

Summary of Accomplishments 2008

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. E-Government

The recession has changed the way we do business. More focus on e-government has helped streamline the four primary delivery models we use:

- > Government to Government
- > Government to Citizen or Government to Customer
- > Government to Business
- > Government to Employees

The benefits include more transparency, easier access, up to date information and no cost to the taxpayer. However, staff must be continuously trained and upgrades in evolving technologies must be maintained.

2. Resource Development

Despite the downturn of the economy and the difficulties of fund raising, Library and Archives was able to secure additional resources over fiscal year 2008. Examples include the Persistent Digital Archives Library System (PeDALS) program. PeDALS was awarded significant additional federal funding in recognition of the importance of this program. PeDALS is building the capabilities to store and provide access to digital information in all forms, including public records and reports created by state and local governments. The materials may be born digital or may be digitized. Born-digital state documents are now being stored on the Arizona Memory Project as well.

The Nina Mason Pulliam Charitable Trust awarded the Friend's of Talking Books \$24,000 to purchase and install 2 new laser printers for the Braille and Talking Book Library. Braille and Talking Books was also awarded a \$10,000 grant from Thunderbird Charities to purchase Victor Readers which will play audio books for the visually impaired.

Other examples include securing partners to help sponsor statewide programs such as ONEBOOKAZ, the Arizona Commemorative Quarter Launch, National History Day, the Museum's educational initiatives, staffing needs and technology upgrades.

3. Infrastructure

A new facility, the Polly Rosenbaum State Archives and History Building, opened in January, 2009. Outside funding for this facility in FY 2008 included a grant to purchase and install a new scanner. Future initiatives include seeking corporate partnerships for archival projects, museum collaborations and disaster recovery programs. Over time, as the building gains attention, Legislative and public service needs will increase and the facility will begin to realize its full potential.

HIGHLIGHTS OF ACCOMPLISHMENTS

July 1, 2007 – June 30, 2009

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 Arizona Memory Project has begun storing born-digital state documents; 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](#).

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Goal One Accomplishments

Library and Archives launched AZlibrary, www.azlibrary.gov/azlibrary, a one stop click for our newspaper and magazine subscriptions. A Legislative pilot test, AZlibrary is designed as an information portal available to all state agencies. In addition to newspapers and magazines, a topic list links with search engines to find a wide variety of information. [Offering access to these resources online enables agencies the opportunity to cancel subscriptions and save the state thousands of dollars for duplication.](#)

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The Arizona Memory Project began storing born-digital state reports.

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

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

Law and Research instituted a State digital library card. Members of the Arizona Legislature and state employees have access to downloadable materials through the Law and Research Library's website at: <http://www.lib.az.us/librarycard>. Easy instructions on how to get started are on the site under the heading "New to eMedia?" Select and listen to the Digital Media Guided Tour. In addition to these research tools, access to downloadable audio books, music and videos through the State Library's participation in the Greater Phoenix Digital Library is also available.

The State Records Management Center stored and serviced an average of 1,595 boxes for the Arizona State Legislative offices each month 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.

The Capitol Museum was a center of activity for the Arizona State Quarter launch. It participated in the planning and provided over 100 project volunteers. They also made safe storage available for the 20,000 quarters, folders and folios, and welcomed 2,000 visitors on launch day. Exhibits began traveling to tell the Quarter's story; 500 people saw it in its first week at its first stop, Wells Fargo Bank in Phoenix.

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.

In the month of November [what year?] alone, patrons used 155 Arizona Collection items (up 25 from November 07') and loaned 1. Staff consulted with 46 government officials, 2 patrons, and reviewed 10 retention schedules. We had 140 on site researchers. Volunteers provided 7 hours of service.

The Capitol Museum was an earthbound partner with the University of Arizona astronomers when the Mars Lander successfully touched down on the Red Planet. The U/A and our Museum created the only Museum exhibit dedicated to the mission, "Up from the Ashes." The gallery even has a mission clock that counted off the minutes and seconds until lift-off—the same device that guided the project at mission headquarters in Tucson. Interviews with Museum staff appeared on radio, TV, the internet and in print.

The Records Management Division (RMD) completed and had approved 465 records retention schedules for places such as the Cities of Avondale, Glendale, Flagstaff and Marana; Maricopa and Pima Counties; and Departments of Administration, Transportation and Office of State Forester to name just a few.

Databases are provided for all the citizens of Arizona to allow access to accurate, up to date information for children and adults: <http://www.lib.az.us/azlibrary/res.php>.

During Fiscal Year 2008, database use of these sources increased exponentially. Library

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Development Division Staff and Law and Research Staff provide technical assistance and training in the use of these online sources.

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In November of 2008, our photograph collection in AMP received 67,136 hits while our state and local government collections received 1,586 hits.

Archives staff directed and assisted with the move of more than 19 linear shelf miles of historical records, documents, deeds, maps and much more into the Polly Rosenbaum Archives and History building.

Library Development staff coordinated and attended the annual Arizona Convocation held in Tucson in March. Over 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.

The Museum's reputation for service to the visually-impaired is expanding. A recent example includes the Museum Curator speaking to a professional group in Wickenburg on "Exhibits beyond Sight for People with Low-Vision." Also, due to the press the "hands-on" State Symbols Exhibit has been getting, more tours have been requested and given for groups of visually impaired children and adults.

Law and Research gave genealogy presentations at various locations in the state. The various talks included one on Courthouse Records concerning immigration & naturalization and presented in Parker, Casa Grande and Phoenix; talks on Using DNA results for Genealogy were given in Prescott and Glendale; an overview of the Arizona State Library's Genealogy Collection was presented in Casa Grande; presentation of Genealogy 101 was given in Apache Junction; talks on Using Newspapers for Genealogy Research were given in Phoenix, Fountain Hills, Scottsdale, and Casa Grande; and, Genealogy Resources from the Law Collection was presented in Tempe.

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The Records Management Division (RMD) met and worked with entities such as the Cities of Carefree and Goodyear; Maricopa and Mohave Counties; Maricopa County Regional School District; and Departments of Administration, Transportation,

Environmental Quality and Game and Fish on imaging requests. 215 imaging requests were approved for FY2008.

History and Archives launched their new web pages that feature online 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.

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Improved literacy was the goal of another partnership with the Arizona Department of Adult Education. Local library/adult education partnerships in Tucson, Prescott and Yuma were supported in this first year of the partnership. A popular online language learning tool was made available to all the libraries in Arizona as a result. The goal was to expand the state's capacity to teach English to new citizens.

Three sets of portable Arizona Commemorative Quarter exhibits were completed that Arizonans may borrow to enjoy the state quarter in their own communities. Demand for the exhibits has been high. The exhibits section also added a state quarter element to *State Symbols*. Exhibits were underwritten by Bank of America.

Patrons of the Braille and Talking Book Library division are enjoying access to the new digital books and music service. Patrons can download audio books, e books, music and video to play on their computer or transfer to an MP3 player. The audio books include non-fiction, fiction, classics, best sellers and popular reading materials of all types.

Staff has consulted with Pascua Yaqui on implementing their Institute of Museum and Library Services (LSTA) Enhancement grant to create and improve library service to the community. Tribal consultant Mary Villegas also worked with the Ak-Chin Indian Community on the design and construction of a new library for their community.

In July 2007, Library and Archives hosted an educational program to help records managers and archivists to become certified as Electronic Records Management Specialists.

In 2008, the Arizona Reading Program impacted 151,214 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~~ ~~participated~~ in and ~~coordinated~~ Arizona training efforts under the *Government Information in the 21st Century* grant program. This program ~~created~~ an online learning and support environment ~~to train librarians in the use of online~~ federal government information. ~~Although the focus of the grant was on training public librarians, the training modules and guides can be used by anyone who finds them through a simple web search.~~

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Braille and Talking Book librarians produced fifteen new and three updated bibliographies of recent audio books on a number of different subjects. New subject bibliographies produced were: Armchair Travel, Award Winning Books, Sea Stories, Supernatural, World War I, World War II, History Buffs, and Caldecott & Newbery Award Books for young readers. There were also three bibliographies of Spanish language books that were produced in Spanish and four of new Arizona Cassette Books recorded by local volunteers. The three that were updated are Mystery Awards, Frontier and Pioneer American and the Oprah Book Club.

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 2008.

The Arizona Capitol Museum's State Symbols Exhibit was cited as an excellent example of providing access to the visually impaired at London's Victoria and Albert Museum November 28-29. *In Touch With Art*, an international conference on art, museums and visual impairment, brought together an international line up of artists, academics and staff from museums and galleries who are leading the field in this area. Arizona's State Symbols, a hands-on exhibit, was cited by Rebecca McGinnis, Educator in Access Coordination, Metropolitan Museum of Art, New York, during her presentation entitled *The View from America*.

Law and Research Director, Janet Fisher, attended and facilitated the County Law Librarians' meetings, held semiannually. The group uses Live Classroom software to include remote participants from around the state.

Records Management re-filed 12,482 records for state agencies in the Records Center in FY08.

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

Each hour of each working day in FY2008, the Braille and Talking Book Library provided:

- 232 circulating items, including cassettes, books, magazines, videos, machines & accessories
- 20 calls or emails answered (over 38,000 for the year).

The Braille and Talking book Library circulated 395,359 items to over 10,000 patrons in Arizona. They registered an additional 1,770 patrons over the past fiscal year. Circulation included recorded and braille books, magazines, described videos, special playback machines and accessories.

The Museum welcomed 63,586 visitors in FY08, up from 57,530 visitors in FY07. This is a 124% increase, much of which is due to the Arizona Commemorative Quarter Launch. However, other attendance figures demonstrate substantial increases: bus tours were up 99%; walk in tours up 93%; school group tours were up 90%; Saturday tours were up 48% and attendance at special programs such as Lunch Bunch was up 93%. Attendance figures for FY09 are showing similar increases. Reasons cited include increased requests for Have History, Will Travel, increased attendance at exhibits of interest such as *Up from the Ashes: Phoenix Goes to Mars*, and *Arizona State Symbols*, a hands-on exhibit for the visually impaired that has received a lot of attention and acclaim. Also, increased "local vacations" due to the economy; and increased Lunch Bunch Speaker Series crowds are among other reasons cited for greater visitation to the Museum.

The Carnegie Center hosted the *Artists & Performers' Showcase 2008* on February 6th. The program allotted 3 minutes each to a wide variety of musicians, jugglers, painters and other artists to demonstrate their educational programs in front of a panel of librarians

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and other professionals from across the state. The diverse programs demonstrated incredible creativity and imagination. Panelists networked with the artists and performers to bring their programs to their various libraries and institutions. A sampling of the more than 50 programs presented included *I Live History*, *Mad Science of Scottsdale*, *Arizona's Singing Cowboy*, and many other unique presentations.

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

The Records Management Division (RMD), continued projects with the Department of Water Resources, City of Phoenix, City of Scottsdale, Town of Gilbert and Arizona Newspapers, ADOT Traffic, the Arizona House and Senate (bill files).

The Records Management Division (RMD) conducted 74 workshops on Records Management and Public Records requirements and issues for 1795 people in FY08.

Melanie Sturgeon and Linda Reib, both from Archives, presented a Disaster Preparedness PowerPoint to 35 state agency representatives of the Business Continuity Task Force meeting at the Department of emergency and Military Affairs. They spoke about electronic records, but also about the permanent paper records that many of them still have in boxes in their agencies.

The Museum completed treatment of the Rough Rider flag, exhibited on the second floor, adjacent to the Rotunda. Also, new labels have been prepared for this popular artifact. The flag was carried up San Juan Hill in the Spanish-American War. It is covered six months of the year to protect it from fading.

RMD conducted 18 training classes on how to prepare containers for delivery to the Records Center for 398 people.

Law and Research, State Maps, and Geographical and Historical Names Board member, Julie Hoff, presented "*Undertaking Historical research: Maps in the Arizona State Library*" power point and handouts at the Sixth Annual Arizona Statewide Historic Preservation Partnership Conference in Rio Rico. [With the opening of the Polly Rosenbaum Archives and History Building, this historic map collection now resides in that building for long-term preservation and access.](#)

RMD processed and received approval for 613 retention schedules with 11,418 items from state agencies, cities, counties, universities, school districts, fire districts, community colleges and special districts. They also processed and received approval for 215 imaging requests from state agencies, cities, counties and special districts.

The Library of Congress, under their Virtual Programs & Services Resource Guide, cited Library and Archives' Arizona Memory Project as "providing unprecedented access to materials that document local and regional growth and development as well as a look at the cultures and traditions that have made individual states and communities unique." The Guide lists similar resources for all other states, although several states combine their efforts and resources to achieve similar results.

Archives moved 23,119 boxes and volumes of archival material into the new Polly Rosenbaum State Archives and History Building during the months of September and October. This figure does not include flat documents, plats, maps, books, periodicals, or newspaper volumes. The storage space for Arizona's rapidly-growing archives is quickly filling up, reflecting the State's unprecedented population growth over the last 15 years.

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.

The National Endowment for the Humanities gave the state a \$400,000 grant to digitally catalog historic state newspapers and make them available online on the Arizona Memory Project, and nationally, on the Library of Congress National Digital Newspaper Project website. More than 100 titles and 100,000 pages from almost every paper to ever exist in Arizona during the 1880 to 1912 time period will be digitized. Titled *Arizona Newspapers: 1880-1912*, Arizona is one of six states to receive such a grant in 2008.

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 historic Carnegie Library located just east of the State Capitol (1101 W. Washington) turned 100 years old on Feb. 14, 2008. The Carnegie Library was the first permanent library building in Phoenix. To commemorate its influence on Phoenix and Arizona, an exhibit about its important history, *The Carnegie: behind Every Library There Is a Story*, was unveiled on Statehood Day.

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.

The Arizona Capitol Museum, in collaboration with The University of Arizona, is opening its newest exhibit: *Up from the Ashes: Phoenix Goes to Mars*. This exhibit highlights The University of Arizona's Phoenix Mars Mission, from project development, launch, to touchdown and the resulting research. The display will be updated as data is analyzed and new information is made available from mission control in Tucson.

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 Museum collaborated with the Agency's Blind and Talking Book Library and the Foundation for Blind Children on a new, tactile exhibit, *Arizona's State Symbols*. Six wall sculptures afford visitors opportunity to feel the contours of Arizona's environmental symbols, including the saguaro cactus and the state butterfly. Clear overlays on a large state map provide the blind and visually impaired an opportunity to read the symbol description in Braille and "see" through tactile diagrams what each symbol looks like.

Law and Research Director, Janet Fisher, led all proceedings and also presented at the Government Information in the 21st Century training day in Flagstaff.

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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.

Certificate training for librarians in smaller, rural libraries was planned and implemented in partnership with the School of Information Resources and Library Science (SIRLS), the professional library education program at the University of Arizona.

The Museum collaborated with the University of Arizona Alumni organization on the "Up from the Ashes" Mars exhibit; development of the Arizona Quarter traveling exhibit; and the OneBook Arizona event at the Carnegie center.

We worked with the AG's office on the AWP litigation, DRAM litigation and Tri-Cor litigation to determine how to proceed with records preservation directives issued by the AG's Office. With the exception of a few records at select agencies, all other agencies have been released from the AWP litigation hold.

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 over 100 attendees. This year's discussion revolved around funding sources for Centennial projects.

Archives collaborated with the Arizona Historical Foundation to put on the 4th 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.

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.

General retention schedules for State Agencies, School Districts and Charter Schools, Fire Districts, Special Districts and portions of Municipality and County schedules were updated.

Director of the 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, Department of Public Safety, courts and attorneys' offices from around the state.

The National Archives and Records Administration selected the E-mail Retention Schedule developed by the RMD to include in its toolbox of records management tools to be utilized by other states and corporations.

The Director and a Records Specialist from RMD met with a representative from Procurement and others weekly to develop the RFP used to select vendors under state contract for imaging services. We are assisting with the crafting of the new scope of work, the pricing model, a questionnaire and the special terms and conditions of the contract.

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, Utah and Nevada on vital records protection for state and local government records.

Arizona is one of the fifteen partner states with **Web Junction**, providing helpful online learning, portal and community services to a wide variety of library organizations.

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.

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.