions. Other urban libraries have smaller rehabilitative needs. Thus, Round II of the construction grant funding was introduced in 2004 to accommodate the different kinds of needs for library construction.

The Round II bill proposes that \$45 million be allocated, as in round one, with a 75-25 match (with the state funding up to 25% of the eligible costs of the project). An additional \$45 million would be allocated for urban libraries. The match for this program between state and local dollars would be 50-50. \$20 million has been proposed for technology funding in this bill, since library technology needs are substantial and changing rapidly in public libraries throughout the state.

Thirty-one million dollars has also been proposed for a new State Library building. The current State Library building is inadequate for a 21st-century institution of leadership. The building, built in the early 1960s, has major maintenance and repair issues and is not equipped to handle the technology of today or of the future. The State Library has been supported in this effort by both Thomas Edison State College and other partners in the state. The New Jersey Library Association is actively lobbying for this bill. The State Library has also been supported by the Southern New Jersey Development Council, which has made library construction part of its legislative platform.

The State Library has also received support from the many libraries in the state that have contacted their local legislators, as well as the sponsors of this bill, to request funding in this legislative session. The State Library and its partners are looking forward to the progress of this bill in the upcoming legislative session.

Marketing, Public Relations and Outreach

In 2003-2004, the State Library began the second year of its marketing plan. Each Bureau or Division continued with its goals and objectives for marketing and outreach.

The launch of the Super Librarian campaign was the big event of the year. Cable television spots on the campaign appeared all over the state in September. The State Library and its original partners, the New Jersey Library Association and the New Jersey Library Network, received much publicity for developing and launching this campaign. Well known author Mary Higgins Clark attended the press conference that was held to launch this campaign.

State Library staff continued to network, both formally and informally, with a bevy of agencies. Staff attended Mercer County Chamber of Commerce events and participated in committees of the Chamber. Staff also attended meetings of the Southern New Jersey Development Council and the Princeton Regional Chamber of Commerce.

The marketing department attended and exhibited at the New Jersey Education Association Conference for the first time. Other conferences and one-day events included the New Jersey Association of Counties Conference, the New Jersey Conference of Mayors, the New Jersey League of Municipalities, Trenton Business Week, The Greater Mercer Chamber of Commerce Spring Business Event, the New Jersey State Chamber of Commerce Conference on Small Business, and the Greater Mercer County Chamber of Commerce Event at the Ellersbie Museum. Staff also exhibited at the New Jersey Library Association Annual Spring Conference. The department estimates that approximately 3,000 to 5,000 people were reached through these conferences and events. Staff also coordinated a library program on desktop resources at the New Jersey Association of Counties Conference.

Articles on the State Library and its activities were written for the following magazines this year: *LJ Hotline*, The Educational Media Association newsletter, the New Jersey Education Association newsletter, the Greater Mercer Chamber of Commerce newsletter, and the *Kitchen Table News*. The article on the Super Librarian Campaign made the cover and was the feature story of *Library Journal*, the country's top library publication. Many e-mails and calls from all over the U.S. and from other countries were received about the campaign after the *Library Journal* article. In addition, news articles about the State Library, and in particular, articles about the receipt of the Institute of Museums and Library Services grant awards were published in major newspapers.

The State Library also held three other successful press conferences this year, in addition to the press conference to launch the Super Librarian campaign. A major press event was held to announce the Institute of Museums and Library Service grant awards. Congressmen E. Scott Garrett and Rush Holt attended and presented representative checks to the State Library and partners. The Deputy Director of the Institute of Museums and Library Services also presented a representative check and talked about the

national significance of the grant awards. Several television stations and newspapers covered this event.

A second major press conference was held to announce the “Knowledge Initiative”, a \$6 million database proposal which will put New Jersey at the forefront as a premier technology state. Many members of the business and academic communities were present at the conference to give testimonial to the newly announced proposal.

A third press conference was held in June to announce the Quik Chek Festival of Ballooning and the Summer Reading Initiative. The State Library participated as one of the partners in this press conference which promoted summer reading for the children.

The library’s website, www.njstatelib.org and services Q & A NJ, and Tutor.com were all linked to several websites this year, including the Greater Mercer Chamber of Commerce website, the New Jersey Education Association website, and commercial vendors such as Princeton Online, as a public information service.

The State Librarian appeared on Comcast Newsmakers this year and was interviewed on several radio and television stations. Plans are in the works to expand on the State Library’s Radio presence in 2004-2005.

Physical Plant and Facility Development

The physical plant inventory of the State Library comprises two facilities in Trenton, New Jersey, the State Library building at 185 West State Street and the Library for the Blind and Handicapped at Stuyvesant Avenue. LBH Shares their facility with the Department of Archives and Records Management, which is part of the Department of State.

The Facilities Manager and Support Services Administrator met monthly with the Building Manager from the Department of Treasury to address building concerns. A Building Committee, comprised of staff who volunteered to be on this committee, met monthly with the Facilities Manager and Support Services Administrator to offer input on issues related to the physical plant. The Building Committee also met with the Building Manager on cleaning issues. One representative from the Library for the Blind and Handicapped served on this committee so that building issues at LBH could also be addressed. LBH had a new heat pump installed this past year and completed some telephone cabling. LBH also began shifting their collection in a major rearrangement of their collection. This work will be completed by a shelving vendor in 2004-2005.

Work was completed in late summer on the State Library staff elevator.

The Business Office was moved from Level 5 to Level 4 this year in order to consolidate administrative activities on Level 4. This required new cabling and wiring of the business office as well as some furniture replacement. The Access Center was closed in late 2003 and staff was relocated to Level 5.

Work was begun on the building of an electrical data closet on Level 2. The contract was bid in 2003, and work on the data closet began over the winter months. The closet project is pending final design approvals, and Level 2 was wired for data connections and the data lines will connect into the new closet once the closet is completed. At that time, staff will have telephone and computer capabilities on Level 2.

The big issue in this past year was the projected use of Level 5 space by other agencies. Considerable time was spent with the Bureau of Vital Statistics which was interested in using much of Level 5's storage space for staff offices. The State Library was then notified by the New Jersey Building Authority that they were looking at the same space for storage of furniture from the New Jersey State Museum for the period during which the museum would be closed for renovations. A memorandum of understanding was signed to this effect, and the level 5 storage area was cleaned out in order to make room for the museum furniture. However, the New Jersey Building Authority had to give up this space because the Bureau of Bioterrorism was in need of office space. At this time, electrical work has begun by Treasury on Level 5 to improve the lighting in the space to prepare for the move in the office scheduled for early September.

The State Library received beautiful furniture donations this year from AT&T, which had closed one of its corporate libraries. The furniture is now in place on Level 4 and Level 2 and greatly brightens these areas with a new look.

The State Library continues to reaffirm its need for a new building or an addition, with renovations to the current building. The State Library and Thomas Edison State College have worked to keep language in the proposed library construction bill, currently making its way through the Legislature, for \$31 million for a new State Library building.

2004 Summary of Revenue and Expenses for the Fourth Quarter, Ending June 30, 2004

Revenues

The State Library receives revenue from two primary sources, state appropriations and federal grants. For FY2004 the total revised revenue budget is \$26,415,809, including \$8,578,000 in state aid appropriations retained by the New Jersey Department of Treasury for the payment of state aid to libraries. The State Library realized \$23,045,656 in total revenue from all sources for the fourth quarter, or 87 percent of its total budget.

The revised revenue budget administered by the State Library for FY2004 is \$17,837,809. The revenue budget consists of \$3,901,439 for State Library operations, \$6,322,369 in state aid grants, and \$7,614,001 in federal grants.

In the operating fund, revenue collections at the end of the fourth quarter were \$3,986,491, or 102 percent of budget. Revenue collections for state aid funds were \$6,282,183, or 99 percent of budget. Last year, the revenue collections for state grants were \$3,792,510 and \$6,908,653 for the operating fund and state aid funds, respectively.

In terms of federal library funds, the State Library currently has \$7,614,001. This amount comprises \$2,912,631 for the FY03 Library Services and Technology Act grant; \$4,203,982 for the FY04 LSTA federal appropriation, exclusive of indirect costs; and \$497,388 for a new Institute for Museum and Library Services (IMLS) recruitment grant. Actual federal drawdowns at the end of the fourth quarter were \$4,198,982, or 55 percent of available funding, as compared to \$3,799,821 for the same period last year. The total federal drawdown represents \$3,731,491 in LSTA and \$68,330 in the recruitment grant.

The State Library was awarded \$497,388 through a new three-year grant from IMLS to recruit librarians. Specifically, the purpose of the grant is to educate and employ a new generation of multi-ethnic urban librarians and library support staff. Approximately 93% of the grant funds will support tuition reimbursement and salary subsidy for students, who must be employed by NJ urban or Gates' libraries. The State Library will implement this grant in partnership with Rutgers University School of Communication, Information and Library Studies, and Thomas Edison State College.

The State Library received \$161,310 from federal indirect cost recovery in the current fiscal year. Since its affiliation with Thomas Edison State College on July 1, 1996, the State Library has recovered \$1,259,417 in indirect costs.

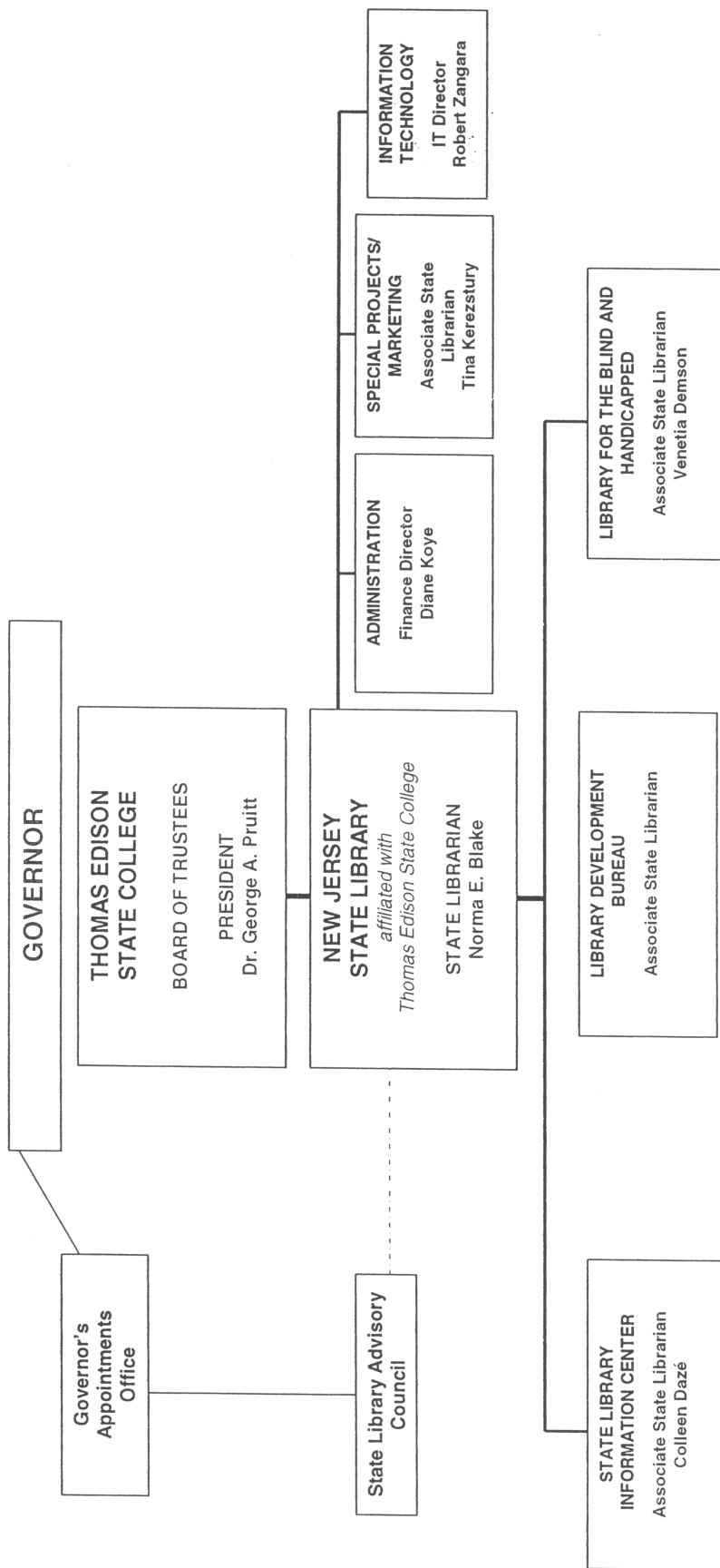
Total miscellaneous revenue at the end of the fourth quarter for photocopy and database search services was \$33,883, as compared with \$31,787 for the same quarter of last year. Fourth-quarter interest income totaled \$27,696, as compared with \$47,477 for the same quarter in FY2003.

CHARTS

The logo for the New Jersey State Library. It features the letters 'NJ' in a large, serif font. The 'N' and 'J' are connected at the top. To the right of the 'J', there are three wavy lines representing a flag or a stylized wave. Below the 'NJ' and the wavy lines, the words 'State' and 'Library' are written in a smaller, serif font, with 'State' on the left and 'Library' on the right, separated by the 'J' and the wavy lines.

State NJ Library

CHART A - NEW JERSEY STATE LIBRARY ORGANIZATIONAL CHART



Annual Report – NJSL Organizational Chart, 2004

CHART B
NEW JERSEY STATE LIBRARY
REFERENCE COMPUTER SEARCHES
FY-2003-FY2004

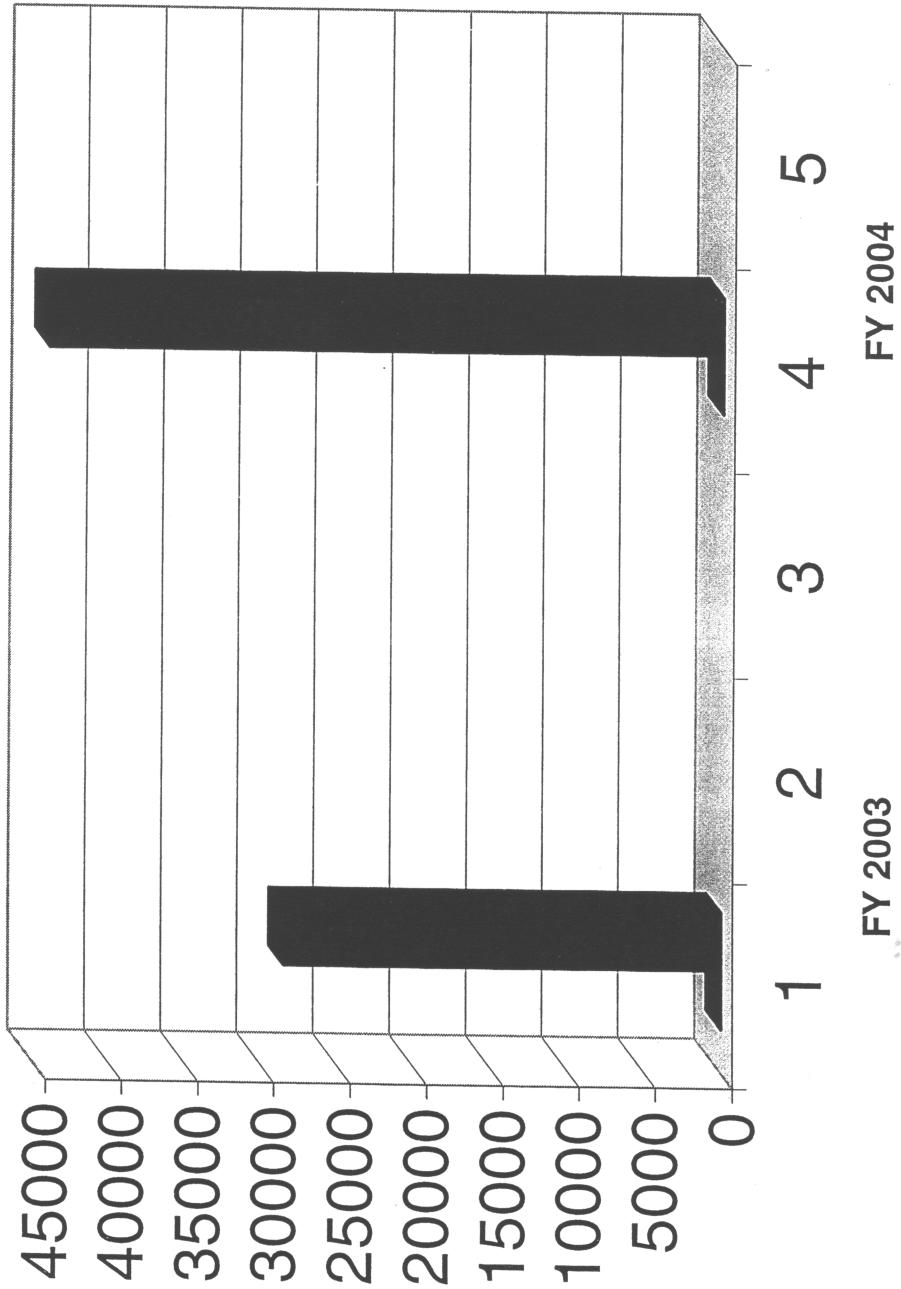


CHART C
NEW JERSEY STATE LIBRARY
SUBSCRIPTIONS - FULL TEXT ELECTRONICS
FY-2003-FY2004

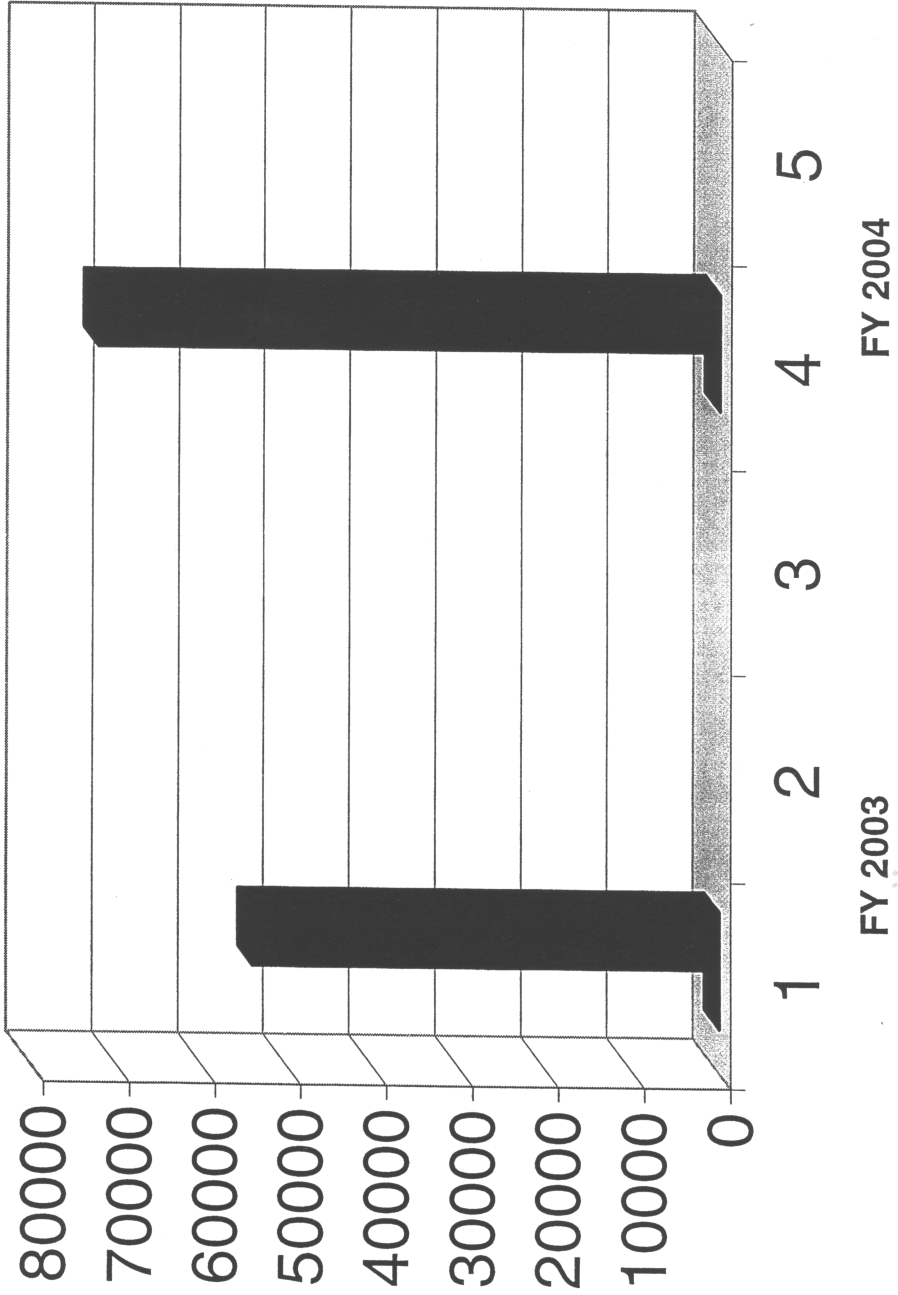


CHART D
NEW JERSEY LIBRARY FOR THE BLIND AND HANDICAPPED
ITEMS SENT PER PATRON

