

## Summary of Accomplishments

The Arizona State Library, Archives and Public Records serves the information needs of Arizona citizens as authorized in Arizona Revised Statutes §41-1331 through §41-1352. Services are provided through the divisions of the agency: History and Archives, Braille and Talking Book Library, Library Development Division, Museum, Records Management, Research and Law Library and the cross-division clusters: Administration, Boards and Commissions, Digital Government, Technology and Outreach/Special Events.

**Our vision** is to ensure that the Arizona Legislature and Arizonans have access to the information they need today, as well as the history of Arizona for tomorrow, through partnerships with all types of cultural and public information institutions.

**Our mission** is to serve the Arizona Legislature and Arizonans by providing access to public information, fostering historical/cultural collaborative research and information projects, and ensuring that Arizona's history is documented and preserved.

**Our four goals** provide the focus and guidance for specific activities developed to achieve our vision and to ensure that we adhere to our mission. The work of our divisions is ongoing, collaborative, cumulative, and responsive to the changing needs of our diverse Arizona constituents. Our goals are:

- Provide prompt, professional legislative support
- Provide access to public information
- Preserve and document Arizona's history
- Promote statewide collaboration for historical and cultural institutions

## **STRATEGIC ISSUES**

### **1. Resource Development**

Since 1997, Library and Archives has raised over \$42 million dollars in grant funds for Arizona cultural institutions and for its own services. In the future, despite the continued downturn of the economy and the difficulties of fund raising, we will continue our efforts to seek outside funds. It is through these efforts that we best steward our public funding. Although general operating funds must come from governmental sources (state general fund and federal IMLS funds), private and other governmental grant funds are being sought for a wide variety of needs. Examples include the completion of the Polly Rosenbaum State Archives and History Building, several digitization projects and seeking partners to help sponsor statewide programs such as OneBookAZ. Outside funding is also being sought for Museum initiatives, staffing needs and technology upgrades. Library and Archives operates from three historic buildings and two other structures with age related repair and renovation needs. The agency is seeking funding for structural and maintenance issues relating to several of these historic structures. It is imperative we continue to creatively expand fiscal resources, while making more effective use of existing sources.

### **2. Infrastructure**

As mentioned above, Library and Archives operates from three historic buildings and from two other structures with age-related repair and renovation needs. Physically maintaining and upgrading technologies is a continuous – and very expensive – undertaking. Technology needs, continual upgrades and equipment refreshment programs help keep pace with technology demands and with the increased needs for the many services we provide. Born-digital government information has changed Library and Archives infrastructure and staff development considerations dramatically. In serving the Legislature and the people of Arizona, more and more operating funds are directed to technological management of e-government documents, archives, and records. Staff must be continuously trained and retrained in evolving technological archival, library, and records management skill sets. Obviously, staff is a crucial element in the many services provided by the State Library. Issues pertaining to staffing, recruiting, retaining, and training are continuously revisited and revised.

### **3. Digital Government**

Library and Archives has a broad range of responsibility for governmental materials in all formats from all levels of government. With the increasing digitization of federal, state and local government, e-government will be one of our most important areas of concentration. Digital government will require the professional skill sets of archivists, records managers, librarians and technology staff to ensure usability today and preservation for tomorrow. The agency continually considers ways and means to ensure publications and archival electronic records are preserved permanently, meet public demands for access, and improve records management in electronic information systems through state government.

#### **HIGHLIGHTS OF ACCOMPLISHMENTS**

**July 1, 2006 – June 1, 2007**

##### **GOAL ONE: LEGISLATIVE SERVICE**

Through our Goal 1 activities we engage Legislative staff in designing the information services that we offer for Legislative research, including documenting press coverage on national, state, and local levels. This involves helping to retrieve and disseminate specific information and providing support for government efforts to connect with constituents. We also make it easier for Legislators and their staffs to access our services and collections by continually refining the organization and usefulness of our resources. The State Library Card allows members of the Legislature – and all state employees – access to a “digital library;” LexisNexis State Capital and Congressional, Hein Online, Pro Quest and many others are as close as the nearest computer.

##### **Goal One Accomplishments**

During the last Legislative session, 61 bills with public records issues were reviewed by Records Management Division staff.

The preservation imaging program scanned agency reports submitted to the President of the Senate and the Speaker of the House, which were (are) uploaded onto the

Arizona Memory Project by the Law and Research Library Staff. This provides multiple access to this information at anytime, day or night and on weekends.

Bill files for the Senate and House were microfilmed, also Bill requests for the Legislative Council.

Discussed with Legislative Council the problems inherent in electronic records and the challenges to maintain them permanently.

All Bill Requests on microfilm were scanned and converted to PDF files for Legislative Council.

Reviewed an issue brief on public records for the Senate.

The State Records Management Center stored and serviced 2,467 boxes for the Arizona State Legislative offices throughout the year.

The Museum plans and provides special tours at legislators' requests. In addition, Museum staff provides orientation for new legislators and law interns.

State Library and Archives answered questions and helped established the procedure as to how retention schedules are drafted and established for the Senate in regards to the Board of Optometry's new schedule.

## **GOAL TWO: PROVIDING ACCESS**

We work toward meeting Goal 2 by ensuring that our collections and finding aids are kept well-organized, readily available to our patrons, and that all patrons are efficiently served. We also initiate and maintain ongoing communication with current and potential constituents through publications and Internet technology, as well as meetings and presentations both on and off site. Meeting this goal requires that we efficiently process and repair our materials and continually develop more effective tools for public access to our research and educational materials. We also work with Legislative members and Arizona's Congressional Delegation on legislation, rules, and public policy issues related to ensuring access to information. Our combined division and cluster fieldwork staff logs over 100,000 Arizona miles yearly.

## Goal Two Accomplishments

Library and Archives implemented a hosted solution for its online catalog. As a result, significant staff time spent providing technical support for the hardware and software was reduced and the reliability of the service increased. At the same time, Library and Archives was able to renegotiate the contract, cutting annual costs roughly in half.

For the past several years, Library and Archives has been using software developed specifically to capture state agency websites. The state captures these websites under its mandate to acquire and preserve state agency publications.

Library and Archives leveraged a grant from the WebJunction Rural Library Sustainability (RLS) program to develop a customized workshop-based program. This 1.5 day workshop, called *PALS – Promoting Arizona Library Sustainability*, was offered in six rural locations. The program extended RLS to 86 participants, representing all 15 Arizona counties.

Library Development staff coordinated and attended the annual Arizona Convocation. Nearly 200 librarians, archivists, historians, and museum professionals from around the state attended the Convocation.

The Braille and Talking Book Library have begun instituting digital talking books that meet all of the National Library Service (NLS) standards. The digital player is smaller than the current cassette player, more durable and more user-friendly.

Library and Archives began development of the Persistent Digital Archives and Library System (PeDALS). This project implements a complete program to curate digital information that must be kept for the life of the State.

On Saturday April 14th on the grounds of the Carnegie Center., over 5000 book lovers from around the state attended the free Arizona Book Festival. The Festival also served as the official kick-off for the 2007 ONEBOOKAZ.

History and Archives launched their new web pages that feature on-line finding aids for many of their collections. This has expanded access to our collections and has

enabled researchers to determine before they come to the Archives which boxes of archival materials they would like to view.

The diverse materials in the Arizona Collection (in History and Archives) were featured in the August 11<sup>th</sup> issue of the *Capitol Times*.

The coordinator of Arizona's National History Day (NHD) Program, met with nearly 700 students in seven schools on the Apache and Navajo Reservations as well as Page to discuss the NHD program and to help them with their projects. As a result we had more Native American students complete historical research projects and compete in regional and state competitions than ever before. Two of these students went to the National competition in Washington, D.C. This program is administered through the History and Archives Division.

Library and Archives is working with the University of Illinois at Urbana-Champaign and OCLC to develop tools to curate collections of web publications. This research project, funded by the Library of Congress, is based on earlier research by the Library and Archives.

For the first time, Library and Archives has a consultant devoted to the state's tribal libraries. The consultant has established significant contacts with all the state's recognized tribes.

During the summer of 2007, Library and Archives hosted an educational program to help records managers and archivists to become certified as Electronic Records Management Specialists.

In 2007, the Arizona Reading Program impacted 149,019 Arizona children, teens, and adults, providing resources that helped public, school, and tribal librarians plan, promote, and implement reading programs for children and young adults during the summer

Digital audio books are now available for free download by patrons of the Braille and Talking Book Library division, and members and staff of the Arizona Legislature.

Library and Archives is participating in and coordinating Arizona training efforts under the *Government Information in the 21st Century* grant program. This program creates an online learning and support environment for users of federal government information.

The Museum sponsored "Lunch Bunch at the Capitol" from September through May. Speakers and authors discuss their research and activities. Hundreds attended the monthly lunch/discussion series in 2007.

The Capitol Museum prepared and installed four long term exhibits in FY 2007.

The restored USS *Arizona* Silver Service debuted in new, state-of-the-art, environmentally-controlled exhibit cases in September. For the first time, all fifty-seven pieces of the silver, with engraved Arizona and maritime scenes, are on display.

"The Flagship of the Fleet" tells the story of the attack on Pearl Harbor and the sinking of the *Arizona*. Set in a completely redesigned gallery, it is double the size of the previous exhibit and is an emotional and fascinating story. The drama and aftermath of December 7, 1941 is told through historic film footage displayed on several television monitors throughout the exhibit. Many original artifacts and photographs never seen before, including items on loan from the Pearl Harbor Memorial in Hawaii are now on display.

"The Gratitude Train," is an exhibit that represents a rail car full of gifts of thanks to Americans from the people of France for assistance after World War II. The State of Arizona retained all of the gifts sent here, unlike many others that dispersed theirs. The personal nature of the gifts and intimate expressions of gratitude are a testimony to America's help for this World War II ally.

Life size, plaster cast figures from a previous exhibit have reappeared to tell the stories of "Figures from Arizona's Past." Visitors interact with a Buffalo Soldier, Harvey Girl, miner, WWII Code Talker, cowboy, and others to learn about experiences in early Arizona.

The Museum also installed two smaller exhibits illustrating Arizona's history and a special display to promote the Arizona quarter competition.

In January, "Arizona's Museum" opened its doors on Saturdays for the first time in over eight years, making it possible for families and others who cannot visit during the week to see the building and its treasures.

Records Management refiled 11,279 records for state agencies in the Records Center this year.

Records Management established an "online document delivery service," making it possible to deliver scanned documents over the internet moments after scanning.

Arizona turned ninety-five on February 14, 2007. To recognize the event, State Library coordinated the annual Statehood Day Ceremony, held in the historic Senate Chambers in the Arizona State Capitol Museum.

Talking Book Library patrons continued to enjoy access to over 200 audio newspapers over the phone from Newsline®. This special service is funded through a partnership between Library and Archives and the Arizona Department of Economic Security/Rehabilitation Services Administration. Arizona patrons made 29,027 calls to Newsline® in FY2007.

Staff and volunteers participated in 44 outreach activities with a total of 8,496 program attendees. Articles about the library were published in the East Valley Tribune and the Diamondbacks Magazine.

The Braille and Talking book Library circulated 414,925 items to 10,083 patrons in Arizona. Circulation included recorded and braille books, magazines, described videos, special playback machines and accessories.

The Museum welcomed 57,530 visitors in FY2007. 51,138 of the adults and children in that total participated in tours, a 6.2% increase over 2006. The number of tours increased by 15.2% and the number of children who toured increased by 16.7%.

## GOAL THREE: PRESERVING ARIZONA

To effectively preserve the history, culture, and traditions of Arizona, we work with individuals and agencies throughout the state and nation to identify, collect, access, and preserve the fundamental records and artifacts that document the state's rich past. We also ensure that the collected materials are repaired and augmented as necessary.

### Goal Three Accomplishments

Preparation for move to the Polly Rosenbaum History and Archives Building has been a major undertaking for the Capitol Museum. The expert assistance from Museum staff has been an important part of the planning. The Curator has directed organization of Museum materials that will be moved to the building.

The Records Management Division (RMD) conducted 93 workshops on Records Management and Public Records requirements and issues for 1,676 people.

RMD conducted 8 training classes on how to prepare containers for delivery to the Records Center for 52 people.

RMD processed and received approval for 261 retention schedules with 4,821 items from state agencies, cities, counties, universities, school districts, fire districts, community colleges and special districts. They also processed and received approval for 29 imaging requests from state agencies, cities, counties and special districts.

We continue to film Arizona newspapers. We converted digital files for the City of Prescott Valley to permanent microfilm. We microfilmed death certificates for Vital Records, and we microfilmed and scanned minutes for the City of Camp Verde.

The State Preservation Officer and Director of History and Archives met with the San Pedro Historical Society Board, the Old Trails Museum Board and the John Wesley Powell Museum Board to work with them on Disaster/Emergency Preparedness. We took our disaster planning booklets and emphasized prevention and community involvement. As a result, each of these organizations now has an Emergency Disaster Plan.

The State Preservation Officer was able to help the Tohono O'odham Cultural Center and Museum in Sells. A museum trailer with books overturned in a violent storm and

they needed help with wet books. He also provided assistance to the San Manuel School district when their basement filled with 6 feet of water after a pipe burst over the weekend and hundreds of permanent student records were soaked.

Staff mailed out nearly 900 Archives Month posters, courtesy of SRP who again provided the graphic artist and the printing for the poster. The images on the poster come from a variety of archives throughout the state and highlight the importance of archival collections in preserving Arizona's history.

Electronic Records has been actively seeking out and finding reel to reel tape players, cassette and mini-cassette players, video and film players. The goal is to access and preserve the obsolete and fragile electronic formats Archives has in many of our government agency collections. As a result, we have begun to transfer some of these formats to more permanent forms.

Our Preservation Officer gave a workshop on preserving family history materials to 25 members of the Rincon Country West genealogy group outside Tucson and taught the staff of two museums how to mend and preserve maps.

The Director of History and Archives, along with an attorney/analyst from the Supreme Court, the Maricopa County Deputy Clerk of the Court, six practicing attorneys and one judge presented a program to a group of forty attorneys and judges regarding Arizona's historical court cases. The meeting was held to determine the process for having certain cases designated historical, thus preserving the original records for posterity. During this past year, we have presented similar programs to the Arizona Bar Association and the Arizona Public Defenders annual meetings. Altogether, we have spoken to more than two hundred attorneys.

The State Preservation Officer presented an introduction to records preservation at Window Rock to 14 tribal archivists from as far away as Alaska and Florida for the Smithsonian Museum of the American Indian.

Archives staff taught two courses on document repair at the Arizona Historical Convention. Each participant received an archival box with essential preservation tools. Staff also taught three Archives 101 class to 42 participants.

## **GOAL FOUR: PROMOTING STATEWIDE COLLABORATION**

To meet Goal 4, we provide Arizona's cultural and public information communities with leadership, problem solving, and information to help them improve the depth and breadth of the cultural and historic services they offer to Arizonans. We participate in a variety of collections – print and web-based – for all to use and to improve local services and information. Library and Archives has received (and has helped Arizona win) more National Leadership Grants than any other state library.

### **Goal Four Accomplishments**

The federal Institute of Museum and Library Services (IMLS), announced grants of almost \$28 million under the 2007 Laura Bush 21st Century Librarian Program. The multifaceted grant program supports tuition assistance, curriculum development, service expectations, job placement, recruitment of non-traditional library students, and support for doctoral candidates to teach library science and research.

"We all recognize that the services we receive are first and foremost driven by people. Well-equipped and educated librarians and pre-professionals are at the heart of effective library services," said Anne-Imelda Radice, Ph.D., IMLS Director. "The grants awarded through the Laura Bush 21st Century Librarian program sharpen the skills of today's library staff and train the next generation of library professionals and faculty."

In May 2007, Braille and Talking Book Library hosted the biennial conference of all Western and Midlands talking book libraries. The major focus of the conference was the national transition to a digital talking book.

The annual Vision Rehabilitation and Technology Expo (VRATE) in November drew over 600 attendees again this year. Braille and Talking Book Library staff helped coordinate this event that featured many excellent speakers, all types of technology and hands on demonstrations of assistive devices for individuals who are blind or visually impaired.

We hosted two state-wide meetings highlighting the changes to the Federal Rules of Civil Procedure that went into effect on December 1, 2006.

We provided microfilm processing lab services to the City of Phoenix and the Town of Gilbert. We scanned microfilm for various departments for the City of Scottsdale and we converted microfilm to digital images for the City of Glendale.

We worked with the AG's office on the AWP litigation and DRAM litigation to determine how to proceed with records preservation directive issued by the AG's Office.

We provided the Department of Economic Security with information about copyright and the instability of CDs.

The History and Archives Division collaborated with the ASU History Department, the Coordinating Committee for History in Arizona (CCHA) and SRP to present another CCHA Centennial Workshop in August for 92 attendees. This year's discussion revolved around funding sources for Centennial projects.

Archives collaborated with the Arizona Historical Foundation to put on the 3<sup>rd</sup> Archivist's Roundtable. Archivists from around the state attended. The theme of the meeting was Archivists at Work and covered topics such as publicizing collections and courting new donors.

Staff from several divisions met with various members of the Navajo Nation to promote collaborative efforts in restoring over a thousand oral history tapes created in the early 1960s.

Archives staff worked with the House and Senate to stage the National History Day state competition. SRP provided the funds for the NHD judges' luncheon. We had 1213 attendees (including 330 students, a record number) at the state competition. 49 students went on to the national competition in Washington, D.C. A student from Fountain Hills placed second in the nation with an historical paper while two groups of students placed third in the nation in their categories.

A general retention schedule for student records was written in collaboration with a group of community college registrars' and admission officers as well as university representatives, which was signed and approved on July 28, 2006.

Our Digital Imaging Specialist was a guest speaker for the Las Vegas chapter of AIIM; the subject was Arizona records laws and preservation.

A staff person from Records Management served as a member of the Arizona Criminal Justice Commission's Law Enforcement Records Retention Task Force with representatives from police departments, sheriffs' departments and attorneys' offices from around the state.

An article by Bill Coats of the Capitol Times featured the Records Management Division.

Records Management provided the National Archives and Records Administration with lessons learned while inventorying and scheduling electronic records.

Records met with Procurement to discuss the state contract for imaging. It was decided that we will pre-authorize any work that will be done before a contract can be issued. We are assisting with the crafting of the new scope of work.

Records provided training on e-mail management for State Human Resource Managers at ADOA. 110 people attended the session.

The Director of Records Management spoke at the AIIM Compliance Seminar in Phoenix on September 12, 2006, a seminar sponsored by AIIM for state and local government regarding compliance in recordkeeping issues. There were 107 people in attendance, most of them were in local government, and a few were from state agencies.

Library and Archives met with DOA regarding DOA's interest in an Enterprise Document Management System for their agency and for other state agencies as well. Laurie attended another meeting with DOA and GITA about this project.

Records Management and History and Archives are working with the Federal Emergency Management Agency, the National Archives and Records Administration and the states of California, Hawaii and Nevada on vital records protection for state and local government records.

In February, Records Management met with the Director of Department of Administrative Services in American Samoa. His responsibilities include the islands' Office of Archives and Records Management. He was visiting the area and was interested in our operation, particularly our preservation imaging operation.

The Museum collaborated with Arizona State Parks, hosting an exhibit installed by that Agency, in observance of Parks' 50<sup>th</sup> Anniversary.

The Museum has cooperated with the Gilbert Constitution Commemoration Committee in its annual Constitution day observance. For the second year, that organization has used the Liberty Bell, a very popular artifact on the Capitol Mall, in its September program.

The Museum is a prominent resource for professional and local historical organizations in Arizona. Staff members assist colleagues throughout the state. It is a major supporter of National History Day.

Volunteers for the Braille and Talking Book Library recorded 59 books and 96 other projects in FY2007. They repaired 3,646 talking book machines and 1,949 amp boards. Repair of the Talking Book machines will be more important than ever now that cassette players will no longer be produced.

The National Library Service for the Blind and Physically Handicapped (NLS) will begin distributing digital players in 2008 but the majority of patrons will still be using cassettes for several more years. One machine repair volunteer reached 5,000 hours of service this year. He is the thirteenth individual to reach that level of volunteer hours donated. Volunteers also repair books, help with outreach, provide clerical support and assist new patrons.

The Deputy Director for Technology and Information Resources, worked closely with the School of Information Resources and Library Science (SIRLS) at the University of Arizona to design and implement a distance education certificate in digital information management. This post-baccalaureate certificate will help librarians and archivists who have been working in the field a chance to get the skills they need for the digital era.