

State of Alaska FY2021 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>.)

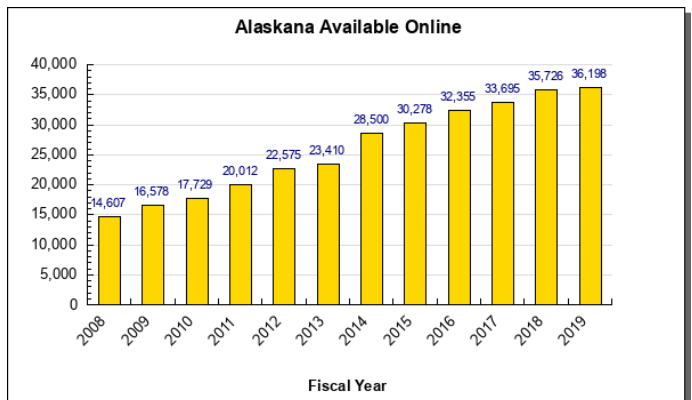
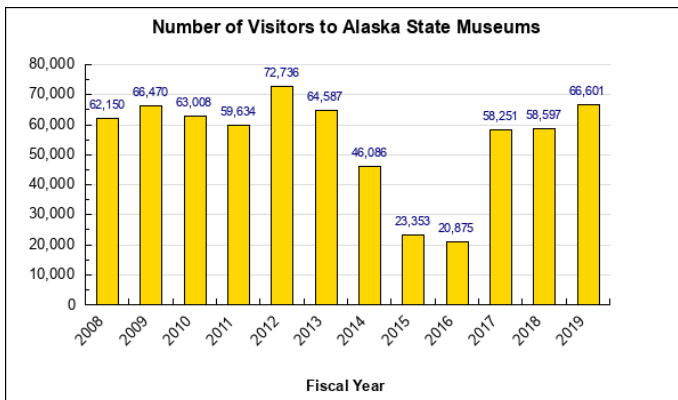
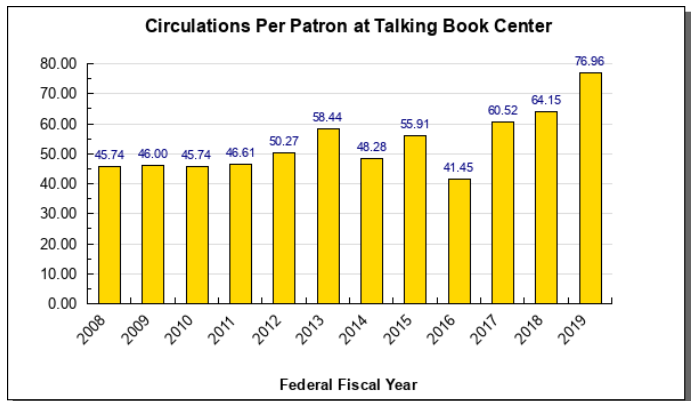
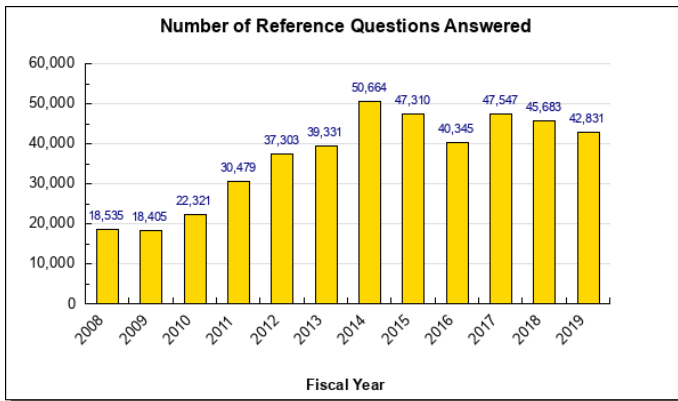
Core Services

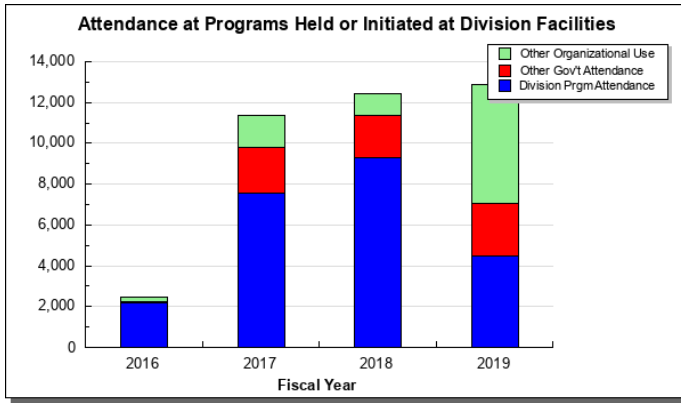
- Provide access to the Alaska State Libraries, Archives and Museums programs and services.
- Promote educational opportunities for the development of Libraries, Archives and Museums statewide.
- Continue to collect and manage the care of objects and documents that represent the people and history of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

Measures by Core Service

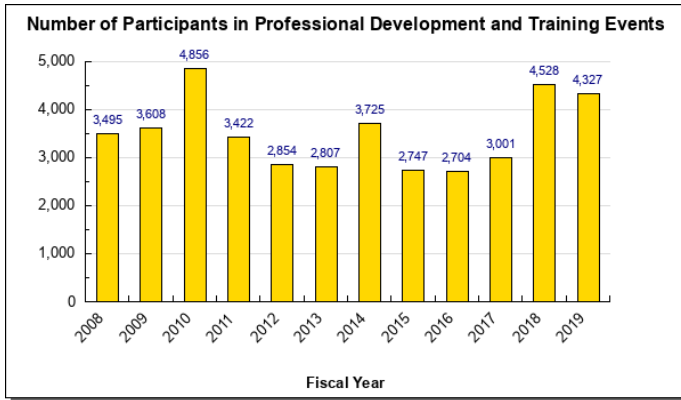
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1. Provide access to the Alaska State Libraries, Archives and Museums programs and services.

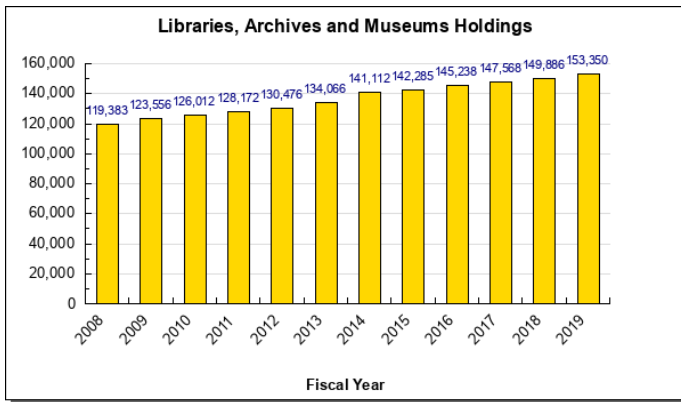




2. Promote educational opportunities for the development of Libraries, Archives and Museums statewide.



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



Major RDU Accomplishments in 2019

Libraries

The Historical Collections and Information Services sections implemented ArchivesSpace, which entailed setting up the system, training staff, and transferring brief records for over 1,000 finding aids from Word and PDF files, a project which took hundreds of staff hours. Staff in both Historical Collections and Information Services worked hard to evaluate brochures, websites, indexes, and more for their accessibility issues and current relevance. Some items were simply taken down, but many have been made accessible. Staff continue to work on this project.

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. The State Library also uses grant funds to support the mailing costs that member libraries face due to the ease with which patrons can place holds in the Alaska Library Catalog.

While donations to the Historical Collections have slowed slightly since the opening of the Adrew P. Kashevaroff (APK), Libraries has received 40 wonderful collections from films to post cards to posters and more including a certificate from Wien Airlines indicating that the holder had crossed the Arctic Circle and the purchase the Leonard Sugden collection of materials related to The Lure of Alaska, an early documentary film about the Territory. The Friends of the State Libraries, Archives, and Museums (FOSLAM) underwrote this purchase.

The State Library continues to grow public programming in Juneau and attendance continues to climb. Staff consistently need to utilize overflow space in the atrium with a large screen showing the speaker in the lecture hall. This additional space gives those with small children, illnesses, or a sensitivity to crowds the ability to participate in a less crowded setting. Adult programs of note included a reading by U.S. Poet Laureate Tracy K. Smith and an author talk by Leland Hale about his book on the 1982 Craig murders and the Peele case.

Working with the Friends, the Division once again provided a series of hands-on activities for youth, supported in part by grant funding from the City and Borough of Juneau. One event in this series was an afternoon of family friendly activities called Chill with the Family held during January school vacation. This event drew 170 children and 120 adults (double the number of people who attended in 2018) to participate in crafts and activities with an Alaskan theme. As a public service, the State Library, Archives and Museum stayed open for the Alaska Day holiday, with a variety of programs held throughout the building, including an Alaska literary afternoon with four Alaskan authors – the Fowlers, John Straley, Heather Lende, and Ishmael Hope – doing talks on their books and book signings.

Library Development continues to focus on providing content to Alaskans statewide through shared online resources. Thanks to funding from the Department's Early Education section, the State Library extended the statewide subscription for Sesame Street ebooks by 18 months and purchased a statewide two year subscription to TumbleBooks, which includes ebooks, animated ebooks, 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 ebook service.

The School Broadband Assistance Grant (BAG) program ensures public schools have 10 mbps download speeds. Library Development distributed \$1.3 million in funding to 20 school districts for the 2018-2019 school year. The Online With Libraries (OWL) program helped 24 public libraries with \$108,000 of their internet costs.

Archives

In FY2019, the State Archives accessioned 874 boxes of textual and analogue records, 213 reels of microfilm, and 8.3 TB of electronic records. Accessions of note include a large deposit of 444 volumes and boxes of records from Health Analytics and Vital Records, student records from a defunct private school, materials regarding Russian era Sitka and the first territorial governor Lyman Knapp, personal papers from Governor William Sheffield, and a collection of documents containing signatures from President Washington thru President Kennedy. Over 409 boxes of materials were deaccessioned, leaving an overall increase of 465 cubic feet of records for FY2019.

The State Archives continued working with the Alaska Humanities Forum to increase its educational mission by promoting and providing primary resources for the Alaska History Day and National History Day programs. Staff developed educational web pages targeted to history teachers and students in grades 6-12 and participated in History Day judging events on the Southeast Regional level for the first time, as well as at the state level for the second year. The Archives' focus on education continued to increase as more classes visited the Research Center and staff went to classrooms locally to talk about primary source research.

An exhibit program begun in FY2018 continued with the identification and display of records relevant to milestones in Alaska's history, both in the building and online. Two exhibits of note include World War I and the Alaskan Experience: A Centennial Exhibit and Remembering the Exxon Valdez Oil Spill, commemorating the 30th anniversary of the spill. The State Archives worked with the National World War I Museum and Memorial to install a scrolling list of the one million people who died in this conflict. The State Archives and State Library created a special display on World War I highlighting materials from their collections.

Staff completed the first ever Collection Development Policy for the State Archives, outlining collections scope and accessioning procedures, access and deaccession procedures, and legal restrictions affecting access and preservation. The Archives continues to work on updating other policies and procedures, with a primary emphasis on updating the Alaska State Electronic Records Archives (ASERA) policies initiated in 2007, as well as working on a division-wide Digital Preservation Policy reflecting the increase in digital objects collected by the Division.

The Department of Education and Early Development purchased ArchivesSocial, a social media archiving software which collects social media feeds and applies retention to them. The software was implemented before the gubernatorial administration change and was able to capture 12 social media sites from the outgoing administration's social media records before transition occurred. Other state agencies have begun using this tool for social media retention and public records access.

Records and Information Management Service (RIMS) continued to concentrate on creating and updating retention schedules, reflecting the increasing presence of electronic records and workflows, both of which have increased within Executive Branch agencies. RIMS staff reviewed software for online delivery of Records Management training, exploring systems that both deliver and record webinars, as well as provide test-based questions to score general knowledge of records management principals. With an increased need for records management training and decreased staff resources, RIMS plans to implement and promote the system in FY2020.

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

Museums

Visitor traffic at the Alaska State Museum (ASM) in Juneau and the Sheldon Jackson Museum (SJM) in Sitka was up by over 10,000 visitors during FY2019. This 16.8% increase of visitors was welcome after FY2018 in which visitor counts were flat. Attendance at both museums during the 2019 season was up every month. While walk-in visitors declined after FY2018, there was a 57% increase in the number of tour company admissions. Additionally, youth admissions went up by nearly 25% this year. It appears that the hire of a half-time staff member to facilitate education program visits by local school groups is having its desired effect on educational use of the State Museum. The Sheldon Jackson Museum was fully staffed with three people and was able to be open seven days a week during the summer of 2019.

The temporary exhibit program continues to be successful and popular. The Exhibits Unit installed nine temporary exhibits during FY2019, including a new exhibition at the Governor's office in the Capital. Community feedback has been excellent. Attendance at exhibit openings, events, educational activities and programs has been exceptional. Attendance at First Friday events is regularly reaching 250 visitors.

The State Museum sent two staff members to Anchorage after the November 2018 earthquake. The response team coordinated with 19 museums, cultural and historical centers, performed site visits and surveys, and assisted with mitigation. The Museum's Outreach Curator has submitted a grant application to the NEH for a statewide series of workshops on emergency preparedness for cultural heritage institutions.

Collections staff at ASM and SJM deaccessioned eight sets of human remains and associated funerary objects this year. This was done in close partnership of the US Forest Service and will bring both organizations into closer compliance with the Native American Graves Protection and Repatriation Act (NAGPRA), a federal law that passed in November 1990 to address the rights of Native American and Hawaiian groups and organizations to their cultural items, including human remains, funerary objects, sacred objects and objects of cultural patrimony. Repatriation under NAGPRA began in the 1990s, but Alaska museums have often struggled with this process due to the complex nature of land ownership in the state. In recent years, federal agencies and Alaska's museums have worked hard to overcome these barriers.

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 FY2019, the OWL videoconference network held 271 videoconferences for over 1,127 hours of videoconference time. Alaskans were able to stay in their home towns for government hearings, university classes, job interviews and more. OWL internet subsidy funding helped 24 public libraries afford internet speeds robust enough for operation of the videoconference network.

Live Homework Help

In FY2019, Live Homework Help provided 3,681 hours of tutoring assistance to 10,021 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

The Sheldon Jackson Museum (SJM) and the Stratton Library (Stratton) in Sitka are included in the APK Facilities Maintenance component.

The Division has implemented a Service Level Agreement (SLA) with the Department of Transportation and Public Facilities, Division of Facility Services (DFS) starting in July 2018. DFS staff assumed responsibility for routine maintenance for the first time since the APK building was constructed in 2016 and for the first time since the State purchased the SJM in 1984, and Stratton Library in 2010. Funding for the SLA comes from the APK facility management budget and through Division program receipts for the Sitka facilities.

The Division of Facility Services (DFS) filled a vacant maintenance specialist position, which was assigned to the APK in April 2019. DFS staff in Sitka are performing maintenance at the Sheldon Jackson Museum and Stratton facilities. The DFS maintenance employees have lifted a great burden off the Division, reduced the use of outside contractors for standard repairs, and substantially improved response time to maintenance needs.

The APK well water cooling system failed in 2017. Following the Request for Proposals and construction phases, this failed cooling system was replaced with a convention glycol chiller, which began operation in April 2019. Capital funding from construction of the APK covered the \$2,200,000 design and installation expenses.

Key RDU Challenges

Libraries

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 continue to work on developing better systems for finding, accessing, and preserving electronic resources. A draft Digital Preservation policy has been completed and staff are working to develop a shared digital preservation plan. The State Library and Archives are implementing a year-long trial of Preservica, which may serve as an ongoing platform for preservation and possibly for ingest and access of digital records.

The State Publications program staff have been deeply involved with the Statewide Data Hub project, which has taken a great deal of time. The Hub project will help the Library fulfill its statutory requirements with regard to data created or compiled by State agencies. Staff have also spent time on the creation of an institutional repository for digital materials, on crawling and preserving webpages, and on developing a more sustainable storage solution for digital materials. The ongoing, growing, and staggering cost of digital data storage remains an unsolved challenge.

The Division has reached a crisis stage with some audiovisual (AV) material that cannot currently be accessed due to the lack of working equipment, a problem that will expand over time as more AV equipment becomes unavailable or irreparable. The solution is to migrate to newer formats promptly, but migration and digital storage in the newer formats is time-consuming and expensive. Similarly, some audiovisual material in magnetic formats are past their anticipated shelf life. These materials need to be migrated, but due to budget, staff, and time constraints, the Division will likely lose some irreplaceable Alaskan audio and video.

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), established in 2007, continues to be an unfunded program for Alaska's increasing electronic records preservation needs. Archives staff have reviewed cloud-hosted software systems to help address electronic records issues, but funding remains unobtainable. The State Archives currently holds over 45 TB of digital records, representing over 3,680,000 digital objects. Current rates of ingest are estimated at 4-5 TB per annum. The amounts of born digital content statewide are unknown, but Archives receives more of these records every year. Currently, electronic records are housed on Net Apps and RAID servers, but the important pieces of software, staffing and sustainability have not been adequately addressed.

Upon moving into the APK building, the vault space allocated for archival records growth was limited. Through deaccession and reformatting efforts, current ingest rates of paper and microfilm records are being maintained, leaving 4-5 years of growth space left for the State Archives. Staff began reappraising and deaccessioning records in FY2019, reformatting paper records to digital and microfilm formats, but funding for these activities and data storage is becoming less available and these activities may need to cease next fiscal year.

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 has continued testing the microfilm in FY2019, but has decreased this activity due to staffing issues. Also, funding sources to copy the acetate based microfilm over to polyester base has not been identified, but other preservation steps, such as segregating the film and freezing it and assessing the material for continued historical permanence and access, have been implemented.

Archives and RIMS staff worked to make all on-line documents and records ADA compliant during FY2019 per a directive from Department of Education and Early Development. Due to the nature of some materials needing transcription, particularly those items that were hand-written in cursive, documents were removed from the Archives' website in order to meet the directive. Due to lack of staff to transcribe documents, the Archives can no longer digitize and provide web access to records as a means of dissemination to students and researchers for the vast majority of the collections until further funding is procured to provide transcription services to meet ADA requirements.

Museums

The State's aviation collection, which is currently on loan at the Aviation Heritage Museum in Anchorage, is challenging. The Museum would like to bring some of these objects to Juneau before they sustain further damage, but do not have the space required to store them. Museums increasingly relies on gate receipts to perform these statutorily mandated programs.

Staff retention in the Visitor Services Unit at the Alaska State Museum in Juneau continued to be a 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 Alaska State Museum, all turned over during FY2019, necessitating much time in the hiring to fill the positions. These positions are full-time, on-call, seasonal jobs at a low pay range, so they turn over frequently.

Museums has seen walk-in admission revenue drop for two consecutive years. While these weak numbers have been offset by increased tour bus admissions, we need to turn that trend around. The Museum does not have a budget for advertising and marketing, so we continue to strengthen relationships with partners. The City and Borough of Juneau is working on a wayfinding project that will improve visitors' ability to navigate the downtown core. Revitalization of Centennial Hall and the Juneau Arts and Humanities Center will bring more foot traffic to the Auk Village District and should improve the Museum's walk-in numbers.

Online With Libraries (OWL)

Public libraries are often the only place in rural Alaska with free internet. The OWL Program's affordable internet 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. The Division cannot persuade the vendor to offer a flat annual cost for the service regardless of usage. The challenge facing the Division is balancing the need to pay to advertise this service to increase usage, while also ensuring we have enough funding to pay the cost for sessions that

grow in number as Live Homework Help is advertised.

Facility Management

The Division relies on the Division of Facility Services for maintenance, to develop a facility condition index, and to conduct a facility audit to prioritize deferred maintenance. This information and these tools will benefit all departments, but the audit has not occurred and prioritization of deferred maintenance is somewhat random. In addition, Facility Services' comprehensive maintenance management system (CMMS) is not yet ready for the input of preventative maintenance information, which will inform the work on maintenance at Division buildings. The Division Operations Manager will be responsible for providing accurate preventative maintenance information for the database.

Security patrols at the APK are at the bare minimum. The Division contracts for one guard to work during public hours, perform two random night patrols, and cover any additional hours during after-hour events. During FY2019, an exterior glass artwork was vandalized; the quote provided by the artist to repair it is \$28,900. The defendant was charged in the crime, but is indigent and can make no restitution. Risk Management is determining whether it will cover the cost of repair; if they do so, the Division will still need to pay the \$10,000 deductible. Vandalism has fortunately been minor, averaging less than \$1,000 per year.

Significant Changes in Results to be Delivered in FY2021

Staff will continue to develop public programs across units, with each section contributing to large events and coordinating their efforts, such as the exhibits and programs that will be developed in conjunction with the exhibit of Alaska Native regalia, the 100th anniversary of women's suffrage and the 19th Amendment, and the 50th anniversary of the Alaska Native Claims Settlement Act in 2021.

Although there was a slight shift in direction and focus due to a year-long trial subscription to Preservica, the State Library will fully implement a digital repository for born electronic documents from State agencies, focusing on preservation and access. Staff are exploring the possibility of joining with the University of Alaska to use their ScholarWorks system to provide more user friendly ingest and access to born-electronic State publications.

While completion has been delayed due to the unanticipated quantity of work required by the accessibility and Data Hub projects, both Information Services and Historical Collections have made progress in streamlining processes and developing updated official policies. This work will continue in FY2021, with the completion of an overhaul of the Library's Collection Development policy and the donation and accession policy.

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

Visitor numbers at the Alaska State Museum in Juneau should continue to increase through FY2021 based on a small projected increase in the expected number of cruise ship visitors and by the continued revitalization of educational programs. Additionally we should see an increase in the number of people who see our traveling exhibitions, as there are several traveling exhibits in development for the 2021-2022 timeframe.

During FY2021, the OWL program will continue to focus on increasing the bandwidth in those public libraries receiving OWL grant awards. Additional libraries with low bandwidth will again be solicited to join the OWL grant program. The annual survey of Alaska's public libraries reveal that most OWL subsidized libraries have significantly less bandwidth than is required to support their workstations at the level for "General Browsing and Email" recommended by the FCC (1 mbps per workstation).

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

All dollars shown in thousands

	FY2019 Actuals				FY2020 Management Plan				FY2021 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	5,678.9	90.8	1,087.9	6,857.6	5,857.6	258.3	1,297.2	7,413.1	5,878.8	258.3	1,298.1	7,435.2
Archives	1,073.3	109.3	9.5	1,192.1	1,113.8	162.9	39.5	1,316.2	1,101.2	183.6	39.5	1,324.3
Museum Operations	1,564.5	0.0	5.0	1,569.5	1,715.3	0.0	60.0	1,775.3	1,725.9	0.0	60.0	1,785.9
OWL	669.1	0.0	0.0	669.1	670.9	0.0	0.0	670.9	438.0	0.0	0.0	438.0
Live Homework Help	138.2	0.0	0.0	138.2	138.2	0.0	0.0	138.2	138.2	0.0	0.0	138.2
APK Facilities Maintenance	1,254.9	0.0	0.0	1,254.9	1,245.1	0.0	0.0	1,245.1	1,365.1	0.0	0.0	1,365.1
Totals	10,378.9	200.1	1,102.4	11,681.4	10,740.9	421.2	1,396.7	12,558.8	10,647.2	441.9	1,397.6	12,486.7

**Alaska State Libraries, Archives and Museums
Summary of RDU Budget Changes by Component
From FY2020 Management Plan to FY2021 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>
FY2020 Management Plan	8,532.7	2,208.2	421.2	1,396.7	12,558.8
Adjustments which continue current level of service:					
-Library Operations	21.2	0.0	0.0	0.9	22.1
-Archives	-12.6	0.0	0.7	0.0	-11.9
-Museum Operations	7.6	3.0	0.0	0.0	10.6
-APK Facilities Maintenance	20.0	0.0	0.0	0.0	20.0
Proposed budget increases:					
-Archives	0.0	0.0	20.0	0.0	20.0
-APK Facilities Maintenance	0.0	100.0	0.0	0.0	100.0
Proposed budget decreases:					
-OWL	-232.9	0.0	0.0	0.0	-232.9
FY2021 Governor	8,336.0	2,311.2	441.9	1,397.6	12,486.7