

BOARD OF LIBRARY, ARCHIVES AND PUBLIC RECORDS

October 9, 2007

1:30 pm

Board Members:

Tim Bee, President of the Senate (Chair)
James Weiers, Speaker of the House (Vice Chair)
Victor Soltero, Senator
Jack A. Brown, Representative

DATE: October 9, 2007
TIME: 1:30pm
PLACE: State Capitol, 1700 W. Washington (1938 Addition), Suite 200
Phoenix, AZ 85007

Call to Order

President Tim Bee, Chairman, called the meeting to order at 1:35pm

Introductions

Chairman Bee introduced himself as Chairman, Speaker Weiers, Representative Brown, Senator Soltero and Mike Braun, counsel present.

Chairman Bee introduced some guests in the audience:

Steve Tully – Former Majority Leader of House of Representatives
Mike Smith – Patrons of Talking Book Program
Mary Hartle Smith
Karla Rivas - DES
Victoria Trotta - Assoc Dean, Ross Blakely Law Library, ASU College of Law and Past President of
American Law Library Association
Liz Hill - AZ Ombudsman's Office
Robert Shupe, Mohave County Library
Brenda Brown, Chandler Public Library
Tom Saudergas, Library Advisory Council
Rita Hamilton, Scottsdale Public Library
Toni Garvey, Phoenix Public Library Denise – Pinal County Library

GladysAnn Wells introduced the following guests:

Genève Durkee – Navajo County
Vince Anderson – Chair of Library Advisory Council
Harry Courtwright, Maricopa County

GladysAnn Wells asked each Library, Archives and Public Records Division Director to introduce themselves:

Joan Clark – Deputy Director
Richard Pearce-Moses – Deputy Director
Melanie Sturgeon – History and Archives Director
Jane Kolbe – Library Development Director
Linda Montgomery – Braille and Talking Book Director
David Hooper – Museum Director
Janet Fisher – Law and Research Director
Lisa Maxwell – Records Management Acting Director

Adoption of Minutes – November 8, 2005

Motion: Speaker Weiers motioned that the minutes of the November 8, 2005 Library Board Minutes be adopted. **Motion passed**

Director's Report

Wells: I know that in the public speaking I've done I've been reminded constantly that people leave with a very small percentage of what you say. So here are the four things I'd really like you to remember when you leave today.

One is that in the calendar year 2006, our agency did 112,363,656 service deliveries – that means helped somebody find a photograph, do a record schedule, use a map or whatever else. It's an apple and oranges number because that's the kind of work that we do. And last year we were able to raise \$10,718,696 in grant funds. Which means once again we brought in more than \$1.25 for every \$1.00 of general fund money invested in our agency.

We worked not only here but the (could not understand) of our but working in districts. We do 100,000 miles of field work a year giving directions to four professions. We work with your city manager, your town clerks, and other folks in your government and your cultural agencies, helping them serve your citizens.

And finally, every city, town, county and every Indian Nation has received information – several times over – about the Centennial. And the map to my far right gives you a detailed summary of all the Centennial activities currently under way. That is also in the annual report in front of you which is what you received in this book – it's on page BC 41 and 42. All of the sections of the report have initials and page numbers so that hopefully you can find information a little more easily.

The displays we have up today also are part of the Centennial. The one poster display that you see over there as you first walked into this room is also Centennial – it's been granted legacy status by the Arizona Historical Advisory Commission because each year closer to the Centennial there will be historical meaning that will be done as part of the onebook. And it's not too late to vote. We do vote on which books are selected – it's a popular vote. Go to www.onebookaz.org And that voting is still going on for the selections that you've seen on the table.

This is the Arizona Memory Project – which we've talked about to you before. And that's one of the ways that we allow the smaller cultural institutions who are not able to digitize and present their content for the Centennial. It's received numerous awards of recognition for its excellence. And that's why you have those pens – to show you always how to find that website. One of our librarians won a contest at a

conference so you have these kind of fun bookmarks - which were fun to put together – to remind you where to find us.

There's a summary report on three pages, it's in the director's report. And that basically details some of the highlights I'll talk to you about and some of our fiscal challenges. I would note that our fiscal challenges by and large are inflation based. Book and library material run between 3 and 7% annually – depending on the type of material – those are fixed costs as well as increases in our rent that are fixed costs. In honor, or recognition I should say, our fiscal news we are submitting only a straight line budget but I felt I had to tell you more about what the touch points were as we move into the next fiscal year.

Digital Government

- **Libraries and Archives in the Digital Age: Best Practices Exchange**

Wells: The digital government initiatives are some of what we are most proud of and the things I'll be talking about now you can find in the significant accomplishments sections and they are color coded – so if you go to the tab – significant accomplishment and then I'll tell you which colors you want to refer back to – the first is a bright yellow summary of the conference we held for the whole country on Best Practices of Digital Government Management. We were very actively pursuing any and all suggestions that were made across the country for our work because we like to bring the best home to Arizona.

- **PeDALS: Persistent Digital Archives and Library System - Government Information in the 21st Century Grant: Training Librarians to help citizens**

Wells: Our PeDALS project is the Persistent Digital Archives and Library Systems. That project has just received recognition from the Library of Congress - it's only one of four projects nationwide selected for them to grant funds to pursue their work. We are in line for a \$350,000 grant for our digital government work. That's especially important because as you will note in my Director's Report national studies show that as local State and federal governments do more and more of their work online, via the web and digital, they send folks to their public libraries for that access point. And so one of the final pieces of this section is bright pink – which talks about a grant we partnered with four other States to train librarians how to teach people to use government information. Government websites are not easily penetrable through the general tools that most people use and sometimes library practices aren't in line with government information. For example, you struggle halfway through something – someone's doing Medicaid application on line and your computer times out because their half hour is up. Not a good situation. So we work with all of our librarians trying to help them understand the different ways they need to serve citizens providing government access and information.

Wells: I'm also happy to note that one of the national groups we work with the Council of State Archivist has just received a \$2.6 million Federal Emergency Management Agency grant – one of the things we found out, and our agency's Richard Pearce Moses, was one of the very first people into some of the areas that were torn by the hurricane, that originally FEMA did not understand that government records were as essential to rebuild, repair and replace for government operations as houses and other facilities. So I'm happy that they have now indicated through this grant to support Intergovernmental Preparedness for Essential Records to the State archivists that essential records are now going to be a matter of concern for them.

Federal Library Programs in Arizona

▪ **Library Services and Technology Act 2003-2007 Evaluation of Five Year Plan**

Wells: I know you all know we receive some federal, special federal funds for libraries institutions and library services. We are very relieved that our five year evaluation, which is a mandatory evaluation, by the federal government – we have to have outside independent evaluators ascertain we are doing this correctly. They look at our programs, talk to our State stakeholders, etc. And we are very happy that we are able to pass with flying colors.

The summary of those are on page SA-7, 9 and 13 and they are in tan, yellow and red. The full documents are in the appendix. So not only did we pass our evaluation both on our general program and on our early literacy work, there was some very positive feedback from the evaluation.

▪ **Northern Arizona University Social Research Laboratory Survey of Arizona's Attitudes about Public Libraries**

Wells: We also commissioned a NAU study, to talk to people about libraries – real people – not librarians – real people. And in their random samples, they discovered that 98% of the people polled agreed that public libraries were needed because of the information they provided. And 93% agreed that public libraries were essential for a productive community. That entire report is summarized in pink on – or actually red color – on SA13, but it's also in your appendix.

▪ **Library Services and Technology Act 2008 – 2012 Five Year Plan**

We used that report as well as our evaluation meetings to put together our five year plan which we received formal approval of today from the federal agency. With the terms that our plan demonstrated a commitment to innovation to education and to documenting the need for the impact of LSTA funds, (library service and technology funds) in the community. It is quoted as an excellent road map for the future. That is from the head of the Museum of Library Services.

This has been a great difficulty getting five different plans approved this round and we are very happy to have this.

Wells: One of the things that we do with our federal money is summarized in this report, which came out last week – a summary of one of the vendors of the databases that we partner with – Maricopa Library District – Harry put up your hand, and with the Pima Public Library system to make sure that the whole State has access. Maricopa County takes care of the Maricopa population and Pima takes care of Pima County and we kind of scoop up the rest with our federal funds. So it doesn't matter where you live in the State, you have access to the information online – night and day.

Your library cards, and I know you all have one, even if you can't remember you have one, I know you have one, will allow you to use our databases wherever you are – if you're home or if you're traveling and you need information, they are not the easiest things in the world – they were born long before Google but with a little tenacity or a call to us, you can find some pretty worthwhile information with them.

The summaries of other uses of the databases are also in the report on PM-39

Outreach

▪ **Tribal Libraries, Archives & Museums**

Wells: I mentioned that we do a lot of field work – there's some outreach that I would especially like to talk to you about. We are very pleased that we have for the first time a grant funded consultant for the tribes. We have been able to do an awful lot more with these initiatives both regarding the Centennial and regarding general on-going operations and that is summarized on the blue sheet on (SA-15).

Geneva Durkee from Navajo brought home two national federal grants with a little bit of help from her friends, for her County this year and our consultant was able to help a third tribe receive a grant. And as far as I know that's the first time our tribes have been successful in that very competitive national funding project.

▪ **Museum: History on the Road**

Wells: Our museum has always been concerned about those folks who couldn't get to us. You have all come for school groups, scout groups and other groups from your districts who have come to visit the museum. But for the first time, we're bringing the museum to them. Alice, would you stand up. Alice Duckworth with her sewing machine in hand, has created costumes and is history on the road, going to those schools and those districts, that maybe can't get to us to make sure they experience the State capitol museum and Arizona's history. We are very happy – it's wonderful she happens to be a talented seamstress as well as one of our best tour guides.

▪ **Records: Custody: Challenges and Training**

Wells: Our records work is summarized in pink on (FA-17) – it's been a tough year for our records staff – providing records, retention services at multiple locations with a great deal of difficulty from overcrowding, we often have to move six or seven pallets of records to get to the pallet we need to get to and it's been a major problem. I am very happy that we are working with our stakeholder groups in developing some streamline operations and I think that we getting back on track with our records work.

▪ **Education & Literacy Support**

Wells: I am very happy Brenda Brown is with us from Chandler Public Library since we are allowed to partner with the Chandler Educational Foundation who received a \$3.5 million grant from the US Department of Education. Lots of children were involved in the library – children especially from the lower income families or families that don't have a lot of books in their homes. So we have a lot of our federal funds devoted to early literacy so children entering kindergarten at school are ready to read. We also help them read through the summer document a lot of vocabulary is lost when children don't continue to read in between their many studies sessions and our answer to that is Arizona's Summer Reading Program. And I've already mentioned the OneBookAz program which also helps children be excited about the Centennial.

▪ Braille and Talking Book Library – Direct Service

Wells: Finally, I'd like to talk to you about our Braille and talking book library – that's the display right - my left – I'm very thrilled that we have a fabulous friend's group that supports that effort and they have raised the money to help us start digital recording now ahead of the national effort. This is very important because increasingly the younger patrons really want more digital information. I'm also very grateful to Toni Garvey of Phoenix Public Library and others who allowed us to partner with them in the Greater Phoenix Digital Library and I have for each of you your own book. WE recorded items we thought you might enjoy to test this service. These books are checked out through October 26, 2007.

Now other recording devices for you as a part of this grant. The contents available are also available to you through your library card and since I know you probably didn't memorize your library card, here are the instructions, so if you don't like these books, you can get yourself another one through your library card. Here are the instructions.

We are very proud of our talking book and Braille library and I urge you to remember it as you go places and meet people. Because we know that no matter how much work we do, its word of mouth that helps people find us. We did do another study that is also on the table – this is a return on investment study of our Braille and talking book library. And the results are a little hard to fathom for me – the individual who studied our services and cost them out represented back to us that we have a 549% return on our investment – it's all documented in this report – he tried to cost out what every part of the Braille and talking book library services would cost individuals if they had to do it themselves and compare that to the public funds that go into that library. It's a very busy place – in one month alone, almost 36,000 items come in and out of the Braille and Talking Book Library – so you know that's several thousand items a day. And about 5,000 phone calls. You know how much it's loved because we have three patrons here to bear witness to the fact it links them to the talking world. I wish that you would think about it as you meet people – it's not just the people who cannot see – it's for people who cannot hold a book – for example, someone in a traumatic accident could use these services during recovery.

Centennial Update

▪ James Garrison

Garrison: James Garrison, State Historic Preservation Officer, Arizona State Parks and Chair of the Arizona Historical Advisory Commission. Ken Bennett is not here yet and my understanding is he's closed every session with a trivia question so I'm going to start with a trivia question.

One question is easy and one is a hard one: What is the other State that's going to celebrate their Centennial in 2012? (from audience – New Mexico) New Mexico – a few weeks before Arizona – we don't have a lot of time before February 14 –

What's the other State that entered the union on February 14? (Audience: where's Mr. Bennett when we need him)

Garrison: the State of Oregon. That's the only other State that entered the union on the same day. The Arizona Historical Advisory Commission was tasked several years ago with the plan of the State's Centennial. I think probably the shining example of what we have been able to accomplish was on February 14 when the Arizona Historical Advisory Commission (AHAC) released the Centennial plan which focused on Legacy Projects around the State. It was a long drawn-out

procedure of the Commission to create the plan. By committee, I'm sure you're all aware of it's something that's not easily accomplished and we were very excited that day – that GladysAnn and I were able to be on Horizon show that evening and talk about the Centennial. And soon after that we had the opportunity to talk to museums, library people around the State and try to develop the Centennial with their involvement.

Garrison: Obviously the focus of trying to match the legislative challenge of the \$2.5 million dollars set aside two years ago with the budget to raise \$5 million for the Centennial became a focal point of the Commission and trying to have counties, tribes, cities and towns develop their own Centennial Committee and develop Legacy Projects at the local level became our focus and strength last year. And thanks to your help, we had our meeting in April out at the Arizona National Guard Center, where we encouraged the Board of Supervisors and Mayors and Representatives of towns around Arizona to get involved in the Centennial and help toward the match of the \$5 million to relapse the \$2.5 million. In 2007, the City of Goodyear stepped up and committed their funds to the Centennial as others are and several counties are forming Commissions around the State to focus on the Centennial which next February will only be four years away.

I think the Commission now is trying to refocus itself and focus on what should be the signature events and projects that the State will undertake. And to encourage State agencies to become involved with the State's Centennial. Obviously, there are statutory memberships on the Commission. Several agencies are represented such as Arizona State Parks and the Arizona Historical Society, etc. They form the core of those agencies that need to lead the celebration of the State's Centennial – the State's history forward from the Centennial but really every State agency should have some involvement in the State's Centennial.

I'm hoping that in the next few months we will reinvigorate the whole idea of what the State agencies are going to be able to accomplish. One of the problems that we've had in the past is that the staff – especially – where's Juanita?

Juanita Cason - right here –

Garrison: It's a very small group that can actually push forward – work between the Commission meetings – all the people on the Commission basically have day jobs – and it's a somewhat voluntary effort on the part of the Commission to push forward the Centennial and without the hard work of Juanita Cason and now, Linda Dern – She's going to help us organize ourselves in between our meetings so that we can accomplish a little bit more so we can move forward. And this has been one of our stumbling blocks –not having continuity and a direct on-going effort in between to answer the phones, I'm over at the State Parks answering phones from several different venues of people wanting to know about the Centennial and how they can address legacy projects in their communities so we're hoping that having a little staff time to help us will really be to our benefit and the setting aside of the budget to do that from the legislature – we really appreciate having those funds available.

We are mourning the loss of Melodee Jackson from the Commission – from the Governor's Office – she was involved with the Quarter Commission Project of the State and the funds from the release of the Arizona Quarter are going towards the Centennial. We wish her family well.

I'm optimistic that the Centennial will get a little more attraction than it has – that has a lot to do with the marketing effort – we've been tasked with some additional tasks – with new legislation around medallions and new members are coming on the Commission and Mr. Tully and Mr.

Bennett are certainly strong members bringing some strong leadership to the Commission and we hope to really mature the Commission directions over the next year.

Wells: the map (indicating the display)

Garrison: I thought I heard you mention that. But this is great. You can see all the things that we are doing and really the first two Legacy Projects – the Arizona Memory Project and the OneBookAz project – kind of are the foundation – of idea of what Legacy Projects should really be and so the Library Board should be very happy with State Library and Archives and Public Records for pushing forward on those projects.

Closing Remarks Library Board Members

Soltero: Mr. Speaker- I just want to thank Gladys Ann and everyone here – that gave us reports and to kind of open our minds to what's going on – what they do – which is very interesting and very educational projects. Thank you.

Bee: Thank you and I second those remarks. Well, seeing there are no others, the Committee stands adjourned.

Adjournment (2pm)

Guests:

Steve Tully – Former Majority Leader of House of Representatives

Mike Smith – Patron of Talking Book Program

Mary Hartle Smith

Karla Rivas - DES

Victoria Trotta - Assoc Dean, Ross Blakely Law Library, ASU College of Law and Past President of American Law Library Association

Elizabeth Hill - AZ Ombudsman's Office

Robert Shupe, Mohave County Library

Brenda Brown, Chandler Public Library

Tom Saudergas, Library Advisory Council

Vince Anderson, Library Advisory Council

Rita Hamilton, Scottsdale Public Library

Toni Garvey, Phoenix Public Library Denise – Pinal County Library

Genève Durkee – Navajo County Librarian

Jacque Griffin, Gila County Public Library

Julie Yoder, AZ Humanities Council

Amy O'Brien, Gilbane Construction

Ann Ewbank, President AzLA

Denise Keller, Pinal County

Harry Courtwright, Maricopa County