

State of Alaska FY2011 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

- Coordinate and support the development of library and museum services statewide through training, consulting and grant programs
- Provide information services to agency and legislative personnel and the general public
- Collect, organize, preserve, and make available to the public materials important to the history of the state, including manuscripts, photographs, documents, books, artifacts, and state government records
- Provide assistance to state agencies in managing information through records management, archival, and micrographic services
- Provide direct library services to special groups, including blind and physically handicapped and persons living in remote areas

Results at a Glance

(Additional performance information is available on the web at <http://omb.alaska.gov/results.>)

END RESULT A: Increase the use of library, museum, and archival programs and services

- The number of artifacts loaned to other museums decreased in 2009
- The strong, upward trend of records dispositions has flattened indicating that agencies are using the State Archives and Records Management Services (ARMS) assistance to manage their records.
- Use of library information services by state employees continues to be strong

Status of Strategies to Achieve End Result

- Beginning in FY08, the library developed new statistical methodologies to better reflect outreach activities.
- The museum website includes descriptive information for approximately 95% of the artifacts in the collection; 20% of the descriptions include digital images.
- ARMS continues to offer updated information and services to increasing numbers of agency personnel.

END RESULT B: Increase usage of information and materials on Alaska

- There was a decrease in Alaska reference questions and an increase of in-house use of items
- The museum continues to develop new exhibits and to qualify new venues for traveling exhibits.
- While fewer website visits were recorded, usage of the reference service increased

Status of Strategies to Achieve End Result

- The number and variety of Alaska-related materials mounted on the library website continues to increase, including images added to Alaska's Digital Archives, preservation of born-digital Alaska state documents and aids to research.
- Six virtual exhibits were added in 2009
- 385 Research Tools and 1 Collection Guide are available on the ARMS website, which deal primarily with records retention.

END RESULT C: Promote best practices for museum and library directors statewide

- 336 (98.8%) Alaska library directors and school librarians received assistance from the Library Development team of the Alaska State Library in FY09.
- The number of State Museum resources used increased in 2009 for the third consecutive year

Status of Strategies to Achieve End Result

- The number of library administrators who attend state-library-sponsored educational events continues remains strong; approximately 69% attended events in FY09.
- Additional training materials were acquired and the distribution of information on museum-related technical issues, grant opportunities and museum community activities continued in FY09.

END RESULT D: Increase use of Talking Book Center (TBC) services and materials

- TBC circulations per patron reflects a 30% increase since 2003

Status of Strategies to Achieve End Result

- In 2009, the TBC contacted 18 different groups to promote its services to eligible individuals

Major Activities to Advance Strategies

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

The Libraries, Archives and Museums support Priority Program: Active Partnerships

Libraries

Library services, whether delivered online or in person, are staff intensive. The State Library's abilities to 1) care for and preserve the Historical Collections, 2) to provide reference and information service, and 3) provide financial and technical support to Alaska's library community, are directly related to capacity and staffing. The State Library serves all state agency personnel statewide, as well as the public and researchers worldwide and Alaskan libraries. Staff works to find the right mix of products and services and to adapt them to a variety of delivery methods. 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 additional electronic services. As staff must stay up-to-date with the

technology, continual training is important. 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. In recent 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), as well as information gained from consulting site visits, calls and email communication consistently shows that staff in small libraries are 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

The Archives staff work closely with the statewide Electronic Practices Committee reviewing issues such as email policy, legal discovery of electronic records, electronic standards for systems and digital imaging. The Central Micrographics Services program has grown; in addition to previous services, it now provides scanning to digital images, and microfilming from digital images. Customers are expanding their contracted work as a result of these new services, and the new work is starting to stretch the limits of the current staff.

The Archives has completed contracting for a leased facility to house a portion of its records. A major move of about 15,000 boxes of records will take place during FY2010. Access to the records in off-site storage will further stretch existing staff job duties with retrieval of records from a remote facility to fill research requests as an added task. Offsite storage will relieve the overcrowding for records storage at the Archives, though the remaining records will continue to be stored in a sub-standard facility (the Archives building itself). Costly storage continues to be a challenge for state agencies. It is difficult to quantify the number of agencies that are not using, or underutilizing, the use of the offsite vendors due to economic rationale.

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

Museums

A major challenge for the Museums program is the maintenance and upkeep of the two Museum facilities: the State Museum in Juneau and the Sheldon Jackson Museum in Sitka. Both buildings are aging, and there are needs to update and/or repair for the roof, HVAC, and existing storage and exhibit spaces. Storage space for collections is another area of concern. Currently 36,253 artifacts are in the Museum collection. Storage is currently both in-house and at an off-site leased facility. Construction materials for exhibit spaces and supplies for the Juneau facility are stored in a storage shed in the parking lot area.

Staffing is another challenge in order to maintain current programs offered by the Museum program. Both locations are working with minimal staff, though the expectation is that they will continue to develop their programs and offerings to the communities in which they reside as well as the state as a whole. Staffing is partially met by seasonal workers and on-call staff that work on an as-needed basis. At times this can cause major problems with temporary staff not being available to fill in when required. The safety and security of the Museums' collections are at risk when there are problems having full staffing levels on a daily basis.

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. In making collecting decisions, 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, 20th 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.

Significant Changes in Results to be Delivered in FY2011

There are no significant changes in results to be delivered in FY2011.

Major RDU Accomplishments in 2009

The Libraries, Archives and Museums support Priority Program: Active Partnerships

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 qualifying public libraries by partnering with the Bill & Melinda Gates Foundation to upgrade hardware. In addition, a Public Library Helpline project was continued 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 and focused on sharing library resources with state workers. The Library Development staff offers technical assistance in all aspects of library service. In FY2009, the State Library sponsored the annual leadership training workshop for the Public Library Director’s Leadership group. Staff taught numerous classes through the year, during the annual statewide conference and during site visits. Topics such as electronic resources and basic library operations were covered. Staff provided 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 ninth year the State Library sponsored a statewide summer reading program.

The Library continues to add to its web presence and resources. Through the online catalog, many Alaska and federal government publications are now connected electronically to the online publications found on State of Alaska websites. The library continues to pursue electronic resources and to curtail paper-based resources.

Museums

The number of collections available for searching through the online database is growing each year. Visitors to the museum website can view virtual exhibits. Teachers can borrow objects through the Hands-On Loan Program, as well as obtain supplemental educational materials and student curricula. The Museums supply technical resource information on preservation and museum management. The Museum is continuing to develop outreach activities throughout the state. One of these programs is an internship program to put trained museum conservators out in the field assisting museums with their conservation issues within their collections. The grant in aid program is another way to assist with the development of statewide museum programs.

Archives

The State Archives continues to work on a software program specifically designed to manage archival records (MINISIS). When advanced enough it will enable us to make collections available for research from our website. Researchers and staff will then have access to the basic descriptive data for records held in more than 30,000 records cartons and archives boxes.

The Archives took possession of an almost 9,000 square foot facility to house some of the overflow records from the main building. This space is temperature and humidity controlled, and has an area for cold storage of digital and micrographic collections.

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.

Archives staff, with the assistance of members from the State Library and Museums programs, conservators in town for a conference, and volunteers from the community successfully mitigated the damage from a flood in the state Archives building in August 2009. Approximately 1,400 boxes of records received water damage that ranged from minor to extensive. Rapid response and implementation of a strong recovery effort has meant very limited permanent damage to any of the records.

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

All dollars shown in thousands

	FY2009 Actuals				FY2010 Management Plan				FY2011 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
Formula Expenditures												
None.												
Non-Formula Expenditures												
Library	4,295.2	837.4	146.3	5,278.9	4,440.2	1,045.5	358.3	5,844.0	4,442.2	1,045.5	358.3	5,846.0
Operations												
Archives	952.7	7.4	56.8	1,016.9	983.5	40.0	93.5	1,117.0	983.5	40.0	93.5	1,117.0
Museum	1,415.3	49.9	314.1	1,779.3	1,466.6	60.0	355.1	1,881.7	1,466.6	60.0	355.1	1,881.7
Operations												
Totals	6,663.2	894.7	517.2	8,075.1	6,890.3	1,145.5	806.9	8,842.7	6,892.3	1,145.5	806.9	8,844.7

**Alaska Library and Museums
Summary of RDU Budget Changes by Component
From FY2010 Management Plan to FY2011 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2010 Management Plan	6,890.3	1,145.5	806.9	8,842.7
Adjustments which will continue current level of service:				
-Library Operations	2.0	0.0	0.0	2.0
FY2011 Governor	6,892.3	1,145.5	806.9	8,844.7