

LAA 0.0 Agency Summary
 ARIZONA STATE LIBRARY, ARCHIVES, AND PUBLIC RECORDS
 GladysAnn Welis, Director
 Phone: (602) 926-4035
 A.R.S. §§ 41-1331 through 41-1352

Mission:

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

Description:

The Arizona State Library, Archives and Public Records provides information services as authorized by law. Research and reference services are provided in the subject areas of law, government, public policy, genealogy, and Arizoniana. Consultant services are offered to public libraries to strengthen county and local library services and to government agencies of the cities, counties, and state to assist them in the management of official records. State and federal grants for public libraries and other authorized services are administered and monitored. Special library and information services are offered for anyone who is unable to read or use standard printed materials as a result of temporary or permanent visual or physical limitations. Public records are identified, preserved, and when appropriate disposed of through archival retention programs. Exhibits are created to educate the public regarding governmental and Arizona history and the legislative process. These services are provided through the divisions of the Agency: History and Archives, Braille and Talking Book Library, Library Development, Museum, Records Management, and Research and Law Library. The Agency also has responsibility for the Board of the Library, Archives and Public Records; the Arizona Board of Library Examiners; the Arizona County Librarians; Arizona Historical Records Advisory Board; the Arizona State Board on Geographic and Historic Names; and the Arizona Historical Advisory Commission, including the Arizona Centennial planning efforts.

Strategic Issues:

Issue 1 Resource Development

Library and Archives has raised over \$51.2 million dollars in grant funds for Arizona cultural institutions and for its own services. In the future, despite the downturn of the economy and the difficulties of fund raising, we will continue our efforts to seek outside funds. Although general operating funds must come from governmental sources (state general fund and federal IMLS funds), private and other governmental funds will be sought for special projects or pilot projects. The most significant fund raising efforts will focus on the completion of the Polly Rosenbaum State Archives and History Building and the development of an endowment for the preservation and maintenance of the historic buildings that house the agency offices. Library and Archives operates from three historic buildings and two other structures with age related repair and renovation needs. The agency will seek new ways to expand fiscal resources and make more effective use of existing resources.

Issue 2 Infrastructure

Library and Archives operates from three historic buildings and from two other structures with age-related repair and renovation needs. The move to the new Polly Rosenbaum History and Archives Building will place temporary burden on staff, but when finished the new building will address statewide archival storage and treatment needs. Born-digital government information has changed Library and Archives infrastructure and staff development considerations. 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. The agency will take a global view of space utilization. Staff is a crucial element in the many services provided by the State Library. Issues may include staffing levels, and recruiting, retaining, and training of staff. Technology needs will be evaluated and an equipment refresh program will help keep pace with technology demands.

Issue 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 all staff to learn new technical skills to ensure public records are usable today and preserved for tomorrow. The agency will consider ways to ensure publications and archival electronic records can be preserved permanently, meet public demands for access, and increase records management in electronic information systems through state government.

◆ **Goal 1** To provide access to public information. The agency will improve access to public information via in-person contacts, telephone contacts, fax, e-mail, and written requests.

Performance Measures	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate
Public Access - Materials loaned.	1,536,214	1,155,000	1,165,000
Explanation:			
Public Access - Materials retrieved.	100,566	92,000	95,000
Explanation:	Exceptional request from Revenue in FY2005 made that year an outlier.		
Public Access - Questions answered.	191,622	190,000	200,000
Explanation:			
Public Access - Consultations	20,639	15,000	17,500
Explanation:			
Public Access - In-state contacts.	5,376,260	3,000,000	3,500,000
Explanation:	Significant coverage of Rosenbaum Archives building and agency programs in the media.		
Public Access - Out-of-state contacts.	129,716	110,000	110,000
Explanation:			
Public Access - On-line database searches.	2,826,951	2,500,000	2,600,000
Explanation:			
Public Access - Patrons registered.	2,750	2,100	2,200
Explanation:			
Public Access - Program Activities	1,595	900	1,500
Explanation:			
Public Access - Program attendees.	167,769	95,000	150,000
Explanation:			
Public Access - Tours	1,329	1,300	1,400
Explanation:			
Public Access - Tour participants.	47,995	50,000	52,000
Explanation:			
Public Access - Facility Use	396	275	400
Explanation:			
Public Access - Facility Use Participants	15,532	7,500	15,000
Explanation:			
Public Access - Web site visits (in thousands).	11,820.2	12,500.0	12,500.0
Explanation:			
Public Access - SIRS1 usage.	639,214	472,000	475,000
Explanation:			
Public Access - E-mail delivered (in thousands).	7,321.1	5,625.0	5,625.0
Explanation:			
Public Access - Jobline/Newsline calls.	29,027	26,000	27,000
Explanation:			
Public access - Total contacts (in thousands).	30,228.8	25,842.1	26,537.0
Explanation:			

◆ **Goal 2** To preserve Arizona materials. The agency will improve the preservation of Arizona materials through cataloging, repair, digitization, microfilming and when necessary, conserving of fragile documents and photographs.

Performance Measures	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate
Preservation - Materials acquired	110,140	80,000	120,000
Explanation:			
Preservation - Materials withdrawn/removed	35,726	40,000	40,000
Explanation:			
Preservation - Materials preserved (in thousands).	1,548.6	1,250.0	1,500.0
Explanation:			
Preservation - Materials digitized.	889,687	525,000	750,000
Explanation:	Special RMD project for Scottsdale PD backfiles made FY2006 an outlier.		

OSPB 1

AGENCY SUMMARY

Program: LAA 0.0 ARIZONA STATE LIBRARY, ARCHIVES, AND PUBLIC RECORDS
Contact: GladysAnn Wells, Director
Phone: (602) 926-4035
Statute: A.R.S. §§ 41-1331 through 41-1352

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Issue 3 Digital Government

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- ◆ **Goal:** 1 To provide access to public information. The agency will improve access to public information via in-person contacts, telephone contacts, fax, e-mail, and written requests.

Performance Measures:

ML	Budget	Type		FY 2006 Actual	FY 2007 Estimate	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Public Access - Materials loaned.	1,154,618	1,155,000	1,536,214	1,155,000	1,165,000
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Public Access - Materials retrieved.	91,147	92,000	100,566	92,000	95,000
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Public Access - Questions answered.	189,505	190,000	191,622	190,000	200,000
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Public Access - Consultations	17,872	15,000	20,639	15,000	17,500
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Public Access - In-state contacts. Significant coverage of the Rosenbaum Archives building and agency programs in the media.	2,228,078	300,000	5,376,260	3,000,000	3,500,000
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Public Access - Out-of-state contacts.	200,551	110,000	129,716	110,000	110,000
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Public Access - On-line database searches.	2,448,193	2,500,000	2,826,951	2,500,000	2,600,000
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Public Access - Patrons registered.	2,051	2,100	2,750	2,100	2,200
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Public Access - Program Activities	592	600	1,595	900	1,500
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Public Access - Program attendees.	155,555	100,000	167,769	95,000	150,000

OSAB 2

	ML	Budget	Type	FY 2006 Actual	FY 2007 Estimate	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Leg Info Services - In-service training attendees.	35	45	136	30	45
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Leg Info Services - Boxed records in storage.	2,112	2,200	2,022	2,200	2,300
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Leg Info Services - Library Board attendees.	50	45	0	50	50
12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP Leg info services - Total activities/contacts.	21,872	21,127	23,570	21,115	21,842

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◆ **Goal 1** To provide access to public information. The agency will improve access to public information via in-person contacts, telephone contacts, fax, e-mail, and written requests.

Performance Measures	FY 2008 Actual	FY 2009 Estimate	FY 2010 Estimate	FY 2011 Estimate
Public Access - Materials loaned.	1,968,640	1,600,000	1,600,000	1,600,000
Public Access - Materials retrieved.	113,911	90,000	95,000	100,000
Public Access - Questions answered.	202,213	190,000	200,000	200,000
Public Access - Consultations	20,008	17,500	17,500	20,000
Public Access - In-state contacts.	6,510,485	6,000,000	6,500,000	6,500,000
Public Access - Out-of-state contacts.	1,053,755	110,000	110,000	110,000
Public Access - On-line database searches.	3,498,493	3,500,000	3,500,000	3,500,000
Public Access - Patrons registered.	2,439	2,000	2,200	2,200
Public Access - Program Activities	852	850	950	1,250
Public Access - Program attendees.	15,684	60,000	65,000	75,000
Public Access - Tours	1,396	1,200	1,400	1,400
Public Access - Tour participants.	53,002	45,000	50,000	50,000
Public Access - Facility Use	394	350	350	400
Public Access - Facility Use Participants	11,679	10,000	12,000	12,000
Public Access - Web site visits (In thousands).	14,271.1	14,500.0	14,500.0	14,500.0
Public Access - SIRSI usage.	565,818	475,000	500,000	500,000
Public Access - E-mail delivered (in thousands).	16,702.1	8,000.0	8,500.0	8,500.0
Public Access - Jobline/Newsline calls.	38,714	38,500	38,500	38,500
Public access - Total contacts (In thousands).	45,030.2	34,640.4	35,692.9	35,710.8

◆ **Goal 2** To preserve Arizona materials. The agency will improve the preservation of Arizona materials through cataloging, repair, digitization, microfilming and when necessary, conserving of fragile documents and photographs.

Performance Measures	FY 2008 Actual	FY 2009 Estimate	FY 2010 Estimate	FY 2011 Estimate
Preservation - Materials acquired	103,189	90,000	110,000	115,000
Preservation - Materials withdrawn/removed	79,077	40,000	50,000	50,000
Preservation - Materials preserved (in thousands).	1,624.0	1,500.0	1,500.0	1,500.0
Preservation - Materials digitized.	587,933	500,000	550,000	600,000
Preservation - Titles cataloged.	96,663	90,000	95,000	100,000
Preservation - Reproductions for preservation, access (in thousands).	76,790.1	70,000.0	75,000.0	75,000.0
Preservation - Total items/contacts(In thousands).	79,281.1	72,220.0	77,305.0	77,365.0

◆ **Goal 3** To promote statewide collaboration. The agency will increase its conduct of activities that create and promote collaboration among Arizona's cultural institutions.

Performance Measures	FY 2008 Actual	FY 2009 Estimate	FY 2010 Estimate	FY 2011 Estimate
Collaboration - Institutions.	13,733	6,000	9,000	9,000
Collaboration - Programs/Activities.	933	600	750	900
Collaboration - Program attendees.	68,330	50,000	55,000	65,000
Collaboration - Boards and Commissions	271	200	200	200
Collaboration - Volunteer hours	21,787	21,500	22,000	23,000
Collaboration - Total activities/contacts.	105,054	78,300	86,950	98,100

◆ **Goal 4** To provide information services to the legislature. The agency will provide increased services to Legislators,

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2008 - 2011 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

Legislative staff, and Legislative agencies.

Performance Measures	FY 2008 Actual	FY 2009 Estimate	FY 2010 Estimate	FY 2011 Estimate
Info Services - Materials loaned.	156	100	100	200
Info Services - Legislative acts.	11,200	9,500	9,500	9,500
Info Services - Questions referred	471	700	800	900
Info Services - Tour attendees.	6,854	6,500	7,000	8,000
Info Services - Equipment loans.	4	15	15	15
Info Services - Facilities use kits.	56	35	35	50
Info Services - Facilities use kits.	712	700	1,000	1,000
Info Services - In-service training kits.	9	12	10	15
Info Services - In-service training kits.	41	150	50	175
Info Services - Boxed records in storage.	1,911	2,000	2,000	2,000
Info Services - Library Board kits.	70	50	50	50
Info services - Total activities/contacts.	21,484	19,762	20,560	21,905

OSP B 5

AGENCY SUMMARY

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Issue 2 Administration and Infrastructure

Effective 30 September 2009, Library and Archives became a division of the Secretary of State. During FY 2010, the careful merger of the two operations will be planned, tested, and implemented. Library and Archives operates from two historic buildings and from three other structures with age-related repair and renovation needs. Born-digital government information has changed Library and Archives infrastructure and staff development considerations. 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. Staff is a crucial element in the many services provided by the State Library. Issues include staffing levels, and recruiting, retaining, and training of staff. Technology needs will be evaluated and an equipment refresh program will be needed to keep pace with technology demands.

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2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Materials retrieved.	113,911	90,000	81,429	92,000	92,000
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Questions answered.	202,213	190,000	184,151	180,000	180,000
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Consultations	20,008	17,500	21,212	17,500	17,500
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - In-state contacts.	6,510,485	6,000,000	4,136,699	5,000,000	5,000,000
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Out-of-state contacts.	1,053,755	110,000	49,670	50,000	50,000
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - On-line database searches.	3,498,493	3,500,000	3,323,849	3,500,000	3,500,000
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Patrons registered.	2,439	2,000	2,515	2,200	2,200
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Program Activities	852	850	2,866	1,000	1,000
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Program attendees.	15,684	60,000	433,362	65,000	65,000

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ML	Budget	Type		FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate	
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Tours	1,396	1,200	1,755	1,400	1,400
12	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Tour participants.	53,002	45,000	53,408	48,000	48,000
13	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Facility Use	394	350	355	300	300
14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Facility Use Participants	11,679	10,000	12,461	12,000	12,000
15	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Web site visits (In thousands).	14,271.1	14,500.0	49,148.5	20,000.0	20,000.0
16	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - SIRSI usage.	565,818	475,000	742,053	500,000	500,000
17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - E-mail delivered (in thousands).	16,702.1	8,000.0	47,156.1	20,000.0	20,000.0
18	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Jobline/Newsline calls.	38,714	38,500	35,934	38,000	38,000
19	<input type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Customer satisfaction.	7.5	7.6	7.5	7.6	7.6
20	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Public access - Total contacts (In thousands).	45,030.2	34,640.4	107,190.3	51,104.4	51,104.4

◆ **Goal:** 2 To preserve Arizona materials. The agency will improve the preservation of Arizona materials through cataloging, repair, digitization, microfilming and when necessary, conserving of fragile documents and photographs.

Performance Measures:

ML	Budget	Type		FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Preservation - Materials acquired	103,189	90,000	106,200	100,000	100,000
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Preservation - Materials withdrawn/removed	79,077	40,000	76,640	60,000	60,000
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Preservation - Materials preserved (in thousands).	1,624.0	1,500.0	1,567.4	1,250.0	1,250.0
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Preservation - Materials digitized.	587,933	500,000	467,563	450,000	450,000
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Preservation - Titles cataloged.	96,663	90,000	102,023	100,000	100,000
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Preservation - Reproductions for preservation, access (in thousands). Audio, microfilm, other copies made for preservation or public access.	76,790.1	70,000.0	58,603.2	55,000.0	55,000.0
7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Preservation - Total items/contacts (In thousands).	79,281.1	72,220.0	60,923.0	56,9860.0	56,9860.0

◆ **Goal:** 3 To promote statewide collaboration. The agency will increase its conduct of activities that create and promote collaboration among Arizona's cultural institutions.

Performance Measures:

ML	Budget	Type		FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Collaboration - Institutions.	13,733	6,000	8,296	8,000	8,000
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Collaboration - Programs/Activities.	933	600	1,226	900	900
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Collaboration - Program attendees.	68,330	50,000	66,444	62,000	62,000
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Collaboration - Boards and Commissions	271	200	230	200	200
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Collaboration - Volunteer hours	21,787	21,500	25,097	23,000	23,000
6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Collaboration - Total activities/contacts.	105,054	78,300	101,293	94,100	94,100

◆ **Goal:** 4 To provide information services to the legislature. The agency will provide increased services to Legislators, Legislative staff, and Legislative agencies.

Performance Measures:

ML	Budget	Type		FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Materials loaned.	156	100	268	200	200
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Leg Info Services - Legislative contacts.	11,200	9,500	12,073	10,000	10,000
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Questions answered	471	700	537	500	500
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Tour attendees.	6,854	6,500	5,186	5,000	5,000
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Equipment loans.	4	15	11	10	10
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Facilities use permits.	56	35	19	20	20
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Facilities use attendees	712	700	478	400	400
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - In-service training sessions.	9	12	18	10	10
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - In-service training attendees.	41	150	168	100	100

	ML	Budget	Type	FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Leg Info Services - Boxed records in storage.	1,911	2,000	1,786	1,700	1,700
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Leg Info Services - Library Board attendees.	70	50	0	50	50
12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP Leg info services - Total activities/contacts.	21,484	19,762	20,544	17,990	17,990

OSPB 8.

AGENCY SUMMARY

Program: LAA 0 . 0 ARIZONA STATE LIBRARY, ARCHIVES, AND PUBLIC RECORDS
Director: GladysAnn Wells, Director
Phone: (602) 926-4035
Statute: A.R.S. §§ 41-1331 through 41-1352

Mission:

To serve Arizona government and Arizonans by providing public access to public information, fostering historical/cultural collaborative research and information projects, and ensuring that Arizona's history is documented and preserved.

Description:

The Arizona State Library, Archives and Public Records, a division of the Secretary of State, provides information services as authorized by law. Research and reference services are provided in the subject areas of law, government, public policy, genealogy, and Arizoniana. Consultant services are offered to public libraries to strengthen county and local library services and to government agencies of the cities, counties, and state to assist them in the management of official records. State and federal grants for public libraries and other authorized services are administered and monitored. Special library and information services are offered for anyone who is unable to read or use standard printed materials as a result of temporary or permanent visual or physical limitations. Public records are identified, preserved, and when appropriate disposed of through archival retention programs. Exhibits are created to educate the public regarding governmental and Arizona history and the legislative process. These services are provided through the divisions of the Agency: History and Archives, Braille and Talking Book Library, Library Development, Museum, Records Management, and Research and Law Library. The Agency also has responsibility for the Arizona Board of Library Examiners; the Arizona County Librarians; Arizona Historical Records Advisory Board; the Arizona State Board on Geographic and Historic Names; and the Arizona Historical Advisory Commission, including the Arizona Centennial planning efforts.

Strategic Issues:

Issue 1 Resource Development

Library and Archives has raised over \$61 million dollars in grant funds for Arizona cultural institutions and for its own services. In the future, despite the downturn of the economy and the difficulties of fund raising, we will continue our efforts to seek outside funds. Although general operating funds must come from governmental sources (state general fund and federal IMLS funds), private and other governmental funds will be sought for special projects or pilot projects. The most significant fund raising efforts will focus on unique, web-based content on Arizona history for the Centennial and on the development of an endowment for the preservation and maintenance of the historic buildings that house the agency offices. The agency will seek new ways to expand fiscal resources and make more effective use of existing resources.

Issue 2 Administration and Infrastructure

Effective 30 September 2009, Library and Archives became a division of the Secretary of State. During FY 2010, the careful merger of the two operations will be planned, tested, and implemented. Library and Archives operates from two historic buildings and from three other structures with age-related repair and renovation needs. Born-digital government information has changed Library and Archives infrastructure and staff development considerations. 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. Staff is a crucial element in the many services provided by the State Library. Issues include staffing levels, and recruiting, retaining, and training of staff. Technology needs will be evaluated and an equipment refresh program will be needed to keep pace with technology demands.

Issue 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 all staff to learn new technical skills to ensure public records are usable today and preserved for tomorrow. The agency will consider ways to ensure publications and archival electronic records can be preserved permanently, meet public demands for access, and increase records management in electronic information systems through state government. Library and Archives is lead on the Persistent Digital Archives and Library System (PeDALS) project, a seven-state initiative funding by a grant from the Library of Congress to build a leading edge digital preservation system.

◆ **Goal:** 1 To provide access to public information. The agency will improve access to public information via in-person contacts, telephone contacts, fax, e-mail, and written requests.

Performance Measures:

ML	Budget	Type		FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Materials loaned.	1,968,640	1,600,000	1,803,990	1,600,000	1,600,000
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Materials retrieved.	113,911	90,000	81,429	92,000	92,000
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Questions answered.	202,213	190,000	184,151	180,000	180,000
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Consultations	20,008	17,500	21,212	17,500	17,500
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - In-state contacts.	6,510,485	6,000,000	4,136,699	5,000,000	5,000,000
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Out-of-state contacts.	1,053,755	110,000	49,670	50,000	50,000
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - On-line database searches.	3,498,493	3,500,000	3,323,849	3,500,000	3,500,000
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Patrons registered.	2,439	2,000	2,515	2,200	2,200
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Program Activities	852	850	2,866	1,000	1,000
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Program attendees.	15,684	60,000	433,362	65,000	65,000

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ML	Budget	Type		FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate	
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Tours	1,396	1,200	1,755	1,400	1,400
12	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Tour participants.	53,002	45,000	53,408	48,000	48,000
13	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Facility Use	394	350	355	300	300
14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Facility Use Participants	11,679	10,000	12,461	12,000	12,000
15	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Web site visits (In thousands).	14,271.1	14,500.0	49,148.5	20,000.0	20,000.0
16	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - SIRSI usage.	565,818	475,000	742,053	500,000	500,000
17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - E-mail delivered (in thousands).	16,702.1	8,000.0	47,156.1	20,000.0	20,000.0
18	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Public Access - Jobline/Newsline calls.	38,714	38,500	35,934	38,000	38,000
19	<input type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Customer satisfaction.	7.5	7.6	7.5	7.6	7.6
20	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Public access - Total contacts (In thousands).	45,030.2	34,640.4	107,190.3	51,104.4	51,104.4

◆ Goal: 2 To preserve Arizona materials. The agency will improve the preservation of Arizona materials through cataloging, repair, digitization, microfilming and when necessary, conserving of fragile documents and photographs.

Performance Measures:

ML	Budget	Type		FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Preservation - Materials acquired	103,189	90,000	106,200	100,000	100,000
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Preservation - Materials withdrawn/removed	79,077	40,000	76,640	60,000	60,000
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Preservation - Materials preserved (in thousands).	1,624.0	1,500.0	1,567.4	1,250.0	1,250.0
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Preservation - Materials digitized.	587,933	500,000	467,563	450,000	450,000
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Preservation - Titles cataloged.	96,663	90,000	102,023	100,000	100,000
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Preservation - Reproductions for preservation, access (in thousands). Audio, microfilm, other copies made for preservation or public access.	76,790.1	70,000.0	58,603.2	55,000.0	55,000.0
7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Preservation - Total items/contacts (In thousands).	79,281.1	72,220.0	60,923.0	56,986.0	56,986.0

◆ Goal: 3 To promote statewide collaboration. The agency will increase its conduct of activities that create and promote collaboration among Arizona's cultural institutions.

Performance Measures:

ML	Budget	Type		FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Collaboration - Institutions.	13,733	6,000	8,296	8,000	8,000
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Collaboration - Programs/Activities.	933	600	1,226	900	900
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Collaboration - Program attendees.	68,330	50,000	66,444	62,000	62,000
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Collaboration - Boards and Commissions	271	200	230	200	200
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Collaboration - Volunteer hours	21,787	21,500	25,097	23,000	23,000
6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Collaboration - Total activities/contacts.	105,054	78,300	101,293	94,100	94,100

◆ Goal: 4 To provide information services to the legislature. The agency will provide increased services to Legislators, Legislative staff, and Legislative agencies.

Performance Measures:

ML	Budget	Type		FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Materials loaned.	156	100	268	200	200
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Leg Info Services - Legislative contacts.	11,200	9,500	12,073	10,000	10,000
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Questions answered	471	700	537	500	500
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Tour attendees.	6,854	6,500	5,186	5,000	5,000
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Equipment loans.	4	15	11	10	10
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Facilities use permits.	56	35	19	20	20
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - Facilities use attendees	712	700	478	400	400
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - In-service training sessions.	9	12	18	10	10
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Leg Info Services - In-service training attendees.	41	150	168	100	100

	ML	Budget	Type	FY 2008 Actual	FY 2009 Estimate	FY 2009 Actual	FY 2010 Estimate	FY 2011 Estimate
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Leg Info Services - Boxed records in storage.	1,911	2,000	1,786	1,700	1,700
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Leg Info Services - Library Board attendees.	70	50	0	50	50
12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP Leg info services - Total activities/contacts.	21,484	19,762	20,544	17,990	17,990

OSP B-11

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Agency Summary

ARIZONA STATE LIBRARY, ARCHIVES, AND PUBLIC RECORDS

GladysAnn Wells, Director

Phone: (602) 926-4035

A.R.S. §§ 41-1331 through 41-1352

Mission:

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

Description:

The Arizona State Library, Archives and Public Records provides information services as authorized by law. Research and reference services are provided in the subject areas of law, government, public policy, genealogy, and Arizoniana. Consultant services are offered to public libraries to strengthen county and local library services and to government agencies of the cities, counties, and state to assist them in the management of official records. State and federal grants for public libraries and other authorized services are administered and monitored. Special library and information services are offered for anyone who is unable to read or use standard printed materials as a result of temporary or permanent visual or physical limitations. Public records are identified, preserved, and when appropriate disposed of through archival retention programs. Exhibits are created to educate the public regarding governmental and Arizona history and the legislative process. These services are provided through the divisions of the Agency: History and Archives, Braille and Talking Book Library, Library Development, Museum, Records Management, and Research and Law Library. The Agency also has responsibility for the Board of the Library, Archives and Public Records; the Arizona Board of Library Examiners; the Arizona County Librarians; Arizona Historical Records Advisory Board; the Arizona State Board on Geographic and Historic Names; and the Arizona Historical Advisory Commission, including the Arizona Centennial planning efforts.

Strategic Issues:

Issue 1 Resource Development

Library and Archives has raised over \$51.2 million dollars in grant funds for Arizona cultural institutions and for its own services. In the future, despite the downturn of the economy and the difficulties of fund raising, we will continue our efforts to seek outside funds. Although general operating funds must come from governmental sources (state general fund and federal IMLS funds), private and other governmental funds will be sought for special projects or pilot projects. The most significant fund raising efforts will focus on the completion of the Polly Rosenbaum State Archives and History Building and the development of an endowment for the preservation and maintenance of the historic buildings that house the agency offices. Library and Archives operates from three historic buildings and two other structures with age related repair and renovation needs. The agency will seek new ways to expand fiscal resources and make more effective use of existing resources.

Issue 2 Infrastructure

Library and Archives operates from three historic buildings and from two other structures with age-related repair and renovation needs. The move to the new Polly Rosenbaum History and Archives Building will place temporary burden on staff, but when finished the new building will address statewide archival storage and treatment needs. Born-digital government information has changed Library and Archives infrastructure and staff development considerations. 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. The agency will take a global view of space utilization. Staff is a crucial element in the many services provided by the State Library. Issues may include staffing levels, and recruiting, retaining, and training of staff. Technology

needs will be evaluated and an equipment refresh program will help keep pace with technology demands.

Issue 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 all staff to learn new technical skills to ensure public records are usable today and preserved for tomorrow. The agency will consider ways to ensure publications and archival electronic records can be preserved permanently, meet public demands for access, and increase records management in electronic information systems through state government.

◆ Goal 1 To provide access to public information. The agency will improve access to public information via in-person contacts, telephone contacts, fax, e-mail, and written requests.

Performance Measures	FY 2008 Actual	FY 2009 Estimate	FY 2010 Estimate	FY 2011 Estimate
Public Access - Materials loaned.	1,968,640	1,600,000	1,600,000	1,600,000
Public Access - Materials retrieved.	113,911	90,000	95,000	100,000
Public Access - Questions answered.	202,213	190,000	200,000	200,000
Public Access - Consultations	20,008	17,500	17,500	20,000
Public Access - In-state contacts.	6,510,485	6,000,000	6,500,000	6,500,000
Public Access - Out-of-state contacts.	1,053,755	110,000	110,000	110,000
Public Access - On-line database searches.	3,498,493	3,500,000	3,500,000	3,500,000
Public Access - Patrons registered.	2,439	2,000	2,200	2,200
Public Access - Program Activities	852	850	950	1,250
Public Access - Program attendees.	15,684	60,000	65,000	75,000
Explanation:	No Arizona Book Festival or Mohave County Summer Reading Program, less Records training due to reduced travel			
Public Access - Tours	1,396	1,200	1,400	1,400
Public Access - Tour participants.	53,002	45,000	50,000	50,000
Public Access - Facility Use	394	350	350	400
Public Access - Facility Use Participants	11,679	10,000	12,000	12,000
Public Access - Web site visits (In thousands).	14,271.1	14,500.0	14,500.0	14,500.0
Public Access - SIRSI usage.	565,818	475,000	500,000	500,000
Public Access - E-mail delivered (in thousands).	16,702.1	8,000.0	8,500.0	8,500.0
Public Access - Jobline/Newsline calls.	38,714	38,500	38,500	38,500
Public access - Total contacts (In thousands).	45,030.2	34,640.4	35,692.9	35,710.8

◆ Goal 2 To preserve Arizona materials. The agency will improve the preservation of Arizona materials through cataloging, repair, digitization, microfilming and when necessary, conserving of fragile documents and photographs.

Performance Measures	FY 2008 Actual	FY 2009 Estimate	FY 2010 Estimate	FY 2011 Estimate
Preservation - Materials acquired	103,189	90,000	110,000	115,000
Preservation - Materials withdrawn/removed	79,077	40,000	50,000	50,000
Preservation - Materials preserved (in thousands).	1,624.0	1,500.0	1,500.0	1,500.0
Preservation - Materials digitized.	587,933	500,000	550,000	600,000
Preservation - Titles cataloged.	96,663	90,000	95,000	100,000
Preservation - Reproductions for preservation, access (in thousands).	76,790.1	70,000.0	75,000.0	75,000.0
Explanation:	Audio, microfilm, other copies made for preservation or public access.			
Preservation - Total items/contacts(In thousands).	79,281.1	72,220.0	77,305.0	77,365.0

◆ Goal 3 To promote statewide collaboration. The agency will increase its conduct of activities that create and promote collaboration among Arizona's cultural institutions.

Performance Measures	FY 2008 Actual	FY 2009 Estimate	FY 2010 Estimate	FY 2011 Estimate
Collaboration - Institutions.	13,733	6,000	9,000	9,000
Collaboration - Programs/Activities.	933	600	750	900
Collaboration - Program attendees.	68,330	50,000	55,000	65,000
Collaboration - Boards and Commissions	271	200	200	200
Collaboration - Volunteer hours	21,787	21,500	22,000	23,000
Collaboration - Total activities/contacts.	105,054	78,300	86,950	98,100

OSPB 12

2008 - 2011 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

Goal 4 To provide information services to the legislature. The agency will provide increased services to Legislators, Legislative staff, and Legislative agencies.

Performance Measures	FY 2008 Actual	FY 2009 Estimate	FY 2010 Estimate	FY 2011 Estimate
Leg Info Services - Materials loaned.	156	100	100	200
Leg Info Services - Legislative contacts.	11,200	9,500	9,500	9,500
Leg Info Services - Questions answered	471	700	800	900
Leg Info Services - Tour attendees.	6,854	6,500	7,000	8,000
Leg Info Services - Equipment loans.	4	15	15	15
Leg Info Services - Facilities use permits.	56	35	35	50
Leg Info Services - Facilities use attendees	712	700	1,000	1,000
Leg Info Services - In-service training sessions.	9	12	10	15
Leg Info Services - In-service training attendees.	41	150	50	175
Leg Info Services - Boxed records in storage.	1,911	2,000	2,000	2,000
Leg Info Services - Library Board attendees.	70	50	50	50
Leg info services - Total activities/contacts.	21,484	19,762	20,560	21,905

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