

# **State of Alaska FY2009 Governor's Operating Budget**

## **Department of Education and Early Development Alaska Library and Museums Results Delivery Unit Budget Summary**

## Alaska Library and Museums Results Delivery Unit

### Contribution to Department's Mission

To provide access to government information; to collect, organize, preserve, and make available materials that document the history of the state; and to promote the development of libraries, archives, and museums statewide.

### Core Services

#### Library

**HISTORICAL COLLECTIONS:** This section provides reference and research services on Alaskan subjects. It collects, organizes, preserves and provides access to Alaskan materials including private papers and materials important to the state's culture and history. Historical Collections serves as the primary Alaska research collection for state government and the legislature, as well as providing state, national, and international researchers with historical information on the state.

**INFORMATION SERVICES:** This section concentrates on access to up-to-date information for state agencies and the legislature by providing periodicals, reports, state and federal documents, and other materials in a variety of formats. The primary constituencies for these services are state agencies and the legislature; however, municipal government, the private sector, Native organizations, schools and the general public also rely on this section for information on state government and issues related to the state. Staff provides online information about the services as well as access to full text documents and journals. Agencies may call on Information Services staff to search out information.

**STATE DOCUMENTS DEPOSITORY:** The program collects all materials published by state agencies. Documents are then cataloged and distributed to selected libraries statewide in order to provide adequate citizen access to state information. As more state documents are being produced online, this section is gathering, describing and storing born digital State documents to make them permanently accessible. This section continually monitors developments in digital preservation in an effort to assist State agencies in long term preservation of their digital materials.

**LIBRARY DEVELOPMENT:** Libraries are the second major constituency of the State Library. Services are offered to 90 main and 17 branch public libraries and 400 public school libraries, as well as to academic and special libraries. Staff provides assistance and information on the Public Library Assistance Grant program, interlibrary cooperation grants, federal programs, interlibrary loan, and continuing education statewide. Library development staff works to coordinate library services among libraries statewide in order to provide broad citizen access to the library holdings of the state. This section applies for, distributes, and monitors federal library funds. In addition, this section is designated as the statewide resource for up-to-date information and training regarding the Universal Service Fund/E-rate. Staff works with public libraries on technology plans and filing of forms and with school districts on filing of forms and appeals.

Of the 90 legally constituted public libraries, only 14 serve more than 5,000 people. Twenty more serve populations between 1,000 and 5,000. Of the remaining libraries, 42 serve populations of fewer than 500. Library service is not adequate to meet local and individual needs in the majority of these communities. These libraries rely heavily on the State Library for information services, grants, and consulting expertise. In order to provide mandated service to Alaskans who live in the bush or in areas without public libraries, the State Library supports the regional services program by contracting with the public libraries in Fairbanks and Juneau to provide books-by-mail services. This service sends library materials to more than 1,000 people each month. Reference and inter-library loan support to smaller libraries are provided through a contract with the Anchorage Municipal Library.

**TALKING BOOKS CENTER:** This library has 1065 registered patrons and serves approximately 600 Alaskans each month. While the library is located in Anchorage, it serves the statewide community. The library provides machinery and materials in a variety of formats to meet the needs of disabled Alaskans. A contract with the Library for the Blind in Utah provides Braille materials. This service also supports the special library needs of K-12 students statewide.

**SLED:** Statewide Library Electronic Doorway (SLED) provides managed Internet access to libraries, schools, and the public. SLED also provides a reviewed and comprehensive web site of Alaskan resources. SLED is the primary web site

for the Alaska digital archives and virtual library project.

Archives and Records Management Services

**ARCHIVES:** This section identifies, preserves and makes available state and territorial government records of permanent value. Archives staff identifies archival records through an appraisal process. After they accession the material, staff arranges and provides description of these records in order to facilitate use of the collection. Staff also provides reference and research services for state and local government personnel, historians, researchers, and the general public who require access to the records.

**RECORDS MANAGEMENT:** The records management program concentrates on the systematic creation, organization, maintenance and disposition of records. This section assists state agencies in files management, records retention scheduling and disposition.

Staff assists state agencies in determining the administrative, fiscal, legal, and historical values of records and in determining how long the records should be retained. In addition, staff is beginning to deal with the issues and policy questions surrounding electronic records. Staff also provides very limited assistance to local government and school districts. This section ensures the periodic legal disposal of records that have no permanent administrative, fiscal, legal, or historical value.

**CENTRAL MICROFILM SERVICES:** This section provides microfilm services for agencies throughout State Government. Microfilm and microfiche services are provided to state agencies as a management option for some state records. The service provides a cost effective option for maintenance and storage of records legally suited for microfilm or microfiche.

Museums

The RDU manages the operation of two facilities; the Alaska State Museum in Juneau, and the Sheldon Jackson Museum in Sitka.

**COLLECTIONS:** The Museums' collections are one important and visible means of preserving Alaska's history. Their acquisition, documentation, preservation, and security are fundamental to securing Alaska's history and culture for future Alaskans.

**EDUCATION:** Educational programs are developed by the Museums to encourage and guide increased interaction between local museums, schools, and the public.

**MUSEUM DEVELOPMENT:** The direct support of other Alaskan museums is accomplished through the provision of professional consulting services in artifact preservation, conservation, collection management, educational programming, exhibit design, and museum management; direct financial support through a competitive Grant-in-Aid program; a museum services program that provides resource material; and referral services directly to all museums.

End Result	Strategies to Achieve End Result
<p><b>A: Increase the use of library, museum, and archival programs and services</b></p> <p><u>Target #1:</u> Increase use of the State Library's Table-of-Contents Service by 5%</p> <p><u>Measure #1:</u> Percent change in the number of subscribers</p> <p><u>Target #2:</u> Increase use of the museums' collection</p> <p><u>Measure #2:</u> Percent increase in collection items lent to museums</p> <p><u>Target #3:</u> Increase the use of archival and records services by records officers and agency personnel</p>	<p><b>A1: Provide library information to more agency personnel through brochures, electronic notices and visits</b></p> <p><u>Target #1:</u> Increase the number of agency managers and program administrators using the library services</p> <p><u>Measure #1:</u> Percent change in the use of the Table of Content service by targeted audience</p> <p><b>A2: Promote online access to state museums' collection</b></p> <p><u>Target #1:</u> Percent increase in the number of objects and</p>

<p><u>Measure #3:</u> 10% increase in use of services</p>	<p>digital images available on-line.  <u>Measure #1:</u> 58% of descriptive information and digital photographs of artifacts in the collection made available on the web.</p> <p><b>A3: Increase information on archival and records services, via brochures, the Web, and on-site visits</b></p> <p><u>Target #1:</u> Increase the number of divisions that develop electronic records policies in accordance with archives and records management guidance  <u>Measure #1:</u> Percent increase of divisions that develop policies</p>
<p><b>End Result</b></p>	<p><b>Strategies to Achieve End Result</b></p>
<p><b>B: Increase usage of information and materials on Alaska</b></p> <p><u>Target #1:</u> Increase usage of information and materials on Alaska  <u>Measure #1:</u> Percent increase in number of documents and photos accessed</p> <p><u>Target #2:</u> Increase usage of the museums' traveling exhibits  <u>Measure #2:</u> Percent change in exhibits circulated and venues served</p> <p><u>Target #3:</u> Improve patron access to archival materials  <u>Measure #3:</u> Percent change in patron use of web site and on-site visits</p>	<p><b>B1: Increase public awareness of available materials through web site and brochures</b></p> <p><u>Target #1:</u> General public, researchers, and agency personnel who use Alaskan resources  <u>Measure #1:</u> Percent change in number of people visiting the library and its web site, and percent change in the number of materials available through website</p> <p><b>B2: Develop new traveling exhibitions and foster the growth of new venues able to accommodate them</b></p> <p><u>Target #1:</u> Develop one new traveling exhibition per year and add one new Alaska venue every two years  <u>Measure #1:</u> Number of new traveling exhibitions and participating venues</p> <p><b>B3: Increase the number of searching tools on the Archives web site</b></p> <p><u>Target #1:</u> General public, researchers, and agency personnel using State Archives resources  <u>Measure #1:</u> Percent change in archives and records management material available on website and in electronic format</p>
<p><b>End Result</b></p>	<p><b>Strategies to Achieve End Result</b></p>
<p><b>C: Promote best practices for museum and library directors statewide</b></p> <p><u>Target #1:</u> 100% of public library directors will use statewide services and programs  <u>Measure #1:</u> Percentage of directors who use statewide services and programs</p> <p><u>Target #2:</u> Increase the number of museums that use State Museum resources by 5%  <u>Measure #2:</u> Percent change in museums and individuals using technical resources</p>	<p><b>C1: Provide training and information to new and incumbent library directors</b></p> <p><u>Target #1:</u> Provide information and training to 100% of the directors  <u>Measure #1:</u> Percent of new and incumbent public library directors taking advantage of training opportunities.</p> <p><b>C2: Increase the number of technical resources available to museums statewide</b></p> <p><u>Target #1:</u> Staff in museum and cultural heritage institutions in Alaska  <u>Measure #1:</u> Increase in number of books lent to museums statewide and articles distributed or accessed</p>

	on the web
End Result	Strategies to Achieve End Result
<b>D: Increase use of Talking Book Center (TBC) services and materials</b>  <u>Target #1:</u> Increase the number of eligible patrons served and items circulated by TBC by 10% <u>Measure #1:</u> Percent change in number of patrons served and TBC items circulated	<b>D1: Publicize TBC services to pertinent organizations through brochures, visits, and conference booths</b>  <u>Target #1:</u> Staff of social services and health agencies, libraries, and associations <u>Measure #1:</u> Percent increase in the number contacts with targeted groups

Major Activities to Advance Strategies	
<ul style="list-style-type: none"> <li>Update information on the State Library website</li> <li>Conduct service awareness meetings</li> <li>Develop announcements for agencies</li> <li>Develop ARMS website and organize existing MINISIS database capable of being accessed through the Internet</li> <li>Add 500 digital photographs of artifacts in the Museum collections online</li> <li>Update archives and records services available through the Archives website</li> <li>Provide outreach to records officers and division directors on services</li> <li>Develop electronic records policies and programs for preservation &amp; access</li> <li>Add 2,000 photographs into the Alaska Digital Archives website</li> <li>Continue to add full descriptions of photo collections to the OCLC database</li> <li>Produce electronic and paper brochures that promote collections and services</li> <li>Make available for teachers and students online the Hands-on Loan collection</li> <li>Develop Archives website for search and retrieval of historical materials</li> <li>Track patron use of services</li> <li>Add interactive Finding Aids and Inventories of collections to the Historical Collections website</li> </ul>	<ul style="list-style-type: none"> <li>Implement new five-year plan for library development and services with Governor's advisory Council on Libraries</li> <li>Develop cooperative outreach services with library and museums staff</li> <li>Using new space needs document, determining next steps in building planning</li> <li>Develop a plan for securing funding for construction phase for the new combined building</li> <li>Provide workshops at conferences and other special library events</li> <li>Develop audio or online workshops</li> <li>Provide training and consulting services on-site &amp; via the internet, email and telephone</li> <li>Publish new articles on conservation, collection management, governance, planning, interpretation, and presentation and make them available</li> <li>Update museum reference library with current resource materials</li> <li>Establish an electronic records working group</li> <li>Publish electronic records activities on the Internet</li> <li>Develop and distribute publicity brochures on Talking Book Center services</li> <li>Develop a list of pertinent agency and association contacts</li> <li>Speak at meetings of pertinent contacts</li> </ul>

FY2009 Resources Allocated to Achieve Results	
<b>FY2009 Results Delivery Unit Budget: \$8,605,200</b>	<b>Personnel:</b>
	Full time <span style="float: right;">59</span>
	Part time <span style="float: right;">4</span>
	<b>Total</b> <span style="float: right;"><u>63</u></span>

## Performance Measure Detail

### A: Result - Increase the use of library, museum, and archival programs and services

**Target #1:** Increase use of the State Library's Table-of-Contents Service by 5%

**Measure #1:** Percent change in the number of subscribers

**Table 1. Table of Contents Service**

Year	# of Departments	# of Agency Subscribers
2004	16	264
2005	16 0%	284 +7.58%
2006	16 0%	299 +5.28%
2007	16 0%	281 -6.02%

**Analysis of results and challenges:** The State Library has offered a Table-of-Contents service to state agency and legislative personnel for years. The purpose is to provide managers, administrators, and researchers with the most current information available. This service provides individuals with tables of contents of selected journals from which they choose articles of interest to their research needs. The State Library then provides them with paper or electronic copies of the articles. Although the number of subscribers diminished this past year, the number of actual articles requested and delivered increased nearly 12% (see Table 4). Subscribers are using the service more heavily; with constantly changing personnel, it is an on-going challenge to ensure that those who should be using the service are, indeed, aware of it.

**Target #2:** Increase use of the museums' collection

**Measure #2:** Percent increase in collection items lent to museums

**Table 2. Artifacts on Loan to Museums**

Year	Sheldon Jackson	Alaska State	YTD
2004	162	571	733
2005	164 +1.23%	475 -16.81%	639 -12.82%
2006	161 -1.83%	396 -16.63%	557 -12.83%
2007	185 +14.91%	224 -43.43%	409 -26.57%

**Analysis of results and challenges:** The two State Museum facilities have an extensive collection, about 85% of which is not on exhibit. Many of the artifacts in storage are available for research or loan. Intellectual access to the holdings of the museums are being partially satisfied through the use of an extensive online database of the collections now available to the public. Unfortunately, many institutions do not meet the stringent requirements for the care, preservation, and security of artifacts and works of art. These standards include professional staff, security alarm systems, and comprehensive environmental controls. The challenge is to assist institutions in meeting the stringent requirements for care, preservation, and security in order to borrow artifacts and receive traveling exhibitions produced by the State Museum. The variation of total numbers of artifacts on loan will change significantly at times due to the return or loan of artifacts for major exhibitions.

**Target #3:** Increase the use of archival and records services by records officers and agency personnel

**Measure #3:** 10% increase in use of services

**Table 3. State Agency Use of Services**

Year	Archives Contacts	Records Mgmt Training	Records Mgmt Contacts
2004	83	6	0
2005	114	7	5,000

	+37.35%	+16.67%	0%
2006	351	8	6,000
	+207.89%	+14.29%	+20.00%
2007	380	15	6775
	+8.26%	+87.50%	+12.92%

FY 2005 is the base year for Records Management Agency Contacts.

**Analysis of results and challenges:** The State Archives and Records Management Services (ARMS) is responsible for assisting state agencies with the orderly management of their active records and with the long-term disposition of those records after they are no longer being actively used by the agencies. While ARMS has an active program of maintaining records retention programs for all agencies, some do not make good use of the program or only partial use. One problem is that commissioners often assign records retention responsibilities to secretaries, who are neither properly trained nor consider this a high priority. (In many states, each agency has a full-time, professionally trained records manager.) The challenges are to get commissioners and other administrators to understand the importance of records management and to keep the responsible persons trained. ARMS works to alleviate this problem by having training sessions in Anchorage, Fairbanks and Juneau on an annual basis and can provide such training in other cities upon request and financial support by the requesting agency. During FY2007, Records Management designed four half-day training sessions in Anchorage, Juneau and Fairbanks. The senior records analyst also presented 15 Training Sessions, including 6 special presentations with Division of Enterprise Technology Services staff in Anchorage, Fairbanks and Juneau; an electronic records presentation at the Confab; the City & Borough of Juneau; Division of Personnel; and, Division of Business Partnerships.

A recent, but overwhelming, challenge facing ARMS is the orderly management of electronic records. Since many of these records are never published in printed format (hard copy), ARMS is developing a program of electronic records management by working with agency personnel to develop policies. This effort will require the development of working relationships with each departmental division and agency records officers.

### A1: Strategy - Provide library information to more agency personnel through brochures, electronic notices and visits

**Target #1:** Increase the number of agency managers and program administrators using the library services

**Measure #1:** Percent change in the use of the Table of Content service by targeted audience

**Table 4. Use of Library Information**

Year	# of Agency Requests	# of TOC Articles Reqstd
2004	870	0
2005	1,037	2,555
	+19.20%	0%
2006	1,185	2,308
	+14.27%	-9.67%
2007	1,489	2,582
	+25.65%	+11.87%

FY 2005 is the base year for No. of Articles Requested.

**Analysis of results and challenges:** In FY2006, the State Library had 299 subscribers from 16 agencies using the Table-of-Contents service that generated 1185 individual requests for 2308. In FY2007, 281 subscribers from 16 agencies generated 1489 individual requests and 2582 articles. Strategies to gain more visibility for this service have included an enhanced website, brochures distributed in a variety of venues, and direct training and follow up. The majority of people dropping our TOC service during FY 2007 did so because they were separating from state service. The growing number of requests and number of articles requested indicates that existing users are finding the TOC service easier to use. More information about the Table of Contents Service for State Employees may be found at the link provided below.

**A2: Strategy - Promote online access to state museums' collection**

**Target #1:** Percent increase in the number of objects and digital images available on-line.

**Measure #1:** 58% of descriptive information and digital photographs of artifacts in the collection made available on the web.

**Table 5. On-Line Availability**

Year	Object Desc on Website	Digital Images
2005	34,007	5,307
2006	35,715 +5.02%	6,715 +26.53%
2007	36,133 +1.17%	7,027 +4.65%

*In FY 2007 36,133 objects were made available on-line. Over 7,000 of these object descriptions include a digital image.*

**Analysis of results and challenges:** The State Museums continue to work on inputting their entire collection into an automated database. In September 2004, an extensive online database of the Alaska State Museum and the Sheldon Jackson Museum was made available to the public on its website. The online searchable database features information on all items in the collection - approximately 36,000 objects. Over 7,000 of these object descriptions include a digital image. Photographing objects in the collection is an on-going project and additional photos will be added to the database as the work continues. We will continue to count the number of artifacts cataloged and photos added on the database.

**A3: Strategy - Increase information on archival and records services, via brochures, the Web, and on-site visits**

**Target #1:** Increase the number of divisions that develop electronic records policies in accordance with archives and records management guidance

**Measure #1:** Percent increase of divisions that develop policies

<b>Table 6. Electronic Records Policy</b>		
Year	Records Retention Schedules Developed	No. Containing Electronic Records Provisions
2004	15	15
2005	27	27
2006	44	44
2007	71	71
% change from FY2006-FY2007	+61.36%	

**Analysis of results and challenges:** Records management staff annually review and revise a portion of all records retention schedules. Revisions have included statements concerning electronic records handling since 2004. This past fiscal year the Records Management Unit updated the records retention schedules for the departments of Administration, Revenue, Education and Early Development, Health and Social Services, Natural Resources and the Governor's Office. In addition, focused efforts in the departments of Labor, Commerce, Community and Economic Development, Fish and Game, Public Safety, and Transportation resulted in many schedules completed. Each schedule identifies electronic records administration requirements and lists/describes electronic records series. Records Management collaborates with 71 division directors and 57 records officers for input on developing and updating these schedules, among others.

The State Archivist performs the electronic records responsibility and is developing a program with the records management senior analyst. A key part of this planning will be the development of policies with each department's director of administrative services, including training and educational support for departmental records officers.



**B: Result - Increase usage of information and materials on Alaska****Target #1:** Increase usage of information and materials on Alaska**Measure #1:** Percent increase in number of documents and photos accessed**Table 7. Usage of Information and Materials on Alaska**

Year	Alaska Historical Collections – Collections & Items Pulled	Alaska Reference Questions Received at all ASL desks via fax, email, phone	Website Visitor Session to ASL Alaskana Resources
2004	2662	0	298,196
2005	2357	4864	381,155
	-11.46%	base year	27.82%
2006	1926	4226	442,724
	-18.29%	-13.12%	16.15%
2007	2978	3826	167,943
	54.62%	-9.50%	N/A – see analysis

**Analysis of results and challenges:** In FY2007 the library changed its method of counting Alaskana web statistics. For FY2007, we counted 167,943 directory visits to Alaskana web resources out of a total of 464,679 directory visits to the library's website. The FY2007 figure for "Website visitor sessions to ASL Alaskana Resources" is a number that can be more accurately compared to total website visits. Alaskana represents 36% of all visits to the Alaska State Library website. The figure for FY2007 cannot be compared to FY2006 and prior years because of flawed methodology used in those years. Staff is confident that this new methodology will result in more accurate accounting of Alaskana web use; 167,943 can become a new base year figure.

Libraries have a long tradition of cataloging books in order to make them accessible to users. Describing Alaska's primary source materials, such as photographs, manuscripts, and documents, is a more recent effort which is crucial to making available some of the most important materials in the State Library's collection, particularly those materials in the Alaska Historical Collections. It is important that users have intellectual access to these materials since most of them are not available for loan. Mounting materials with accompanying metadata on the Web has become increasingly important for access. The most recent effort places collection inventories on the internet with links back to the catalog record and also to Alaska's Digital Archives, so that the information is available through three gateways. A Google search will also take a researcher to these collections.

In addition, the Alaska Publications Depository Program is at the forefront nationally in capturing "born-digital" state agency publications. This program links to publications in electronic format through ASL's web portal. As more information is available on the websites, it is anticipated that in-house use of paper publications and photographs will continue to decrease, since some of the information will be universally and more conveniently available through the Internet. Balancing that trend is increased use of primary source materials in the Historical Collections because more researchers find references to the collection over the internet.

**Target #2:** Increase usage of the museums' traveling exhibits**Measure #2:** Percent change in exhibits circulated and venues served**Table 8. Traveling Exhibits**

Year	Exhibits Circulated	Venues Served
2004	9	10
2005	3	8
	-66.67%	-20.00%
2006	6	13
	+100.00%	+62.50%
2007	6	10
	0%	-23.08%

Number of new traveling exhibitions and participating venues.

In FY07, developed no new traveling exhibit and added 2 new participating venues.  
Venues: Sitka National Park, Sports Yukon, Whitehorse

*Exhibits: no new exhibits*

*In FY06, developed 4 new traveling exhibits and added 2 new participating venues.*

*Venues: Woods Center in Fairbanks, UAS Egan Library in Juneau*

*Exhibits: Alaska Positive 2006, Arctic Winter Games, Best of Alaska Positive, Creating Alaska*

*In FY05, developed 1 new traveling exhibit and added 1 new participating venue.*

*Venue: Bear Gallery in Fairbanks*

*Exhibit: Alaska Positive 2004*

*In FY04, developed 2 new traveling exhibits and added 3 new participating venues.*

*Venues: Dorothy Page Museum in Wasilla, Ilanka Cultural Center in Cordova, Seward Sealife Center*

**Analysis of results and challenges:** All but a few of Alaska's 80 plus museums are very small operations, often staffed by no more than one person. Due to limited resources, they are not able to build large collections or develop new exhibits. The State Museum in Juneau fills the role of developing traveling exhibits on Alaska topics that meet the size requirements and interests of Alaska's smaller community museums. The challenge is to encourage more of the small museums to make use of the program and assist institutions in meeting the stringent requirements for the care, preservation, and security of these traveling exhibits.

**Target #3:** Improve patron access to archival materials

**Measure #3:** Percent change in patron use of web site and on-site visits

**Table 9. Patron Use of Website and On-site Visits**

Year	No. of Website Visitors	Reference Inquiries
2004	30,618	231
2005	54,145 +76.84%	290 +25.54%
2006	76,994 +42.20%	353 +21.72%
2007	83,760 +8.79%	310 -12.18%

**Analysis of results and challenges:** Due to the nature and diversity of records, archives have an especially challenging problem describing (cataloging) their materials. Materials also cannot be removed (checked out) from archives. For these reasons, patron access to materials has been particularly difficult. In recent years, however, two innovations have made access more user friendly. First, there are now automated systems designed to manage archival collections; second, the automated systems, as well as materials, can be mounted on the Web. The table above counts reference inquiries received from the public only. State agency use of services is noted under Result A, Target 3, Measure 3.

## B1: Strategy - Increase public awareness of available materials through web site and brochures

**Target #1:** General public, researchers, and agency personnel who use Alaskan resources

**Measure #1:** Percent change in number of people visiting the library and its web site, and percent change in the number of materials available through website

**Table 10. Use of Available Online Library Materials**

Year	Number of People Visiting Library & Website	Number of ASL Images Available on VILDA, Alaska's Digital Archives	Number of Alaskan Items or Collections added to Online Catalog
2004	300,858	2,818	2,879
2005	383,512 27.59%	5,384 91.06%	5,201 80.65%
2006	768,059 100.27%	7,247 34.60%	5,597 7.61%
2007	869,373 13.19%	9,866 36.14%	1,918 -34.26%

**Analysis of results and challenges:** The Library has increased the amount of materials mounted on its website, most notably images added to the statewide project, Alaska's Digital Archives (Vilda) and enhanced information of current Alaska issues produced by Information Services. The total number of people visiting the library and website reflects this enhanced online presence.

The goal of adding 2,000 images to the Alaska's Digital Archives in FY2007 was surpassed. The availability of these images allows reference personnel to refer patrons to the web rather than pulling the original items, thus preserving the endangered, fragile materials. Web usage should increase with public awareness of this great historical and cultural resource.

Finding permanent funding to maintain the current Alaska's Digital Archives website and to continue adding images at the same rate, so that resources will continue to be committed to this endeavor, is a challenge. Federal funding is no longer available. Another commitment, as the world continues to "go digital", is to encourage smaller institutions to add images to the website. As part of its responsibility to assist library development statewide, the ASL staff assists institutions in their digitization efforts.

The State Library's online catalog is another web source regarding Alaska titles. A large percentage of these new titles are State publications. The Alaska State Publications Program is charged with providing no-fee, permanent public access to the publicly funded materials produced by state agencies for Alaskans regardless of format. The Alaska State Library has raised awareness of available tangible and digital state publications in several ways.

- We post our monthly depository shipping lists as well as lists of annual reports and periodicals that indicate the digital and tangible availability.
- With the Alaska Library Association Government Documents Roundtable we post titles of new state agency publications to the Governmental Alaskana website (<http://govalaskana.blogspot.com>), that has received 375 visits since May 2007.
- We identify digital copies of our holdings to be added as hot links to the library catalog.

In nearly every case, the library provides access to more agency periodical material than is available at the issuing agency web site.

## B2: Strategy - Develop new traveling exhibitions and foster the growth of new venues able to accommodate them

**Target #1:** Develop one new traveling exhibition per year and add one new Alaska venue every two years  
**Measure #1:** Number of new traveling exhibitions and participating venues

**Table 11. Traveling Exhibits**

Year	New Exhibits Developed	New Participating Venues
2004	2	3
2005	1	1
2006	4	2
2007	0	2

*0% increase in exhibits circulated  
 23% decrease in venues served*

**Analysis of results and challenges:** All but a few of Alaska's 80 plus museums are very small operations, often staffed by no more than one person. Due to limited resources, they are not able to build large collections or develop new exhibits. The State Museum in Juneau fills the role of developing traveling exhibits on Alaska topics that meet the size requirements and interests of Alaska's smaller community museums. The challenge is to encourage more of the small museums to make use of the program and assist institutions in meeting the stringent requirements for the care, preservation, and security of these traveling exhibits.

**B3: Strategy - Increase the number of searching tools on the Archives web site**

**Target #1:** General public, researchers, and agency personnel using State Archives resources

**Measure #1:** Percent change in archives and records management material available on website and in electronic format

**Table 12. Archives Materials Available on Internet**

Year	Records Retention Sched.	MINISIS: No. Spreadsts
2005	360	0
2006	360 0%	198 0%
2007	363 +0.83%	199 +0.51%

2005 base year for records retention schedules. Minisis spreadsheets base year is 2006.

**Analysis of results and challenges:** The Archives has almost completed implementing the new MINISIS software that unifies nearly 800 separate spreadsheets as a single database. Archives staff has linked one additional spreadsheet to the MINISIS database, for a total of 199 spreadsheets available. The focus now is revision and expansion of the existing spreadsheets. Others were either integrated into the main program, or discarded. A total of 363 general and specific Records Schedules were published on the records management portion of the ARMS web site. The MINISIS database is accessible on-site and the plan is to begin to make selected records groups on MINISIS accessible via the web by July 1, 2008. In addition, the Archives site is continually updated.

**C: Result - Promote best practices for museum and library directors statewide**

**Target #1:** 100% of public library directors will use statewide services and programs

**Measure #1:** Percentage of directors who use statewide services and programs

**Table 13. Library Directors Using Services**

Year	Directors Using Services	# Directors in State	% Directors Using Servc
2004	80	87	91.9%
2005	81 +1.25%	87 0%	93.1%
2006	84 +3.70%	89 +2.30%	94.4%
2007	87 +3.57%	90 +1.12%	96.7%

**Analysis of results and challenges:** 62% of Alaska's 90 public libraries serve fewer than 1,000 people; 66% have budgets of less than \$100,000. Alaska also does not have a graduate library school program. It is the responsibility of the State Library to provide basic training as well as continuing education for the entire library community, especially public libraries. While the State Library provides educational opportunities for librarians in all types of libraries and offers technical assistance in all aspects of library operations, it focuses heavily on training public library directors in the areas of administration and program development. Each year, there is a sizable turnover of directors, especially in the small communities. This presents an ongoing challenge for the State Library.

**Target #2:** Increase the number of museums that use State Museum resources by 5%

**Measure #2:** Percent change in museums and individuals using technical resources

**Table 14. Museums and Individuals Using Technical Resources**

Year	Site Visits	Individuals Trained	Request for Museum Info.	YTD
2004	42	138	961	1141
2005	20	131	942	1093

	-52.38%	-5.07%	-1.98%	-4.21%
2006	15	176	851	1042
	-25.00%	+34.35%	-9.66%	-4.67%
2007	25	157	959	1141
	+66.67%	-10.80%	+12.69%	+9.50%

**Analysis of results and challenges:** The Alaska State Museum provides consulting services to more than 80 museums and cultural facilities throughout Alaska, as well as to the general public. Technical assistance covers all aspects of museum operations including administration, funding, collections management, exhibits, education, environment, and security. The museum community is similar to the public library community in Alaska. Of the museums in Alaska, probably about two-thirds have budgets under \$100,000. There are professionally trained museologists in no more than 10 museums. The State Museum is the primary training and consulting group for museums in Alaska. The challenge is to make the entire museum community aware of the State Museum's role in and commitment to training.

### C1: Strategy - Provide training and information to new and incumbent library directors

**Target #1:** Provide information and training to 100% of the directors

**Measure #1:** Percent of new and incumbent public library directors taking advantage of training opportunities.

**Table 15. Training Opportunities**

Year	Attended Training	Information Mailouts
2005	70%	100%
2006	64%	100%
2007	68%	100%

**Analysis of results and challenges:** The ongoing challenge for training public library directors is to provide continual basic educational opportunities for those new to the field, but charged with library administration, while supplying advanced opportunities for those who are ready. In FY2007, the State Library's Library Development team either directly trained or arranged workshops and conference sessions for 61 of 90 (approximately 68%) of Alaskan public library directors. Information in the form of direct mailings, telephone, and e-mails reached 100% of the library directors. State regulation requires public library directors to receive continuing education on a 2-year cycle; thus, in any year, many of the library staff trained were not directors and up to 50% of directors may not choose to pursue continuing education. If all library staff were counted, Library Development estimates that 80-90% of libraries received education.

Beginning in FY2006, the State Library introduced a new program that pays for one training opportunity for each public library each year. Grants under this new continuing education program were awarded to staff from 35 of 90 libraries in FY2007. We plan to increase the number of training opportunities in FY2008, as well as introduce a series of distance-delivered continuing education workshops and classes.

## C2: Strategy - Increase the number of technical resources available to museums statewide

**Target #1:** Staff in museum and cultural heritage institutions in Alaska

**Measure #1:** Increase in number of books lent to museums statewide and articles distributed or accessed on the web

**Table 16. Articles and Press Distributed - Books and Videos Lent**

Year	Books/videos Lent	No. of Bulletins Dist.	Visitors on Website	Press Releases Generated
2004	5	162	136,546	0
2005	21 +320.00%	360 +122.22%	211,921 +55.20%	67 0%
2006	13 -38.10%	360 0%	318,524 +50.30%	69 +2.99%
2007	13 0%	540 +50.00%	306,821 -3.67%	56 -18.84%

FY2005 'base year' for Press Releases Generated.

**Analysis of results and challenges:** The Alaska State Museum provides consulting services to more than 80 museums and cultural facilities throughout Alaska, as well as to the general public. Technical assistance is also provided through the museum's lending library, which covers all aspects of museum operations including administration, funding, collections management, exhibits, education, environment, and security. The museum also has a series of conservation videos available. While the State Museum does not have a large staff that can be devoted to providing continuing education, it is still the primary training and consulting group in the state. The Alaska State Museum produces an occasional research paper called "Concepts", in addition to a quarterly publication featuring technical information and grant opportunities.

## D: Result - Increase use of Talking Book Center (TBC) services and materials

**Target #1:** Increase the number of eligible patrons served and items circulated by TBC by 10%

**Measure #1:** Percent change in number of patrons served and TBC items circulated

**Table 17. Patrons Served by Talking Book Center**

Year	No. of Patrons Served	No. of Items Circulated
2003	1,038	28,903
2004	1,043 +0.48%	32,899 +13.83%
2005	1,030 -1.25%	36,476 +10.87%
2006	1,015 -1.46%	38,299 +5.00%
2007	1,065 +4.93%	36,969 -3.47%

**Analysis of results and challenges:** Serving the entire state, the Talking Book Center, a unit of the Alaska State Library, provides library services for patrons who are visually impaired or physically handicapped to such an extent that they cannot read standard print materials. The great majority of our patrons are seniors, so relocation to other states to be with family, ill health, and death are serious barriers to constant increases in the number of patrons served. An increase in circulation is a better measure of the effectiveness of this unit in meeting patrons' needs, since higher circulation is an indicator of improvement in the quality of service to both new and existing patrons. The Talking Book Center is a partnership between the Library of Congress' National Library Service for the Blind and Physically Handicapped and the Alaska State Library.

## D1: Strategy - Publicize TBC services to pertinent organizations through brochures, visits, and conference booths

**Target #1:** Staff of social services and health agencies, libraries, and associations

**Measure #1:** Percent increase in the number contacts with targeted groups

**Table 18. Talking Book Center Publicity**

Year	Target Groups Contacted
2003	9
2004	17 +88.89%
2005	18 +5.88%
2006	17 -5.56%
2007	12 -29.41%

**Analysis of results and challenges:** Talking Book Center staff distributes brochures about the service in a variety of venues, including the annual library conference, workshops for librarians, directly to people who ask about the service, and at a variety of events. Talking Book Center staff receives requests for directory-type information about its services for publication in a number of print and online sources. Provided the addition of information to the directory is free of charge, we respond to all requests for information about our services. We keep copies of these directory entries, which average about one a month.

Talking Book Center staff maintains a log of all outreach contacts with various organizations and agencies. During FY2007, staff visited 12 events at which we made presentations or set up a display booth. This outreach number is lower than in the past because during a 10-week staff vacancy in this two-person unit, the remaining staff member concentrated on circulation of materials.

### Key RDU Challenges

#### Libraries

Library services, whether delivered online or in person, are staff intensive. Our ability to care for and preserve the Historical Collections and to provide reference and information service is directly related to capacity and staffing. The State Library serves all state agency personnel statewide, as well as the public and researchers worldwide. Staff works to find the right mix of products and services and to adapt them to delivery to the employee desktop. Finding where state employees are online (search engines, email lists, networking sites, etc) in order to educate them about our services is proving to be an increasing challenge. A growing challenge is the lack of trained candidates to fill professional positions and the need for knowledge transfer as our workforce ages.

A key issue for the State Library is technology. The State Library has been aggressive in the adoption of technology to automate functions and procedures. The Library has also streamlined procedures, reduced collections and eliminated some paper-based services while adopting other electronic services. As staff must stay up-to-date with the technology, continual training is an issue. The challenge is to use technology and the internet to serve libraries, state agencies and citizens of the state, providing access to information needed in their daily lives.

The collection and preservation of state documents published in electronic format remains a challenge. Over the past two years, roughly 40% of all identified Alaska state publications have been issued solely online. We have procedures for collecting and making electronic information online and can now clearly identify usage of digital state documents.

The general scarcity of high-quality, relevant training, and technical support and resources are major concerns among librarians from towns of all sizes. Analysis of the State Library's annual technology survey, which is sent to all the public libraries in Alaska, and consulting site visits, calls and email communication consistently show that staff in small libraries is especially beset by a pervasive lack of confidence and ability to understand, maintain, and provide public access computing technologies as a service to their patrons.

When the State Library moved into the State Office Building in 1974 the space was less than the collection required. Even with changes in collection development, aggressive weeding, and constant vigilance, the library space and environmental safeguards are inadequate to meet the current and future needs for the safety of historically valuable library materials and for the use of library patrons. The Library works hard to share its collections with all citizens of the state. The State has a responsibility to its citizens and to the children of the future to maintain these important historical and cultural links found in the State Library.

### Archives

Archives and Records Management services are basic state functions. Archives capacity to take the lead in developing requirements for state agencies using imaging systems and focus on the legal and administrative requirements associated with electronic records is limited by current staffing levels.

Space and safety are critical issues for the Archives. The building itself has serious, well-documented problems that put the collection at risk. Although the Archives staff retains only 2-3% of all state records for archival status (one of the lowest of any state), the facility has reached capacity, and use of archivally-safe, off-site storage is now imperative. These materials are the legal, administrative, and historical records of the state.

Another issue for the Archives is storage of records for state agencies. A new contract, that contains major price increases for cubic foot and oversized boxes, was awarded beginning in July 2007 to the vendor who provides storage in Juneau. This increase (between 62.5% and 200%, depending on box size) over the previous contract will only exacerbate the already existing problem that agencies are holding on to records and not transferring them to the commercial center or they are putting the records in storage facilities that may not meet state standards for storage. If the state wants to continue to have this function provided by the private sector, agencies must comply with the transfer of records requirements and cover the higher storage costs.

Another key challenge is to ensure that all state agencies know what their responsibilities are under law and whether or not they met archives and records management policies/procedures regarding electronic records and email retention.

### Museums

Space, staffing and facilities deferred maintenance are again the key issues for this program. Since 1967 when the Juneau facility was opened, the collection has grown from 5,600 to 30,245 objects. Twenty-seven years ago, a temporary storage shed was erected in the museum parking lot. The temporary shed is still there and the space need grows more critical each year. However, in 2003, the state acquired a 1.8 acre lot contiguous to the museum with plans to build a modern facility to properly showcase Alaska's past and protect its heritage for the future. In 2005, partial design funds were secured to begin the needs assessment.

Deferred maintenance for the existing museum facilities continues as a major challenge. The Alaska State Museums have identified needed renovations or improvements to the Juneau and Sitka facilities. Although this year some activity has taken place to tackle the backlog of needed maintenance, additional funds on an ongoing basis for facilities maintenance is required to fully address remaining deficiencies and safety issues.

With a limited acquisition budget and limited staff, much of Alaska's history is leaving the state, as we are unable to compete in the marketplace for the artifacts and art that document and exhibit the richness and uniqueness of Alaska's history and cultures. We consider:

- *Historical objects*, including pre-1867 Russian objects, and artifacts from gold rushes, early industry, steamship travel and early aviation, the Matanuska colony, the Aleutian campaign, territorial political campaigns, the push for statehood, and the Cold War;
- *Alaska Native artifacts* represent traditional culture and ways of life. In addition, 20<sup>th</sup> century material is receiving new attention: objects representing the missionary experience, Alaska Native civil rights movement and political leaders, and "market art;"
- *Art by Alaskan artists*—particularly earlier works to document the changing styles and subjects of various



artists throughout their careers, and to show the extension of regional and international styles and movements to Alaska—as well as art that is uniquely Alaskan.

To help address this problem, the Alaska State Legislature created the Heritage Endowment Fund in the 1990s, but did not allocate funds to establish a principle balance. In the meantime, Alaska has continued to lose its treasures.

## Significant Changes in Results to be Delivered in FY2009

There are no significant changes in the results to be delivered in FY2009.

Noteworthy in FY09 will be the implementation of a Federal grant from the Institute of Museum and Library Services to provide professional development opportunities for the staff members at small museums and Native-run cultural centers in Alaska as well as student interns from museum studies programs across the U.S. This project developed out of the many requests for assistance to the Museum Services Office of the Alaska State Museums from small museums and Native-run cultural centers around the state. Staff at these smaller institutions often lacks the expertise and time necessary to sustain long-term projects that would benefit their museum operations. The ASM also receives numerous inquiries every year from museum studies students seeking internships in Alaska. Creating an internship program to connect these two groups and help Alaskan museums better serve their communities is the goal of this project.

## Major RDU Accomplishments in 2007

### Libraries

The State Library continued to provide E-Rate assistance to schools and libraries statewide. This program generates over \$18 million dollars annually in telecommunications subsidies. Thanks to the efforts of the State Library's E-Rate Coordinator, Alaska ranks number one in the amount of money received per student. State Library staff provides training and assistance to schools, libraries, and telecommunications vendors participating in this complex program.

The State Library continued to provide technology help to public libraries under the Bill & Melinda Gates Foundation Staying Connected grant program assisting them by providing basic and advanced technology-related training during the annual statewide library conference. In addition, a Public Library Helpline project was initiated in partnership with the University of Alaska Fairbanks to assist with technology questions.

The State Library continues to provide basic training and continuing education opportunities to libraries in Alaska. The Library Development staff offers technical assistance in all aspects of library service. In FY2007, the State Library sponsored the annual leadership training workshop for the Public Library Director's Leadership group. Staff also taught numerous classes through the year during the annual statewide conference and during site visits on topics such as electronic resources and basic library operations, including planning and offering two pre-conferences at the annual statewide conference on wireless technology in libraries, and sustainability challenges and solutions for small, rural community libraries. Other presentations were on planning a new library building, Native Libraries focus group, and planning and marketing library services. Work continued through the year providing individual consulting advice, assistance and support to librarians through the state. Staff also organized and presented a week-long School Librarian Academy in conjunction with the University of Alaska Anchorage.

For the seventh year the State Library sponsored a statewide summer reading program; 79 libraries participated in this program that helps maintain reading proficiency. Preliminary program results (from just 36 libraries) show 6,911 participants, by age:

- 6,182 preschool-6<sup>th</sup> graders;
- 729 teens.

The Library continues to add to its web presence and resources. Website visitor sessions totaled 793,289 in FY2007. Through the online catalog, many Alaska and federal government publications are now connected electronically to the online publications found on State of Alaska websites. More than 500 state publications in electronic format were cataloged in FY2007 and are available full text on the Library's server, pushing the total over 1,200. The number of images from the Alaska Historical Collections available through the Alaska Digital Archives continues to grow, with over 9,800 now accessible through the internet. The Alaska Historical Collections has processed several collections with a special grant that also allows them to be added to an on-line database so that they can be searched remotely.

Collections so far include guides to the correspondence in the Alaska-Juneau Mining Company records, the Case and Draper Photograph Collection, the Fhoyi Kayamori Photograph Collection and the diaries of Judge James Wickersham.

### Museums

In FY2007, 77,872 people toured the museum facilities in Juneau and Sitka. In addition, another 23,931 people had access to the museum through traveling exhibits. An additional 1,748 students and teachers borrowed 775 objects from the Hands-on Loan collection. The Alaska State Museum's statewide traveling exhibitions program toured 6 traveling exhibitions, with 12 stops serving 10 Alaska communities. Traveling exhibitions included: *Alaska Positive 2006*, *Arctic Winter Games*, *Dale DeArmond Nondalton Prints*, *Kayaks of Alaska and Siberia*, *Case & Draper Photographs 1880-1920*.

The public can now search through the collections of objects from both the Alaska State Museum in Juneau and the Sheldon Jackson Museum in Sitka via the Internet. An extensive online database of the museums' collections is now available by going to [www.museums.state.ak.us](http://www.museums.state.ak.us). The database features the entire combined collections, with approximately 36,133 objects and over 7,027 digital images. In FY07, 418 objects were added to the searchable online database including 768 new object images. There were 306,821 visitors to the museum website to view virtual exhibits, obtain supplemental educational materials, student curriculum, and technical resource information on preservation and museum management.

### Archives

The State Archives continues to work on a software program specifically designed to manage archival records (MINISIS). When fully implemented, it will be mounted on our website. Researchers and staff will then have access to the basic descriptive data for records held in more than 20,000 records cartons and archives boxes.

The State Archives continued to provide support to State Government and reference service, as available storage space continues to shrink and electronic demands continue to grow. The Archives provided leadership throughout the State of Alaska in electronic records, local government records management and manuscripts preservation, through the Alaska State Historical Records Advisory Board (ASHRAB), that the State Archivist coordinates and which manages National Archives grant monies in Alaska. A three-hour video conference in Spring 2007 on accessibility and preservation of electronic records specifically addressed the need for a statewide plan for the preservation of state history retained in electronic format and the State Archives' initiative on this issue. DVDs of the presentation were also made available. In June 2007, the State Archives, Alaska State Library's Historical Collections, and ASHRAB sponsored a workshop.

Space management continues as an Archival priority. The State Archives has transferred 3,532 cubic feet of Exxon Valdez Oil Spill litigation records to off-site, non-current records storage, to make space for other permanent records. An additional 4,433 cubic feet of records are also stored off-site. These records are not in our collections access database since they are stored remotely and have not been described. The problem of access will increase as more historically valuable records are transferred to the Archives. During the reporting period the agency successfully answered, from permanent archival holdings an increase in reference requests from state agencies.

The senior records analyst serves on the Technical Advisory Group Exchange Archives Sub-Committee, which drafted an *Electronic Mail Retention & Records Policy* for the State of Alaska enterprise.

### Contact Information

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**Alaska Library and Museums  
RDU Financial Summary by Component**

*All dollars shown in thousands*

	FY2007 Actuals				FY2008 Management Plan				FY2009 Governor			
	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds
<b><u>Formula Expenditures</u></b>												
None.												
<b><u>Non-Formula Expenditures</u></b>												
Library Operations	4,120.6	873.3	197.8	5,191.7	4,156.8	1,045.5	358.3	5,560.6	4,327.3	1,045.5	358.3	5,731.1
Archives	740.6	5.9	62.9	809.4	810.7	40.0	90.0	940.7	927.8	40.0	90.0	1,057.8
Museum Operations	1,341.2	0.0	258.1	1,599.3	1,337.2	60.0	352.8	1,750.0	1,401.6	60.0	354.7	1,816.3
<b>Totals</b>	<b>6,202.4</b>	<b>879.2</b>	<b>518.8</b>	<b>7,600.4</b>	<b>6,304.7</b>	<b>1,145.5</b>	<b>801.1</b>	<b>8,251.3</b>	<b>6,656.7</b>	<b>1,145.5</b>	<b>803.0</b>	<b>8,605.2</b>

**Alaska Library and Museums  
Summary of RDU Budget Changes by Component  
From FY2008 Management Plan to FY2009 Governor**

*All dollars shown in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
<b>FY2008 Management Plan</b>	<b>6,304.7</b>	<b>1,145.5</b>	<b>801.1</b>	<b>8,251.3</b>
<b>Adjustments which will continue current level of service:</b>				
-Library Operations	105.5	0.0	0.0	105.5
-Archives	34.4	0.0	0.0	34.4
-Museum Operations	64.4	0.0	1.9	66.3
<b>Proposed budget increases:</b>				
-Library Operations	65.0	0.0	0.0	65.0
-Archives	82.7	0.0	0.0	82.7
<b>FY2009 Governor</b>	<b>6,656.7</b>	<b>1,145.5</b>	<b>803.0</b>	<b>8,605.2</b>