



ARIZONA STATE LIBRARY,
ARCHIVES AND PUBLIC RECORDS

A DIVISION OF THE ARIZONA SECRETARY OF STATE

GLADYSANN WELLS, DIRECTOR



2010 Summary of Accomplishments

Excerpt from the 2010 Annual Report

Our vision is to ensure that 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 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 governmental support
- Provide access to public information
- Preserve and document Arizona's history
- Promote statewide collaboration for historical and cultural institutions

STRATEGIC ISSUES

1. Serving under the Secretary of State's Office

The Secretary of State is an elected Constitutional Officer and serves as Acting Governor in the absence of the Governor and succeeds the Governor should a vacancy occur. The Office of Secretary of State is responsible for recordings and filings under the Uniform Commercial Code (U.C.C.) and coordinating statewide elections. Other responsibilities assumed by this Office include receiving required filings from legislators and other state office holders, receiving filings of intergovernmental agency agreements, registering trade names, trademarks and limited partnerships and certifying charitable solicitation organizations, among other duties and responsibilities.

In addition, the Secretary of State's Office operates its Library Division, which had been a separate state agency (the Arizona State Library, Archives and Public Records) prior to FY 2010. The Library Division is the archival authority and designated repository for historical records and documents of state and local governments, as well as a designated federal document regional repository.

Serving as a division of the Secretary of State, the Library Division provides information services as authorized by law. Research and reference services are provided in many subject areas, especially law, government, genealogy and public policy. Statewide consultant services are offered to public libraries to strengthen their services as well as to the government agencies of cities, counties and state to assist them in the management of public records.

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. 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, electronic archives and records.

Through the divisions of the Braille and Talking Book Library, History and Archives, Records Management Division, Capitol Museum, Research and Law Library, Library Development and the Director's Office, a brief Summary of Accomplishments for FY 2010 are presented below. For more information, the 2010 Annual Report is available upon request.

2. Braille and Talking Book Library



Emphasis this year at the Braille and Talking Book Library (BTBL) Division has been on the transition from audio books on analog tape to books in the new digital format. Digital Talking Book Machines (DTBMs) began arriving in September 2009. As specified by federal law, they were first sent to every veteran who said they wanted to try one. Secondly, they were sent to any patron 100 years of age or more who wanted one, BTBL then began working through the waiting list of all other interested patrons.

As of the end of June 2010 there were 4,300 patrons who had received their new digital players. The biggest challenge was not having as many digital books as patrons requested! At the end of June there were 2,509 titles for patrons to choose from and a total of 15,727 copies in the collection. These numbers are expected to increase steadily over the next Fiscal year.

Over the course of FY 2010, The Braille and Talking Book Library also:

- registered 1,252 new patrons for library service
- provided service to 10,760 library patrons and institutions
- catalogued 4,209 new titles
- answered 107,176 questions and requests for service
- added 66 new volunteers
- volunteers donated 21,711 hours for a value to the state of \$439,638

3. History and Archives

Emphasis this year at the History and Archives Division focused on providing ever increasing requests for services with staff reductions due to state budget mandates. Despite reduced staff, service deliverables actually increased:

- Archives consulted with agencies on identifying, managing, and preserving valuable documents, electronic records and objects and photos. Largely due to the state of the art Polly Rosenbaum Building, Archives acquired 4,091 materials during FY 2010, nearly 4 times the amount of the previous year. Of special note were 38 missing pages of hand-written Court Inquest documents relating to the trials of those involved in the O.K. Corral gunfight in 1883. Also included was the entire run of *Happy Days*, the newsletter devoted to the Civilian Conservation Corps from 1933 to 1940. (See Significant Accomplishments and Press tabs for thorough descriptions and photos of both collections in the 2010 Annual Report).



Archives also:

- conducted 328 workshops on the identification, management, and preservation of permanent government electronic records.
- digitized 3,141 documents, photos and other items, a 95% increase over the previous year.

- preserved and treated 126,739 materials in 2010 (22,927 in 2009).
- coordinated the transfer of permanent electronic records created by state and local government to the History and Archives Division.

Other services provided throughout the fiscal year include consulting with government agencies on the identification and preservation of permanently valuable records, conducting historical research for the Legislature and helping institutions and government agencies develop disaster plans.

4. Records Management Division

In 2009, Records Management held 94 Records Management Workshops with 3,371 in attendance. In 2010, 72 workshops were held with 7,174 in attendance – in increase in attendance of 112.8%. Several reasons explain the dramatic increase in attendance. Prominent among attendee’s reasons why they participate is the growing need to capture and maintain electronic records, especially those related to the social mediums of E-mail, website usage, FaceBook, Twitter and even cell phone usage. As these methods of communication become more common in the workplace and are utilized increasingly in conducting business, the necessity for keeping long term, accurate records grows.



Records Management also updated over 200 general retention schedules for 2010, a 10% increase over one year ago for the following agencies and organizations:

- Numerous State Agencies
- School Districts and Charter Schools
- Fire Districts
- Portions of the Municipality schedule
- Portions of the County schedule
- Special Districts
- Libraries
- Electronic communications and Social Networking
- County Recorders
- Elections
- Financial and Human Resources for State Agencies

5. Capitol Museum

Education

Educational Outreach contacts grew from 1,156 in FY 2007 to 9,356 in FY 2010 – an increase of 809% in just three years. As school budgets tighten, educators are seeking low cost/high return programs and events for students. Students from kindergarten through high school attended Outreach programs in their classrooms, cafeterias and libraries. Special needs students enjoyed programs adjusted to their learning paths. Especially fun was a hands on program about the State Symbols for deaf young adults at the Phoenix Day School for the Deaf.

Visiting School Tours increased dramatically as well to nearly 26,000 (up from 18,000 in 2009). This is also related to the economic hardships involved in school field trips. The Museum is a convenient, central location and its programs are well known for their quality, especially when a surprise guest makes an appearance:



Secretary of State Ken Bennett addresses first graders from Horseshoe Trails Elementary in Cave Creek. Photo by Marion Shepherd.

In addition to updated exhibits, several events accounted for the dramatic increase in general visitation to the Capitol Museum in FY 09, among them was a traveling exhibit of an original broadside copy of the Declaration of Independence shown on Saturday, February 20, 2009. Thousands came for a one-time, free viewing in the Capitol Rotunda from 8 to 5 pm. The Arizona Rangers provided security.



Despite the rain, thousands came downtown to the State Capitol to view an original Broadside of the Declaration of Independence. All visitors were required to register and received materials explaining the exhibit. Photo by Jason Czerwinski

6. Law and Research Division

The Law and Research Division also experienced noted increases in services during the course of FY 2010:

- Legislative Services usage, which includes materials loaned, questions answered, in-service training sessions, attendance at events hosted by State Library (Statehood Day and other special programs) and overall legislative contacts rose by over 90% in FY10.
- Materials loaned went from 5,394 in FY09 to 8,101 in FY10, an increase of 66.5%.
- On-Line database searches increased from 68,110 to 71,990 over the same period, an increase of 5.7 %.
- Materials acquired went from 40,438 to 52,133.

On February 16, 2010, the Law and Research Division hosted a visit by the Overdrive Digital Bookmobile. The touring vehicle explains and promotes audio and e-book services made available through the State Library and several other libraries in the Valley in a collaboration known as the Greater Phoenix Digital Library.

Secretary of State Ken Bennett and State Librarian GladysAnn Wells welcomed people to the event and were among the first to tour the bookmobile. Most of those attending signed up for Digital Library cards.



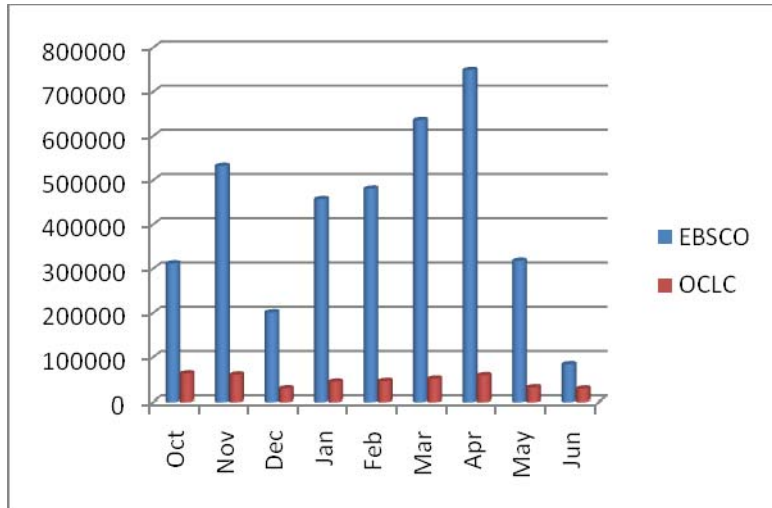
Photo by Taylor Arrazola

7. Library Development Division

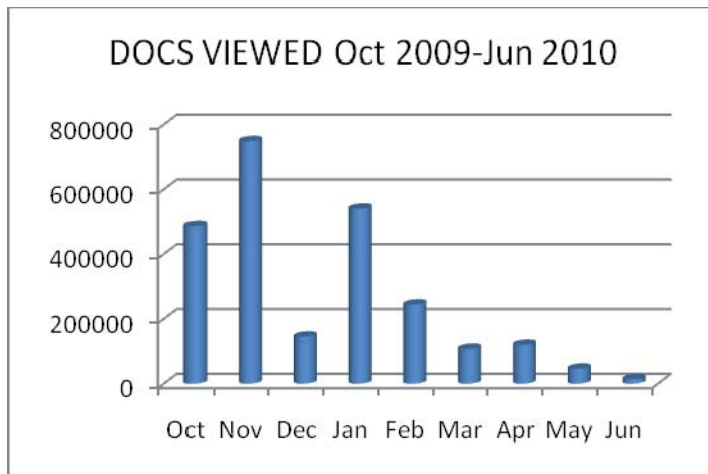
The Library Development Division also saw dramatic increases for services in FY2010. State Library, Pima County Public Library and Maricopa County Library District, with assistance from other county libraries, worked together to provide web based 24/7 online information from EBSCO and OCLC to all Arizonans through their public and school libraries. These online resources provide access to authoritative and authentic information from thousands of newspapers and journals as well as curriculum resources for students and teachers.

- Approximately 4.7 million searches were done in the 15 counties, an increase of about 20% over the previous federal fiscal year.
- About 2,984,186 documents were downloaded, an increase of more than 30% over the previous federal fiscal year.

Usage by Database October 2009- December 2010



SEARCHES	EBSCO	OCLC
Oct	311751	62879
Nov	532312	60300
Dec	200947	29197
Jan	457049	44247
Feb	480758	45851
Mar	635730	51148
Apr	748932	58950
May	317762	31432
Jun	83720	28758



Documents Viewed

EBSCO	DOCS VIEWED
Oct	486296
Nov	748484
Dec	145198
Jan	540254
Feb	244021
Mar	107570
Apr	119920
May	46012
Jun	13901
Total	1965360

Individual Monthly Database Usage October 2009-June 2010

MONTHS	DATA POINT	EBSCO	OCLC	Total
	Docs viewed	192758		192758
Oct	Searches	311751	62879	374630
	Docs viewed	486296		486296
Nov	Searches	532312	60300	592612
	Docs viewed	748484		748484
Dec	Searches	200947	29197	230144
	Docs viewed	145198		145198
Jan	Searches	457049	44247	501296
	Docs viewed	540254		540254
Feb	Searches	480758	45851	526609
	Docs viewed	244021		244021
Mar	Searches	635730	51148	686878
	Docs viewed	107570		107570
Apr	Searches	748932	58950	807882
	Docs viewed	119920		119920
May	Searches	317762	31432	349194
	Docs viewed	46012		46012
Jun	Searches	83720	28758	112478
	Docs viewed	13901		13901

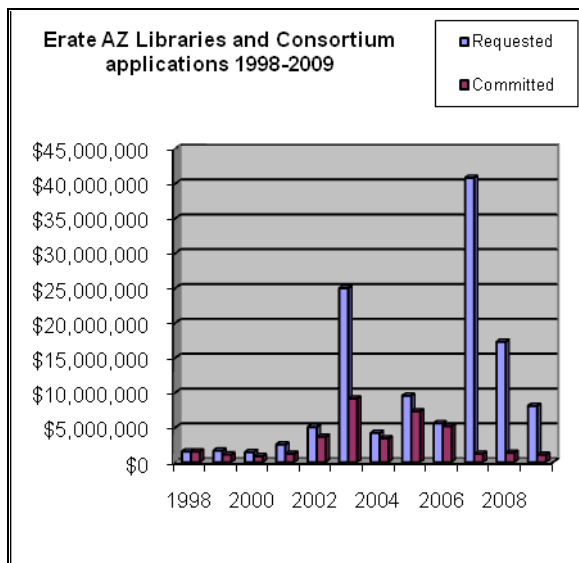
Database and E-Resource Usage at Camp Verde Public Library and Douglas Public Library



E-Rate

The Library Development Division also oversees the tremendously successful E-Rate program. The total received by public libraries since 1998 (when e-rate started) = **\$37,137,035**. The amount of reimbursements received in FY 2010 by public libraries and school library consortiums = **\$1,878,336** (as of December, 2009).

(Reimbursements for the last three years are ongoing)

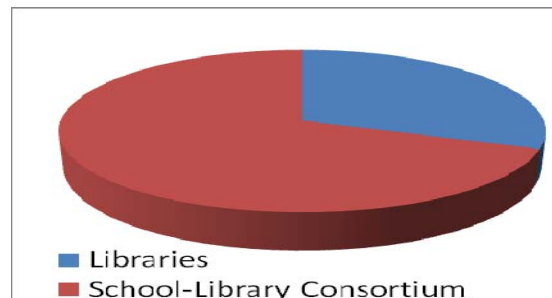


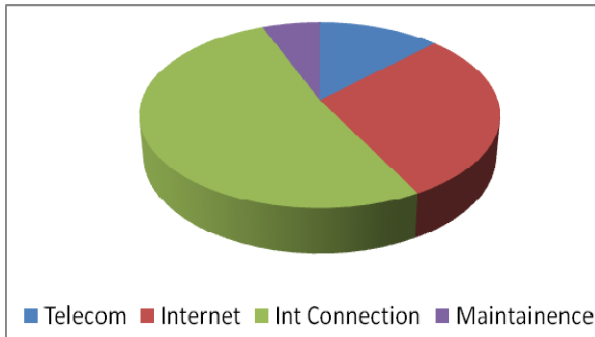
	Requested	Committed	
1998	\$1,535,472	\$1,559,567	
1999	\$1,680,975	\$1,111,529	
2000	\$1,458,680	\$874,680	
2001	\$2,569,345	\$1,221,827	
2002	\$5,060,440	\$3,658,316	
2003	\$24,984,381	\$9,150,808	
2004	\$4,200,635	\$3,428,203	
2005	\$9,542,539	\$7,313,925	
2006	\$5,590,205	\$5,178,491	
2007	\$40,825,709	\$1,199,772	Ongoing*
2008	\$17,299,662	\$1,361,234	Ongoing
2009	\$8,098,737.86	\$1,078,682.77	Ongoing
		\$37,137,035	

*36M Navajo pending appeal

E-rate reimbursements by type of institution

Libraries and Library Consortiums	\$573, 415.83
School-Library Consortiums	\$1,304,921.03
Total	\$1,878,336.86





E-rate by type of service	
Telecom	\$238,938.89
Internet	\$553,532.07
Int Connection	\$972,235.19
Maintenance	\$113,630.71
Total	\$1,878,336.86



Douglas Public Library Server – Purchased with E-rate reimbursements



Benson Public Library – needs high bandwidth as their computers are constantly in use

*The Young Public Library's wireless was used by the Forest Service Fire watchers, they bring their laptops into the library to check on banking and other alerts and even use the wireless in the library parking lot during closed hours.
Yodona M Pennell System Specialist, Gila County Library District*

I would like to acknowledge how much receiving e-rate monies has meant to our library. When our budget was totally cut, it meant that we were able to continue to provide internet service for our patrons. We have many low income families in our community who can't afford internet access, and this provides them with that opportunity. Another important service this provides is for the many senior citizens who use our facilities to check their e-mail, banking, and other necessary contacts while traveling. The funding we receive helps us continue these services, and we appreciate it.

Barbara Blackburn, Duncan Public Library

The discounted services allow us to provide Internet access to our users. That is a huge service. Since e-rate has allowed us to have fast Internet connections, the use of that service in the District library labs has increased.

Susan Evan, Director, Yuma County Library District

E-rate discounts make it possible for the Library District to provide internet access for the public and access to the shared catalog for 10 libraries. In addition, we were able to implement wireless hot spots in all 10 libraries. All of these libraries are located in isolated rural areas, and is often the only internet access available in the community.

Denise Keller, Director, Pinal County Library District

In this last year, E-Rate provided more than \$12,000 in discounts and \$50,000 in E-Rate reimbursements. In areas like La Paz County, we could just not manage without the funding assistance for telephone, Internet Access, and equipment purchase and upgrades that E-Rate provides. The \$50,000 in E-Rate reimbursements are allowing us to replace old cabling, and outdated and sometimes unreliable internal connection equipment so that we can continue to provide the only Internet Access that many of our patrons have. One thing or another in the old equipment has been out of service continually over the last two months. Our E-Rate funding is enabling us to modernize and replace faulty equipment at just the time when our local government can least afford it.

Dale Savage, Director La Paz County Library

8. Director's Office

Responsibility for statewide collaboration of libraries, archives, public records programs, and, under the Library Services and Technology Act, museums, are under the direction of the Director's Office. The Director's Office also administers several state commissions, including the Arizona Historical Advisory Commission, the Arizona Historical Records Advisory Board, the Arizona State Board on Geographic and Historic Names, Arizona County Librarians, and the Board of Library Examiners. Highlights from the Director's Office in FY 2010 include:

- Received or assisted in obtaining more than \$64 million in grant funds for Arizona cultural institutions between 1997 and 2010.
- Initiated and successfully obtained two federal stimulus grants totaling nearly \$3 million. The grants will enhance public computing capacity in Arizona libraries and meet the growing demand for broadband access. Through these grants, public and tribal libraries will help Arizonans find job-related resources, social services and training programs to find and apply for jobs or launch new businesses.
- Increased the visibility and effectiveness of the Agency with constituent groups, including the Legislature, executive agencies, libraries, museums, cultural and educational institutions, the business community, statewide media, tribes, and private foundations.
- Guided a nationally recognized program to address the challenges of digital governmental information, including innovative curatorial practices. Received three grants from the Library of Congress National Digital Information Infrastructure and Preservation Program for the Arizona Model for Web Preservation and for a Persistent Digital Archives and Library System (PeDALS), programs that have received international attention. Provided support for University of Arizona's School of

Information Resources and Library Science to develop a certificate program for digital information management and served on its advisory board.

- Revitalized the Arizona Center for the Book and spearheaded early literacy and life-long learning community based efforts including statewide early literacy.
- Developed a nationally acclaimed statewide library development effort focusing on libraries as community centers within educational, social, employment assistance and educational contexts.

Arizona Digital Government Summit

Held May 18 – 19, 2010, this first-ever event was for and about digital government. The purpose of the event was to foster discussion and dialogue on the use of information technology as a strategic tool for managers, executives and policy makers; to provide greater transparency and public access to government resources and; to reduce costs associated with printing, publishing and distributing government information.

The first annual Arizona Digital Government Summit offered many state and local government technology professionals an opportunity to connect with each other, to learn from experts and share ideas on how to improve services to our citizens.

Attendance at the two day event was far higher than anticipated.

The Library Division looks forward to attending the 2011 Summit June 1-2.

Topics covered at the event included:

- Digital Government Trends
- Managing in Challenging Times
- New Technologies
- Innovation & Security



Pictured at the Arizona Digital Government Summit L to R: Joan Clark, Shayna Muckerheide, Ted Hale, Linda Reib and Yun Carroll. Photo by Richard Prouty.