

State of Alaska FY2020 Governor's Operating Budget

Department of Education and Early Development Alaska State Libraries, Archives and Museums Results Delivery Unit Budget Summary

Alaska State Libraries, Archives 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.

Results

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

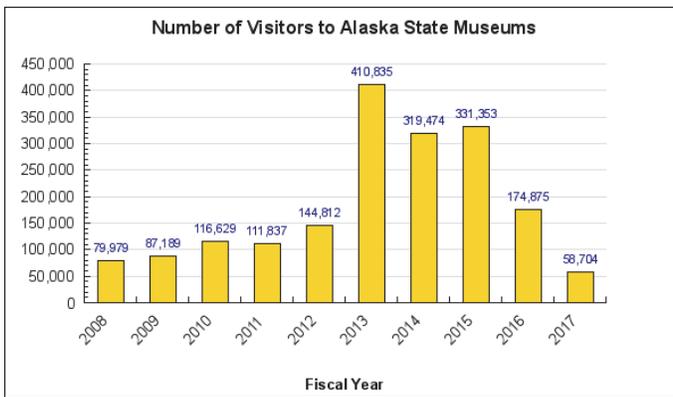
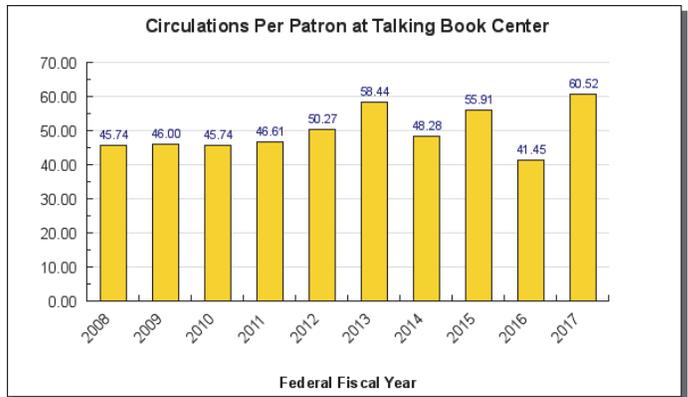
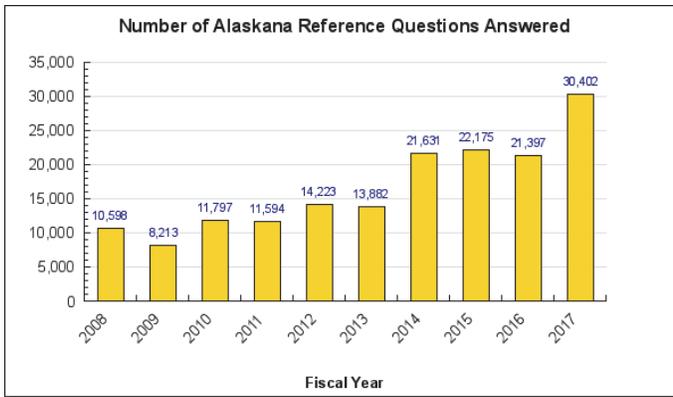
Core Services

- Provide access to the Alaska State Libraries, Archives and Museums programs and services
- Promote educational opportunities for the development of Libraries, Archives and Museums statewide
- Continue to collect and manage the care of objects and documents that represent the peoples and history of Alaska

Measures by Core Service

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

1. Provide access to the Alaska State Libraries, Archives and Museums programs and services

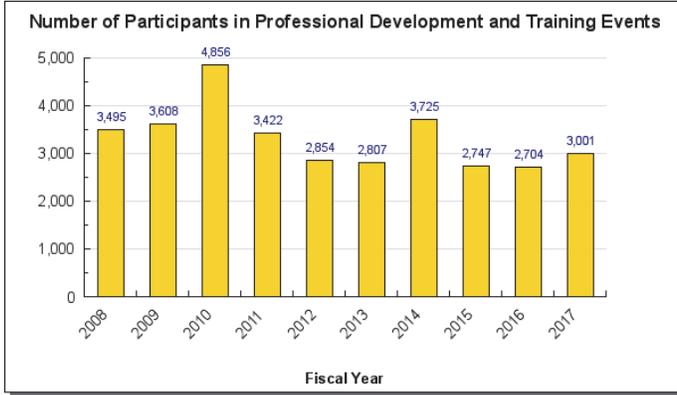


Target: Provide for educational opportunities and public programming throughout Division facilities

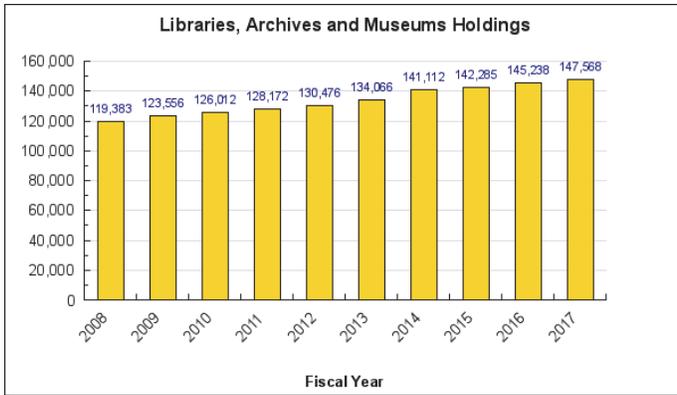
Target: Increase visits to Division web pages



2. Promote educational opportunities for the development of Libraries, Archives and Museums statewide



3. Continue to collect and manage the care of objects and documents that represent the peoples and history of Alaska



Major RDU Accomplishments in 2018

Libraries

During FY2018, the State Library, Archives and Museum filled a large number of vacant positions that had accrued during the hiring freeze. This enabled the State Library, the Historical Collections, and the State Archives to open on Mondays and to return to five day a week service.

The State Library continues to add to its web presence and resources. The State Library participates in the Alaska Library Catalog, which provides patrons with direct access to 3.2 million titles held by 87 Alaska libraries that serve 92% of the state’s population. Through this online catalog, patrons can connect to e-publications on State of Alaska websites.

New donations of photographs, personal papers, and audio visual material continue to come to the Historical Collections in surprising numbers since the Father Andrew P. Kashevaroff (APK) Building opened its doors. Highlights of the 57 collections donated in 2018 include Alaskan films from 1970s once shown on Alaska Marine Highway ferries, two 2TB hard drives with the session recordings of the 2017 Sharing Our Knowledge Clan Conference, and papers and photos related to Alexander Dolitsky’s work with Old Believers in Alaska. The Division continues to receive donations in almost every format imaginable: paper, glass negatives, tintypes, 35mm slides, electronic, and

more.

To help smaller libraries without original catalogers on staff make Alaskan titles accessible, the State Library began a service called Original Cataloging for Alaska. Libraries with uncatalogued Alaskan titles or with titles by Alaskan authors can send a limited number of publications to Juneau for original cataloging. The cataloger sends out a list of titles she has cataloged on a library list serve so libraries can check their backlogs and get these materials out to the shelves for public use. This benefits both Alaskan libraries and patrons with increased access to Alaskan materials.

The State Library has increased the number of programs for the public in Juneau. Attendance continues to climb, so staff created an overflow viewing area in the APK Atrium. The second annual summer lecture series focused on topics related to the sinking of the *Princess Sophia*, in honor of the 100th anniversary of that tragic event and in support of the State Museum's exhibit. The Division had a growing number of author visits, including a special treat: U.S. Poet Laureate Tracy K. Smith. This year, the Juneau Charter School began to visit regularly. In their initial visit, they learned about different kinds of maps, from atlases to topographical maps to precious historical maps kept in the vault.

The Division co-sponsored other events. Working with the Friends of the State Libraries, Archives, and Museums, the State Library once again provided a series of hands-on activities for youth, supported in part by grant funding from the City and Borough of Juneau. Part of this series, the Family Fun Fair held during the January school vacation, was so popular that it is now an annual event. The Fun Fair brought in a large number of families with young children. The State Archives and State Library stayed open for Alaska Day and held the first Alaska Research Day, providing exhibits, lessons on how to do, and an opportunity outside of regular working hours for researchers to come use the facility and resources. Both units also provided extra evening hours on Indigenous Peoples Day. The State Archives and State Library created special displays on World War I and the *Princess Sophia*, highlighting materials from the collections. Additional displays were created for special events within the Reading Room and Research Center and held screenings of Alaska historical films from the collections.

The Division continued its partnership with KTOO, the local public television, to film programs of speakers at the APK. KTOO. As of June 2018, the Division provided 13 programs to the television station. So far, a total of 1,095 people have viewed these 13 programs, which are accessible on the web via KTOO's 360 North. These shows help the Division provide service statewide, a commitment that was made in order to fund the construction of the APK.

Library Development continues to focus on providing content to Alaskans statewide through shared online resources. Library Development staff used early literacy funding from the Alaska Department of Education and Early Development to purchase a two year statewide subscription to Tumblebooks, which includes e-books, animated e-books, and videos for kids in kindergarten through 6th grade, in English, Spanish, and French. Tumblebooks is accessible online at <http://sled.alaska.edu>, as is the Sesame Street book subscription purchased in FY2017.

Library Development created a web page to guide readers statewide to books at <http://books.alaska.gov>. This resource provides links to e-book resources and to services that provide books to Alaskans statewide, to early literacy reading bags of board books, and to audiobooks for Alaskans who experience disabilities that prevent them from reading standard books.

The Legislature funded a fourth year of the School Broadband Assistance Grant (BAG) program, which ensures that public schools have 10 mbps download speeds. Library Development distributed \$2.2 million in School BAG funding to 26 school districts for the 2017-2018 school year.

Archives

In FY2018, the State Archives finished processing and indexing two large collections begun in 2015: the Alaska Railroad Corporation and the territorial court records transferred to the state from the National Archives and Records Administration. Archives staff began another large project in conjunction with Department of Law staff: to identify and ingest the remaining Exxon Valdez Oil Spill (EVOS) litigation records. Overall, 699 boxes of EVOS were transferred to the State Archives, supplementing the 776 already in the collections.

The State Archives saw a significant increase in accessions this year, acquiring over 1,100 cubic feet of textual records and 2.335 TB of born digital objects. Records acquired include: District and Territorial Court records from

Nome and Cordova; land and mining recorder volumes; records relating to ANWR; personal papers from Judge Thomas B. Stewart and Governor William Sheffield, and historic images from Department of Fish and Game and the Office of Tourism. Digitized materials continued to be added to Alaska's Digital Archives and an exhibition program was begun to identify, display and provide access to records relevant to milestones in Alaska's history.

The State Archives increased its educational resources by partnering with the Alaska Humanities Forum to promote and host Alaska History Day and National History Day. Archives staff have identified historical primary source materials pertinent to these programs and made them accessible through the Alaska Digital Archives, increasing accessibility to history teachers and students targeted in grades 6-12.

Records and Information Management Service (RIMS) concentrated on updating retention schedules to reflect the increasing presence of electronic records and workflows, both of which have increased within Executive Branch agencies. New schedules are format neutral, allowing agencies to change record formats to meet the needs for increased access and storage costs while improving efficiencies with decreasing staff.

Imaging and Microfilm Service (IMS) increased reformatting services to local government communities, creating disaster recovery microfilm and digitizing thousands of records allowing increased access to government records. This unit increased reformatting efforts for Archives holdings as well, allowing access to records digitally.

Museums

FY2018 saw the completion of several massive projects in the Alaska State Museum. Work on the collections mezzanine in the vault was completed, compactor storage racks were added and 12 new object storage cabinets were installed. This project added an additional 30% storage capacity to the State Museum's vault. The oversized collections from the Alaska State Museum were moved out of a long-term rental unit and into the vault at the State Museum.

The Sheldon Jackson Museum added additional exhibition and programming space. An old retail area in the Museum's lobby was upgraded with new lighting, security and architectural features. It is now a temporary exhibit gallery and staff opened their first temporary exhibition from the permanent collection in decades this year. The show *Drawn in Silver*, an exhibition of west coast carved silver objects included 40 artifacts from the permanent collection and 74 objects on loan.

The State Museum completed development of a scavenger hunt smartphone application. Available on the App Store, this device-based tour for school children was a partnership with the Agents of Discovery Program through the United States Forest Service. The app encourages kids to explore the State Museum by providing educational content on a game platform.

The temporary exhibit program continues to be successful and popular. The Exhibits Unit installed 10 temporary exhibits during FY2018. Community feedback has been excellent. Attendance at exhibit opening, events, educational activities and programs has been exceptional, including multiple standing room events related to the "Titanic of the North" *Princess Sophia* exhibition.

The FY2018 Grant-in-Aid Program provided \$105,600 in funding to 15 museums in 10 legislative districts. Grants supported the development of new exhibitions in Juneau, Cordova, Talkeetna, and Haines, enhancements to collections storage and object management in Ketchikan and Anchorage, the creation of a manuscript on Alutiiq plant lore in Kodiak, and more. The Grant-in-Aid is one of just three grant opportunities specifically intended to support Alaska museums. It serves as the primary source of State funding for many local museums and tribal cultural centers.

Online With Libraries (OWL)

The Online With Libraries (OWL) Program, managed by the Library Development unit, continues to assist public library patrons with enhanced internet access and a statewide videoconference network. Public libraries across Alaska can afford modest broadband internet by merging State OWL funds with Federal E-Rate subsidies and local library funds. The OWL network provides videoconference capabilities via public libraries to a wide array of government, educational, and nonprofit organizations, who benefit from this cost-effective method of communicating with and training Alaskans in rural communities.

In FY2018, the OWL videoconference network held 393 videoconferences with 690 attendees for over 1,373 hours of videoconference time. Alaskans were able to stay in their home towns for government hearings, university classes, job interviews and more. Usage for one-time programs has decreased, but core usage for university classes remains strong. OWL funding helped 25 public libraries afford internet speeds of 1.5 mbps by 1.5 mbps or more.

Live Homework Help

In FY2018, Live Homework Help provided 6,135 hours of tutoring assistance to 16,360 Alaskan students. Each session lasted an average of 22 minutes. Student appreciation for this service remains strong, with 98% of students reporting they would recommend this service to a friend.

Facility Management

Managing a Library, Archives and Museum facility has many unique challenges. Division employees working at the APK building in Juneau and at the Sheldon Jackson Museum in Sitka have a proprietary and professional obligation to control access to the buildings to protect the priceless collections, whether on display or in storage. The Division utilizes librarians and archivists, along with the Division Operations Manager, to maintain cross keying and access control practices to prevent internal and external theft from the collections; respond to security alarms 24/7; staff the building management hotline; to open and close the facility; and to arm and disarm the intrusion system every day.

The new Department of Transportation and Public Facilities, Division of Facility Services (DOT-DFS) staff is solely responsible for maintenance, while this building management team provides facility operational support for daytime, evening and weekend events, including rental activities at the APK. The building manager is responsible for scheduling network lighting, coordinating rentals and use of community display cases. The roles of building management and the DOT-DFS will become clearer as this partnership develops.

Contracted security guard and custodial services are used on a daily basis to ensure public safety and cleanliness are maintained. The current contractual employees do a superb job of mitigating problems and remaining vigilant. Charges for these services are extended to the user during rental events, but otherwise are an expensive line item for the Division.

Long-term preventative maintenance contracts were put in place as the APK building construction warranty ended and the building was turned over to the department to manage. Some of these were paid as a lump sum to provide three to five years of support until the DOT-DFS could be established. These contracts provide inspections, maintenance and upgrades of software, and troubleshooting for the UPS, network lighting, generator, and building automation for the mechanical systems.

Division staff administer contracts and hire maintenance contractors for the Sheldon Jackson Museum in Sitka. In FY2018, maintenance upgrades at Sheldon Jackson included reprogramming the building automated system to more successfully address high humidity in the facility and the addition of new track lighting and a false wall in the museum lobby to gain use of the space for temporary exhibits.

Leasing the first floor to generate revenue and offset operating and future renovation costs is the divisions' top priority for the Stratton Library Building in Sitka. DOT&PF completed phase two of an adaptive reuse plan, which enclosed the 2nd floor balcony and created a large storage room. Design work was completed to add a fire alarm control panel and new smoke detectors throughout the facility. Temporary occupancy was granted for "storage" on both floors in August 2018 (FY2019). The fire detection system was completed and commissioned in October 2018 (FY2019).

Two new facility policies were implemented: LAM public event sponsorship policy and community use of mezzanine display case policy. LAM sponsorship policy and forms has streamlined the process and provides building managers with information needed to facilitate events. Two organizations used LAM approved installers to create professional displays in the mezzanine level of the atrium.

Other major accomplishments in FY2018:

- Facility operational support accommodated specific needs at 180 events (rentals and LAM sponsored events) at the APK.
- 14,888 people attended events held or initiated at Division facilities, including attendance at museum, library and archives educational programs, government agency, private and non-profit organizational use.

Key RDU Challenges

Libraries

The State Library leads in the adoption of technology to automate functions and procedures that serve libraries, state agencies and citizens of the state, so they can access online information needed in their daily and work lives.

Since both Information Services and the Historical Collections obtain materials in a wide variety of formats, the Division faces a number of challenges in preserving and providing access to these items. For newer formats, staff are working on developing better systems for finding and accessing electronic resources and have started to seriously address development of a sustainable system for long-term preservation.

The Division has reached a crisis stage for some older formats, with a limited amount of audiovisual material that cannot currently be accessed due to the lack of available working equipment. This problem will expand over time as more equipment becomes unavailable for purchase or repair. The solution is to migrate to newer formats, but migration is time-sensitive and time-consuming. Similarly, some audiovisual material in magnetic formats are past their anticipated shelf life. These materials need to be migrated as well, but due to time constraints, the Division will likely lose quality and content of irreplaceable Alaskan audio and video.

Getting high-quality, relevant training, technical support, and resources are major concerns among librarians from towns of all sizes. Small libraries are especially beset by a pervasive lack of confidence and ability to understand, maintain, and provide public access to computing technologies for patrons. The State Library supports public libraries and public schools through the Online With Libraries (OWL) and School Broadband Assistance Grants, so that libraries and schools can maximize their access to the internet for library patrons and students. The State Library provides consulting services, seminars, webinars, conference sessions and continuing education grants to assist in education.

Archives

The Alaska State Archives and the Records and Information Management Services (RIMS) policies, procedures, and funding regarding electronic records and email retention are an ongoing effort. The Alaska State Electronic Records Archives (ASERA), planned since 2004 and established in 2007, continues to be an underfunded program for the States' increasing electronic records preservation needs. Originally intended to ingest born digital materials, the initial program creation costs in 2007 were estimated between \$91,000 and \$250,000. At the end of FY2018, some aspects of ASERA were implemented, but long-term sustainability has not been planned or budgeted.

The State Archives currently holds over 43 TB of digital records. Current rates of ingest for digital surrogates are estimated at 4-5 TB per annum. The amounts of born digital content are unknown, but Archives receives more of these records every year. Currently, electronic records are housed on Net Apps and RAID servers; additional hardware purchases of two FREDs have taken place, but the important pieces of software, staffing and sustainability have not been addressed.

Upon moving into the APK building, the vault space allocated for archival records growth was limited. As of FY2018, current ingest rates of paper and microfilm records increased, leaving 4-5 years of growth space left for the State Archives. Staff are exploring options to handle space issues, including reappraising and deaccessioning records, reformatting paper records to digital and microfilm formats, and renting off-site storage, all of which will require increased funding.

Initial tests of microfilm holdings in FY2016 indicated the presence of acetate film base degradation, commonly known as "vinegar syndrome." Full scale testing of the microfilm holdings begun in FY2018 indicates degradation is occurring. Archives will begin looking for funding sources to copy the acetate based microfilm over to polyester base during the next fiscal year, while implementing other preservation steps such as segregating the film and freezing it and assessing the material for continued historical permanence and access.

RIMS staff were challenged during FY2018 by staff limitations and were unable to increase training events for state and local government agencies. Archives hired a State Records Manager, who began work in April 2018. This Records Manager plans to resume training initiatives in FY2019.

Museums

Visitor traffic at the Alaska State Museums (ASM) in Juneau and Sitka was flat for the year. After a positive start to the summer tourist season in May, the June and July numbers were down. The ASM saw less walk-in visitors over the course of the summer. However, there was an increase in the number of tour company admissions. Prior to the season, the division moved away from a graduated admissions scheme for tour admissions that lowered fees for the tour operators when they increased their volume. The division replaced this system with a flat rate schedule, which increased our cost recovery per tour. However, the bottom line is that attendance did not increase in anticipated numbers. The division does not have a budget for advertising and marketing, so will have to shift greater resources from statutorily mandated programs into marketing and advertisement prior to the FY2019 tourist season to increase gate receipts.

Staff retention in the Visitor Services section was a continual resource drain over the course of the year. The Museum Assistant, seasonal Museum Assistant, and On-call Museum Assistant positions, which service the front desks at the Sheldon Jackson Museum and the Alaska State Museum, have seen 100% turn-over in the last two years, necessitating much time in the hiring process to fill the positions. These positions are on-call, seasonal and at a low pay range, so they turn over at a high rate.

Maintenance and upkeep of the aging Sheldon Jackson Museum and Stratton Library buildings in Sitka continue to be a challenge. The HVAC system at the Sheldon Jackson Museum is over thirty years old and requires constant and continual care. The Sheldon Jackson experienced several plumbing problems during the year; it is likely that the windows on the old building will need to be replaced in the near future.

Online With Libraries (OWL)

Public libraries are often the only place in rural Alaska with free internet. The OWL Program's affordable internet and videoconferencing network remains vital in giving online access to education, e-government, e-commerce, and other business needs to rural residents, while saving travel costs.

Live Homework Help

Each tutoring session now costs \$7.75 regardless of length. During FY2014, usage of Live Homework Help increased to such an extent that the Alaska State Library had to identify other funds to cover the increase. In an effort to control costs, publicity concerning this program was scaled back, which led to a decrease in usage starting in FY2016.

Facility Management

The Division contracted with concessionaires to operate the gift store and café with reasonable hours of operation. The café struggles to attract business during off-season months. Overseeing contracted small procurement maintenance work is time consuming. Obtaining quotes, acquiring services, and completing work within a given fiscal year is difficult and sometimes impossible. Building management oversight of maintenance remains a major focus of the Division Operations Manager and will continue to be until the maintenance specialist is hired.

Staff expect to complete an emergency plan for the APK facility during the third quarter of FY2019. Regular fire alarms and drills that provide practice on evacuating the facility need to be scheduled more often. Operating policies such as parking, food and beverage, and a general code of conduct are all in a working draft form, but need final approval/adoption.

Now that the fire detection system is completed at the Stratton Building in Sitka, a "B" occupancy rating would allow for lease of the first floor; this rating has been requested from the City of Sitka fire marshal. An RFP will be created and awarded in FY2019 to begin leasing the first floor once occupancy is granted. However, the division lacks clear budget allocations to fund deferred maintenance and capital requests for the Sheldon Jackson Museum and Stratton Library. The use of program receipts and reallocated library general funds is not sufficient to meet the building needs of the Sitka facilities.

Significant Changes in Results to be Delivered in FY2020

During FY2020, the Division's programs and services are expected to continue showing increases in usage as staff return to pre-construction levels of service. Staff from all units will continue to consolidate processes for greater efficiencies as a result of reduced staffing since FY2016.

Staff will continue to develop public programs across units, with each section contributing to large events, such as the

exhibits and programs surrounding the 100th anniversary of the sinking of the Princess Sophia, which took place in October 1918, the 50th anniversary of the lunar landing, the 30th anniversary of the Exxon Valdez oil spill in 2019, and the 100th anniversary of the Alaska Railroad Corporation.

In FY2020, the State Library anticipates fully implementing a digital repository for born electronic documents from State agencies, which will at least streamline ingest, access, and some basic preservation functions. If the system doesn't fully cover preservation needs, the State Library will select or develop additional systems or procedures to fill the gap.

With rapid ad hoc changes in policies and procedures to reflect changing user needs and reduced staff, the Division now needs to formalize policy changes and streamline procedures. Both Information Services and Historical Collections will continue to streamline processes, develop updated official policies, and provide training for consistent implementation. To this end, in FY2020, the division will finish a complete overhaul of the library's collection development policy and donation/accession policy and related procedures.

Archives staff will increase education opportunities for K-12 students, concentrating on delivering programming on-line for increased reference access, as well as record webinars for records management training to meet on-demand needs of state government employees.

During FY2020, the Museum's attendance numbers for educational tours and programs are expected to rise. With the recent hiring of a part-time educator, the State Museum is planning to restart the Educational Tour Program for Juneau school kids and to restart the adult Docent Tour Program. Both have been operating at a severely reduced level due to staff shortages. Restarting these programs, combined with a projected increase in cruise visitor numbers to the port of Juneau, should allow the division to increase visitor numbers.

During FY2019, the OWL program will analyze the fit between a subsidized library's purchased bandwidth and the number of library-furnished internet workstations. Recent calculations, which confirmed anecdotal reports from our libraries, revealed that most OWL subsidized libraries had significantly less bandwidth than was required to support their workstations at the level for "General Browsing and Email" recommended by the FCC (1 mbps per workstation). Working to solve this problem is expected to result in larger subsidies for the OWL subsidized libraries during FY2020 and might require bringing additional libraries into the program.

The replacement cooling system at the APK Building should be completed during FY2019 and the Division will have actual figures on the cost of operating this system over a full year by FY2020. The Division will fully understand the impact of the service level agreement with the DOT-DFS.

Contact Information
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**Alaska State Libraries, Archives and Museums
RDU Financial Summary by Component**

All dollars shown in thousands

	FY2018 Actuals				FY2019 Management Plan				FY2020 Governor			
	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds
Formula Expenditures None.												
Non-Formula Expenditures												
Library Operations	7,926.8	1,205.4	1,062.4	10,194.6	6,885.2	258.3	1,300.8	8,444.3	4,374.0	2,839.7	1,303.6	8,517.3
Archives	1,049.3	65.2	12.6	1,127.1	1,087.8	160.6	40.0	1,288.4	1,112.2	162.9	40.0	1,315.1
Museum Operations	1,502.9	0.0	0.0	1,502.9	1,680.5	0.0	60.0	1,740.5	1,716.3	0.0	60.0	1,776.3
OWL	653.8	0.0	0.0	653.8	670.9	0.0	0.0	670.9	671.2	0.0	0.0	671.2
Live Homework Help	138.2	0.0	0.0	138.2	138.2	0.0	0.0	138.2	0.0	138.2	0.0	138.2
APK Facilities Maintenance	0.0	0.0	0.0	0.0	1,030.0	0.0	0.0	1,030.0	1,030.0	0.0	0.0	1,030.0
Totals	11,271.0	1,270.6	1,075.0	13,616.6	11,492.6	418.9	1,400.8	13,312.3	8,903.7	3,140.8	1,403.6	13,448.1

**Alaska State Libraries, Archives and Museums
Summary of RDU Budget Changes by Component
From FY2019 Management Plan to FY2020 Governor**

All dollars shown in thousands

	<u>Unrestricted Gen (UGF)</u>	<u>Designated Gen (DGF)</u>	<u>Other Funds</u>	<u>Federal Funds</u>	<u>Total Funds</u>
FY2019 Management Plan	8,198.2	3,294.4	418.9	1,400.8	13,312.3
Adjustments which continue current level of service:					
-Library Operations	70.2	-2,581.4	2,581.4	2.8	73.0
-Archives	24.4	0.0	2.3	0.0	26.7
-Museum Operations	25.1	10.7	0.0	0.0	35.8
-OWL	0.0	0.3	0.0	0.0	0.3
-Live Homework Help	0.0	-138.2	138.2	0.0	0.0
FY2020 Governor	8,317.9	585.8	3,140.8	1,403.6	13,448.1