



Texas State Library and Archives Commission

Biennial Report

September 1, 1990 to August 31, 1992

Texas State Library and Archives Commission

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This report was prepared by the Texas State Library
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Editor Mike Clark



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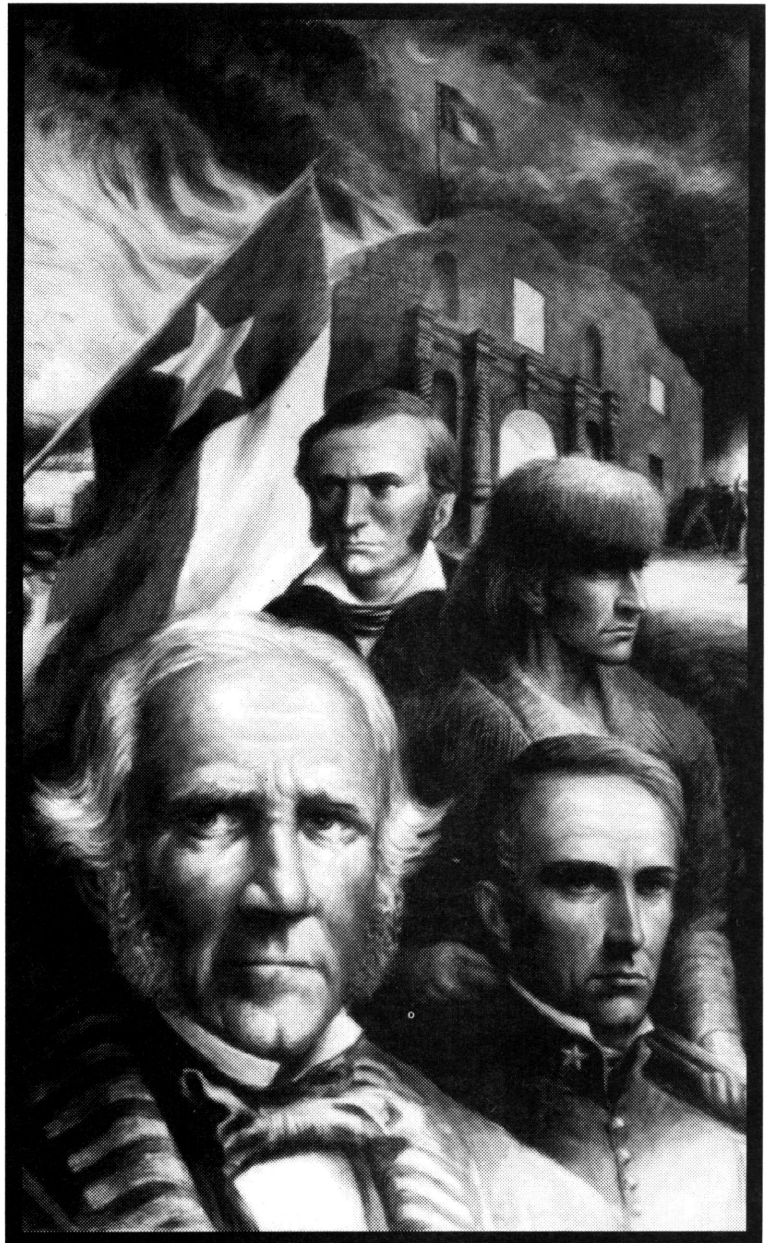
Texas State Library

Lorenzo de Zavala
State Archives and Library Building

1201 Brazos Street

P.O. Box 12927

Austin, Texas 78711



Mission Statement

The Texas State Library and Archives Commission leads the effort to develop adequate library services for all Texans through its broad rule-making authority "to aid and encourage the development of and cooperation among all types of libraries, including but not limited to public, academic, special and other types of libraries,"

Responsible for the establishment, operation, and accreditation of member libraries in the Texas Library System, the Commission also coordinates library services throughout the state, provides financial aid to improve library services, and certifies county librarians. Federal aid, which is administered by the Commission, is used to improve public library services and library services to disadvantaged or institutionalized persons, construct library facilities, and encourage resource sharing and the coordination of services among all types of libraries.

The preservation, collection, and organization of the archives, records, and publications of state and local governments are additional Commission responsibilities. The state archives are assembled, protected, and made available; other state government publications are collected, catalogued, and organized before being distributed to Texas libraries. A program of records management for state and local government includes training, consulting, publications, and the services of the State Records Center. The Commission has established and maintains a network of regional historical resource depositories.

As a regional depository for publications of the United States Government Printing Office, the Commission makes federal publications available to Texans. Information services are provided to state government officials and employees from a collection of library materials and state and federal publications. The Commission also provides genealogical materials to Texans who are researching the histories of their families.

Texans unable to read standard print due to a disability are provided library services by the Commission in partnership with the Library of Congress. Reading materials in braille, large print, recorded disc, and cassette tape formats, as well as the equipment required to listen to the recorded materials, are distributed throughout the state.

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Texas State Library



William D. Gooch
Director and Librarian

Lorenzo de Zavala State Archives and Library Building
1201 Brazos

January 31, 1993

Honorable Ann W. Richards
Governor of Texas
Austin, Texas

Dear Governor Richards:

In accordance with V.T.C.A. Government Code §441.013, we herewith transmit to you the biennial report of the Texas State Library and Archives Commission.

The report covers the period from September 1, 1990 through August 31, 1992.

Respectfully submitted,

A handwritten signature in cursive script that reads "Carolyn P. Armstrong".

Carolyn Palmer Armstrong
Chairman
Texas State Library and Archives Commission

A handwritten signature in cursive script that reads "William D. Gooch".

William D. Gooch
Director and Librarian

Director's Report

During the 1990-92 biennium, the Texas State Library and Archives Commission continued to provide Texas citizens and governments with essential services that promoted libraries and their use, administered the valuable records of the state, and aided local governments in the management of their records. All Texans should be proud of the exemplary efforts of Library staff who maintained and improved the efficiency of Library services.

The Commission's goal of an integrated library system serving state agency collections was furthered during the biennium, as computer hardware and software were acquired to develop and support the new Texas State Library Integrated Library System (TSL/ILS). Staff are currently building an on-line catalog of materials in the Library's collections of archival and reference materials and state and federal publications. The system will also be used by other state agency libraries, and its databases will be available over a national network.

Other automation efforts improved the efficiency of the State Records Center and the Program for the Blind and Physically Handicapped. After a catastrophic system failure in the previous biennium, the PBPH computer system had to be rebuilt step by step. By the end of the biennium, the program was able to meet its traditional standard of excellent service.

The Commission also developed and authorized several reorganizations of Library programs to further improve service delivery. With the beginning of the new biennium, the Local Records and Records Management programs will be merged into the State and Local Records Management program. SLRM staff will continue their extensive services to governments in support of effective records management.

During the 1990-92 biennium, State Records Center services increased approximately 20 percent, while the Micrographics Service Bureau was able to cover its costs and earn revenues for use by Library programs. Meanwhile, Local Records services increased dramatically as the mandates of the Local Government Records Act took effect. The Commission approved over 1,200 local records retention schedules, publicized the requirements of the act to over 8,000 local governments, and more than doubled the number of instruction hours provided to local officials.

Staff in the Archives program accessioned over

5,000 cubic feet of important materials, including files from Gov. Bill Clements, Gov. Mark White and Lt. Gov. William P. Hobby; the Attorney General's files from the Howard Hughes estate case; and nearly a century's worth of records from the State Purchasing and General Services Commission. The volume of new records led to a shift in processing and preservation activities. With the completion of several intense, item-specific projects, such as the preservation of the Confederate pension applications, Archives staff will concentrate on ongoing maintenance and inventory of the ever-expanding Archives collections.

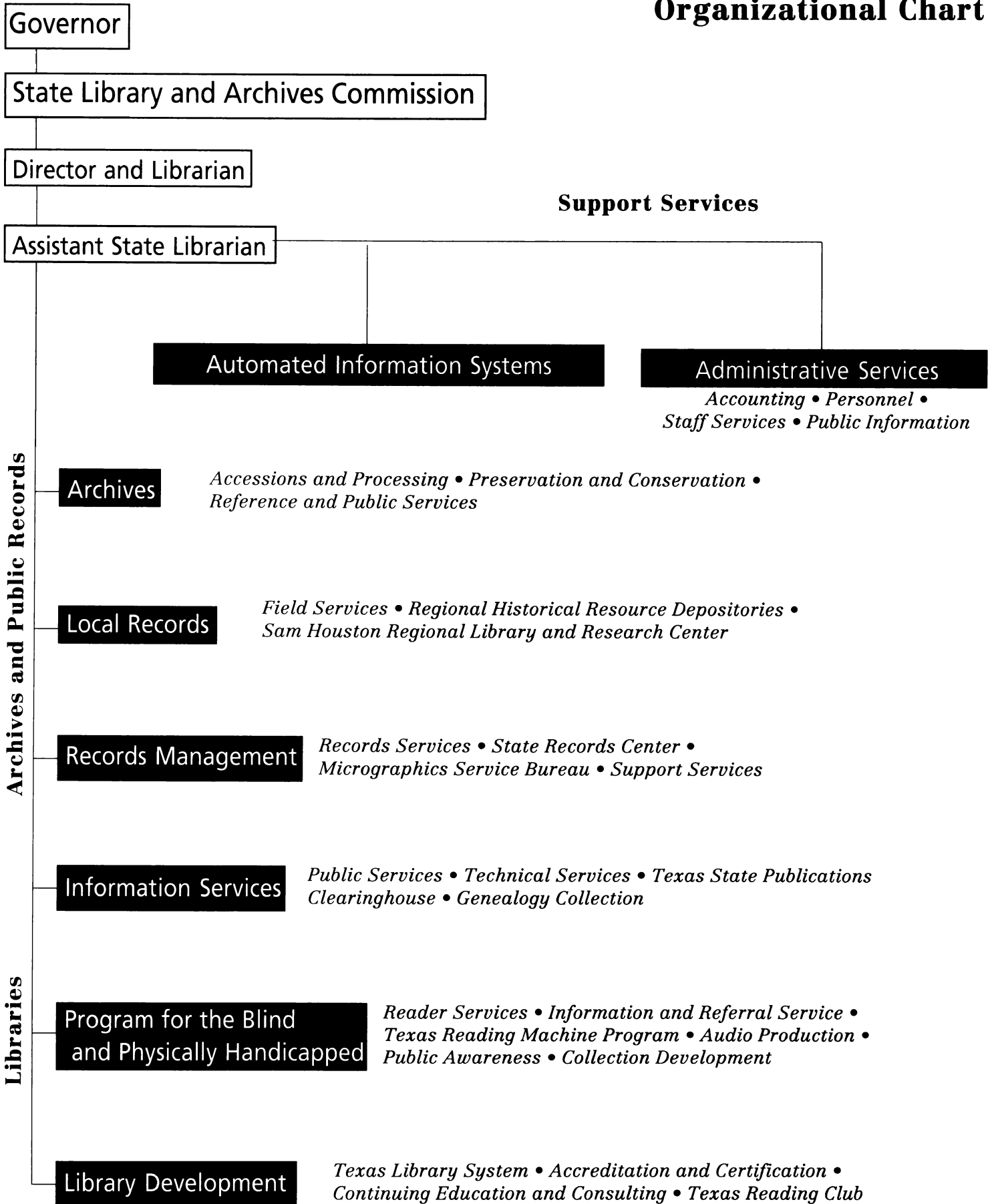
Information Services staff devoted much time to developing the TSL/ILS catalog and increasing automated access to federal publications. The Texas State Publications Clearinghouse increased its rate of acquisitions by 68 percent over the past biennium and conducted an extensive survey of its depository libraries throughout the state. The Genealogy Collection's reading room was renovated and dedicated to long-time Library employee J.B. "Gray" Golden.

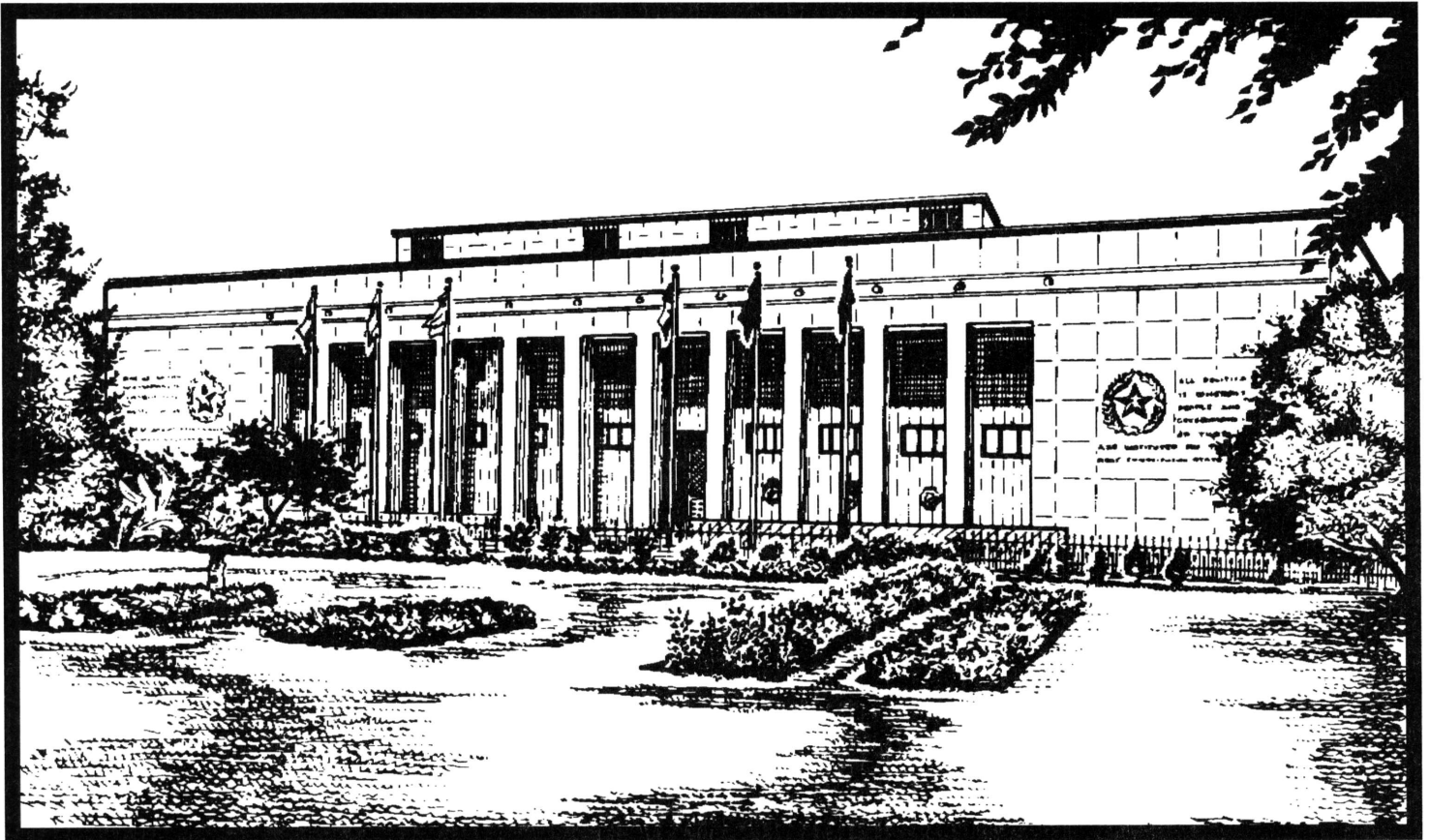
The Library Development program distributed more than \$3.5 million in state and federal grant funds, including more than \$2 million in construction grants and grants to establish library services in Starr and Dickens counties. This reduces the number of counties in Texas without library service to 13. Continuing education staff offered 205 workshops on 66 topics to 6,820 students and provided more than 8,000 consulting hours. More than 831,000 Texas children participated in the annual Texas Reading Club.

The following pages will describe more fully the Commission's efforts to provide high-quality, economical and efficient services to the citizens of Texas between September 1, 1990 and August 31, 1992.

William D. Gooch
Director and Librarian

Organizational Chart





The Texas State Library traces its roots back to an 1839 proclamation establishing a library for the Republic. In 1909, the 31st Legislature created a separate state agency, the Texas Library and Historical Commission, forerunner of today's Library and Archives Commission.

Today, the six-member commission oversees the activities of the Texas State Library's major programs. The Archives and Public Records group includes the Archives and State and Local Records Management programs. This group ensures that permanently valuable state and local records are preserved and that other records are managed effectively.

The Libraries group includes the Information Services and Library Development programs and the Program for the Blind and Physically Handicapped. This group promotes libraries and their use throughout Texas, provides research and reference services to state government and the public, and serves the special library needs of the blind and disabled.

Support services for the Library's many activities are provided by the Administrative Services and Automated Information Systems sections. The Texas State Library is managed by the Director and Librarian and Assistant State Librarian.

Archives

On August 15, 1836, David G. Burnet, president ad interim of the Republic, authorized H. C. Hudson to "take charge of the Archives of the Consultation of November last and of the late Provisional Government ... [to] put them in such Condition that the next Congress may be fully informed of all their decrees, resolutions & c.—" According to Secretary of State R. A. Irion, writing in 1837, the records "were carefully arranged and handsomely copied under the superintendence of H. C. Hudson Esqr."

Meanwhile, on November 9, 1836, then-Secretary of State Stephen F. Austin wrote to Hudson: "You will please deliver to the chief clerk of this Department all the records and papers in your possession, which properly belong to the Secretary of State[']s office." Hudson's reply, made the same day: "This request I have complied with and am glad enough to get clear of them[.]"

The Hudson transaction encompasses the archival functions of the State Library and Archives Commission. The records which Hudson "carefully arranged and handsomely copied" are available in the Archives for government and public use. The Archives program's main responsibility is to acquire, arrange, preserve and secure permanently valuable records such as these, so that the information they contain will be available in the future.

Accessions

Notable accessions during the biennium include:

Office of the Attorney General

Howard Hughes files, 1903–1984, 268 cubic feet.

Litigation case files, 1957–1969, 1971–1972, 626 cubic feet.

Gov. Mark White

Records from his service as governor (1983–1987), secretary of state (1973–1977), and attorney general (1979–1983), received by the Archives in FY 1991 and 1992, total over 500 cubic feet.

Office of the Governor

William P. Clements records, 1987–1990, ca. 1,000 cubic feet.

Office of the Lt. Governor

William P. Hobby records, 1968–1990, 446 cubic feet.

Lt. Gov. William P. Hobby

Campaign files, 1968–1990, 35 cubic feet.

Senate Education Committee

Subject files, 1975–1985, and *Chair Carl Parker's correspondence*, 1983–1988, 39 cubic feet.

Secretary of State

Disclosure filings, candidate and committee reports of contributions and expenditures, 1983–1989, 202 cubic feet.

Purchasing and General Services Commission

State Board of Control records, 1916–1979, 83 cubic feet.

State Board of Insurance

Charter files, 1873–1976, 223 cubic feet.

Board orders, 1927–1987, 171 cubic feet.

State Preservation Board

Capitol Centennial Celebration files, 1985, 7 cubic feet.

Capitol Collections database printout and photographs. Accessions began in December 1991 and continue.

1991 Texas Inaugural Committee

1990–1991, 3 cubic feet.

Department of Agriculture

Videotapes, 1983–1988, 59 cubic feet (approximately 1,100 videotapes).

In addition, the Archives received 138 separate records transfers from the Texas Department of Human Services.

The most notorious of these accessions was the files compiled by the Attorney General's office during the Howard Hughes estate case, which netted \$50 million in death taxes for Texas. The files are a major information resource on pioneer developments in the oil and aviation industries; Hughes' involvement with the film industry and with Nevada gambling; and the complicated network of this Texan's business and personal affairs. A 189-page finding aid contains a complete folder inventory of the records.

The rate of record transfers to the Archives slowed somewhat in 1991. Available storage area filled on the four stack floors assigned to the Archives. With 1,200 cubic feet of new records expected to arrive annually, the Library began storing less frequently consulted materials in the State Records Center.

The program has moved 1,500 cubic feet of records formerly housed in the Archives — primarily case files from the Third Court of Civil Appeals — to the State Records Center, along with Court of Criminal Appeals cases formerly housed at the University of Texas. Although this has eased the program's immediate space problems, it has seriously inconvenienced persons who need ready access to these records.

Archives and Public Records Archives

The William P. Clements gubernatorial records are also housed off-site, at the Texas A&M University regional historical resource depository. Texas Government Code §441.153 permits permanent transfer of government records to RHRDs within the Texas State Library network. Texas A&M has agreed to process the records to Archives standards and provide adequate storage, housing, and security.

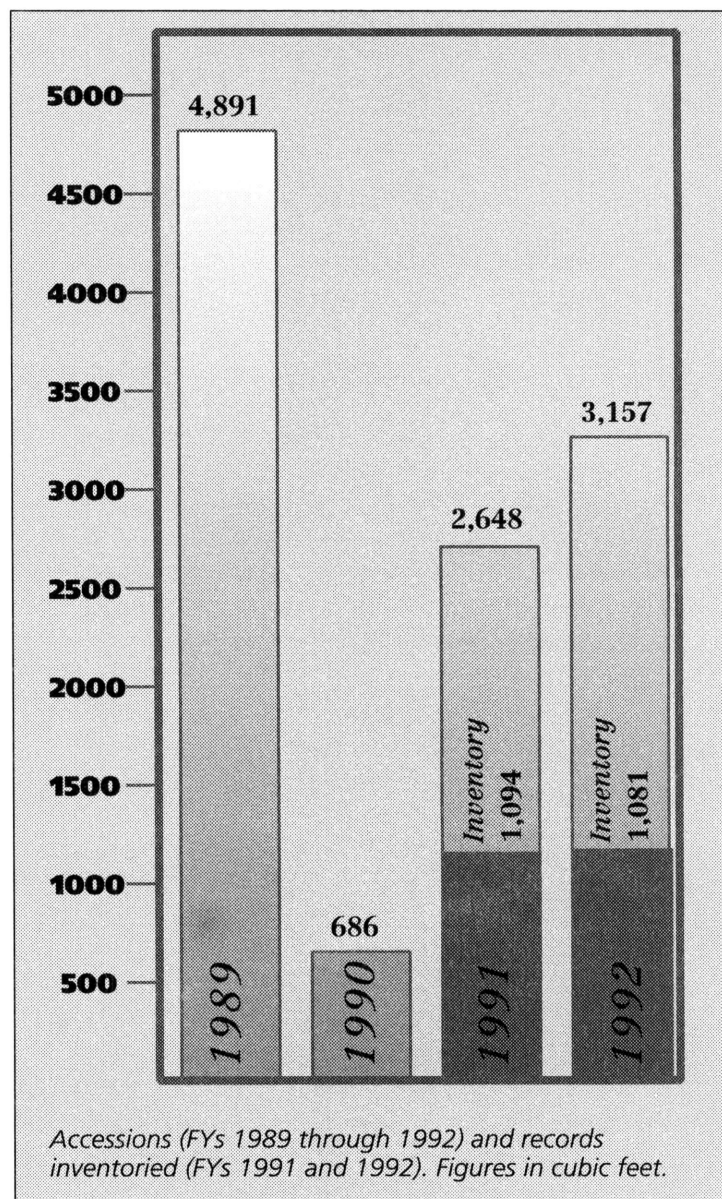
Processing

The program completed its map processing project, begun in 1982. All map holdings now in the Archives have been properly housed and fully described in a database. The program distributed duplicate maps and maps unrelated to Texas history to other depositories. New maps will be added to the database and its index as they arrive. Although the project has shown the value of arranging and describing the map collection, such item-specific treatment of a body of records will not likely be repeated in the future.

Due to the high volume of new records, Archives staff have concentrated on inventory of new accessions instead of arranging and describing unprocessed materials in the Archives. Even so, processing staff were unable to inventory all records acquired during the biennium.

This shortfall resulted, in part, from forces outside the program's control. In October 1991, the UT Tarleton Law Library notified the Archives that it wished to transfer its collection of Texas Court of Criminal Appeals files as soon as possible. The Archives staff boxed, inventoried, and prepared some 2,800 cubic feet of records for transfer to the State Records Center. This transfer will continue in FY 1993 when additional storage boxes are available. The staff also prepared over 1,000 cubic feet of Third Court of Civil Appeals case files for temporary storage at the Records Center.

In addition, the very extensive records of both Lt. Gov. William P. Hobby and Gov. Mark White required immediate processing. Both collections had suffered considerable damage — Hobby's in the Capitol fire of 1983, White's through water-soaking while housed in a private storage facility. No economical repair was possible for the damage to the Hobby records. Since their value rested more in the contents than in the documents themselves, staff made archival-quality photocopies to substitute for the damaged originals. Archives staff dried,



fumigated, and when necessary photocopied White's records. The Hobby records have all been inventoried; work continues on White's papers.

The description, arrangement, and rehousing of photographic holdings has slowed since September 1991, when the photograph archivist became Preservation Officer. A part-time volunteer is helping with current work on the photo archives.

Also in 1991, Bill Malone retired as the contract photographer for the Library's Current Events program, a position he had held since its inception in 1969. Bids for photographic services were let late in FY 1991, and Austin-based commercial photographer Bill Kennedy received the contract award for FYs 1992 and 1993.

Kennedy has worked quickly to establish contacts throughout state government, allowing him the

As photographer for the Archives' Current Events program, Bill Kennedy has produced a visual record of the ongoing renovation and extension of the State Capitol.

access necessary to document important state occasions. In addition, he and Archives staff have worked closely with the State Preservation Board to produce a systematic and richly detailed photographic record of the Capitol renovation and sub-grade addition.

The archival descriptive database, begun in 1988, will be added to the Texas State Library's Integrated Library System (TSL/ILS), which should be functional in FY 1993. Much refinement of the database has been necessary for successful integration with the TSL/ILS catalog. One archivist is responsible for indexing and editing database records. Another devotes one-quarter time to researching and preparing brief histories of state agencies to be used with the catalog.

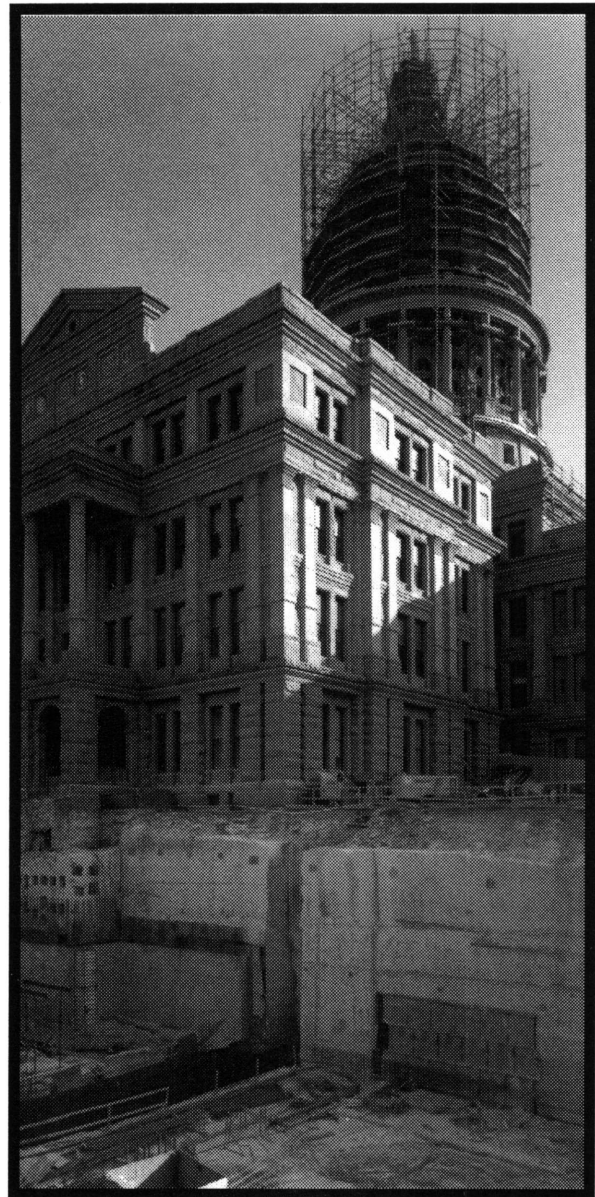
Preservation

In FY 1991, the conservation staff completed the deacidification, buffering, and encapsulation of the Confederate pension applications. These records continue to be among the most frequently consulted in the Archives' holdings.

The focus of preservation efforts shifted with the completion of the pension project. Instead of intense, total-conservation treatments for a series of specific records, the Archives has adopted a holdings maintenance system. The object is to preserve the collections while best using limited preservation resources. Staff provide the most rapidly deteriorating material with the minimum treatment required to save it until its information can be transferred to more durable media. These include microforms, preservation photocopies, or optical disks.

To identify those records needing immediate treatment, in November 1991 the Archives began a survey of its holdings. Personnel from all areas of the program participated in the project, devoting some 684 hours. The archivists examined 21,434 cubic feet of records in 2,182 units. The staff analyzed frequency of use, current storage conditions, and the physical condition of the records themselves. Upon completion of the survey in FY 1993, the Archives can better assign preservation priorities.

In keeping with this emphasis, the conservation section began work on the earliest legislative bill files. Tightly folded files are being passively flattened and deteriorated fasteners removed. After treating the bill files, staff store them in precisely labeled,



acid-free folders and boxes. The program treated more than 160 cubic feet of these legislative records in the first year of the project.

In February 1992, the Library revised and updated its disaster response plan. The following month, Preservation staff joined with Processing staff to save 64 cubic feet of Gov. Mark White's water-damaged records. The staff invested well over 100 hours in drying and otherwise salvaging these records.

Reference and Public Services

From November 1991 through January 1992, the Library's asbestos-removal project forced the closure of the Genealogy Collection and much of the main lobby area. This kept many researchers away from the building during the period, which affected the

Archives and Public Records

Archives

Statistics for the Archives' Reference and Public Services activities.

Site visitors	New users	Materials requested	Site visitor requests
1992 3,896	1992 1,222	1992 23,310	1992 11,990
1991 4,087	1991 1,195	1991 23,786	1991 12,111
1990 5,002	1990 1,559	1990 29,167	1990 12,587
1989 4,837	1989 1,708	1989 24,842	1989 9,407
Telephone requests	Reference mail	Reference photocopies	Book acquisitions
1992 6,909	1992 6,829	1992 124,360	1992 111
1991 7,589	1991 6,802	1991 123,114	1991 146
1990 6,359	1990 7,525	1990 132,824	1990 120
1989 4,537	1989 5,726	1989 105,118	1989 159

normal activities of the Archives. Still, even as the number of visitors declined, the Archives witnessed a 9.5 percent increase in site-visitor requests over the previous biennium. Telephone requests were up a substantial 33 percent, although reference mail experienced only a modest 2.8 percent increase. Reference photocopying was up 4 percent during the period.

Material requests dropped 12.7 percent over the previous biennium. This decline can be attributed both to the asbestos removal and to the completion of several large research projects that involved the use of entire record groups and series. The number of site visitors and new users declined 18 percent and 2.6 percent, respectively.

Book orders declined during the period, in part because of budget reductions and the soaring costs of hardcover publications. Preservation binding also took more funding than in the past. Donations of books from the public and from other Library programs, particularly the Program for the Blind and Physically Handicapped, helped to offset the decrease.

Archives staff prepared press releases to describe several major acquisitions, such as the State Board of Control records and the Howard Hughes case files. Responsibility for lobby tours passed to the Public Information Office during the past biennium. The Archives program did conduct several special tours, such as for the staff of the Austin Public Library and the reference staff of the Fort Worth branch of the National Archives and Records Administration.

The program reprinted its *Guide to Genealogical Resources in the Texas State Archives* twice and its general Archives information brochure once, but

attempted no new publications or exhibits. The staff dismantled the existing lobby exhibits in preparation for the asbestos removal, and restored the displays to their proper order when the work was completed. Staff members also assessed damage to the lobby mural and terrazzo floor sustained during the abatement and retrofitting.

The staff conducted a national survey of fees charged by other state archives. Responses came from 41 states. Archives personnel also provided advice and consultant services to several state agencies during the biennium.

The Reference Archivist continued as a consultant to, and currently chairs, the Education Committee for the Texas National Guard Museum and Historical Holding. During the past year he prepared a cooperative institutional assessment of the program with Dean Ron Wyllys of the UT School of Library and Information Science. He also served as a member of the Secretary of State's State Seal Advisory Committee.

During the biennium, the Library recovered several lost documents belonging to the Archives, including a claim signed by William Barrett Travis in 1836 and a Texas Supreme Court case from the 19th century.

Recovery of Records

The Archives staff helped the Attorney General's office prepare the State's case for the recovery of 21 missing documents belonging to the Commission. Staff spent more than 300 hours researching the history of the documents themselves and legislation and records relating to their transfer to the Commission. The case was still under judicial consideration as the biennium came to a close.

The staff also located other lost documents through catalogs and referrals by documents dealers. The Archives recovered a handsome certification of a claim signed by William Barrett Travis in March 1836, several documents from the Nacogdoches Archives, and a Texas Supreme Court case from the 19th century.

In the previous biennium, the Library received a \$30,000 grant to prepare a report of Republic-era records missing from its holdings. Work on the project is progressing rapidly. Staff have compiled a list of all Republic documents described in accession records and have examined many original records. All records described on accession rolls and located

in the holdings have been assigned a permanent "INV" number; the Archives has compiled a listing of these records by INV number and by date.

By the end of FY 1992, 13,082 records had been inventoried. The inventory already has helped to slash the time required for identifying missing records and for providing access to difficult-to-locate historical records.

All Republic documents accessioned by and now missing from the Library will be entered in a database, with the resulting list circulated to collectors and dealers. The complete inventory also will serve as the basis for possible grant applications to help fund necessary preservation projects.

Outlook for the Future

When the Library moved into its downtown building, Archives staff focused mainly on gaining control over previously unprocessed records in its holdings. Staff time could be divided naturally among reference, processing, and preservation tasks. Each unit functioned independently, although turning to the others for information and assistance.

Today, the Archives has at least nominal control of its holdings and has identified their location and physical condition. Most records are readily accessible. However, the size and frequency of new accessions make it impossible for staff to invest large blocks of time in item-level handling of even the most valuable records.

Nor can a small group of staff members be given sole responsibility for research assistance. The amount of new information arriving in the Archives requires that the staff members processing the new records must also be able to help researchers.

The Library approved a reorganization plan for the Archives program in the summer of 1992. Effective in FY 1993, a new Mail Services/Reproduction section will be created within the Reference and Public Services unit. No full-time staff will be dedicated solely to the Reference Room. Instead, archivists from the Processing section will spend significantly more time helping researchers.

This restructuring should permit staff to cope more effectively with the changes and challenges brought by incorporation of RHRD activities in the Archives program, the introduction of the TSL/ILS, and the implementation of the Library's strategic plan.

Records Management

The Records Management program:

- issues guidelines and develops administrative rules for the cost-effective and efficient management of state records;
- operates the State Records Center for the storage and disposition of noncurrent state records; and
- provides micrographics laboratory services for the preservation of permanent and vital state and local government records.

Authority for these activities is mandated to the Commission by §§441.031–441.062; 441.168; and 441.171–441.175, Government Code.

There are two developments of which the Records Management program is especially proud. The program earns revenues by providing services to state agencies and local governments on a charge-back or fee basis. Increased production levels and a revised system of job costing enabled the Library to recover more of its fixed costs, which were formerly covered by General Revenue appropriations.

In addition, the FY 1992 reorganization of the Support Services Unit led to the elimination of one supervisory position and the reclassification of one manager, all without loss of program efficiency. Because of these actions, the director and librarian certified to the Comptroller a savings of \$110,532 by the Records Management program as part of the Texas Incentive and Productivity Plan. This was the highest figure among the Library's programs.

Because of its firm commitment to, and success in, providing quality products and services to state agencies, the Records Management program received the prestigious Olsten Distinguished Achievement Award for Excellence in Records Management in 1991, a much-coveted and nationally known honor.

Records Services

The Records Services unit is responsible for developing and issuing policies, guidelines, and standards. State agencies follow these standards when establishing efficient, consistent, and cost-effective records management programs. The unit also provides consulting and training services.

Records Management staff assist other state agencies in:

- establishing and maintaining programs, policies and procedures for management of official records;

- maintaining proper records documentation to protect the legal and financial rights of the state and its citizens;
- developing and updating records retention schedules;
- reducing and simplifying agency paperwork;
- disposing of records having no further value; and
- identifying and protecting vital state records.

Records Services staff provided training and consulting services to state agencies as they established records retention schedules. Records Services successfully continued to educate state agencies in all aspects of records management through training, consulting and an active publications program.

During the biennium, Records Services staff provided 5,373 consulting hours to officials throughout state government. This was an increase of 27 percent over the previous biennium. Records analysts worked closely with state agency officials to develop and update 115 approved records retention schedules.

Half-day classroom training sessions, usually held at the State Records Center, are essential to the program's educational efforts. Three new training classes were offered during the biennium: Introduction to Managing Electronic Records, Using Approved Retention Schedule to Manage Files, and Implementing Approved Retention Schedules, which deals with administrative issues. More than 2,500 state employees attended 142 workshops on these and other topics such as micrographics, filing systems, conducting a records inventory, and developing a records retention schedule.

The program's technical publications contributed to its success in records management education. The program added two new chapters — electronic records and disaster recovery planning — to the *Texas State Records Management Manual* and updated other chapters. As is customary during each biennium, the program prepared a revised version of the manual's recommended records retention schedule, which agencies use to decide appropriate minimum retention periods for their records. The reputation of this manual for authority and reliability continues to grow. State agencies rely upon it when developing their records management programs, and many local governments and private companies have purchased the manual.

At the request of the director and librarian, Records Services worked with the Local Records program to study the challenges posed by electronic recordkeeping

Archives and Public Records Records Management

the Department of Information Resources and other state agencies to ensure awareness of current developments in this rapidly changing area of recordkeeping.

State Records Center

The Records Services unit also operates the State Records Center. This facility offers systematic and cost-effective storage and preservation of noncurrent state records that must be retained according to established retention schedules, but that do not warrant storage in high-cost office space. Services provided by the Records Center include:

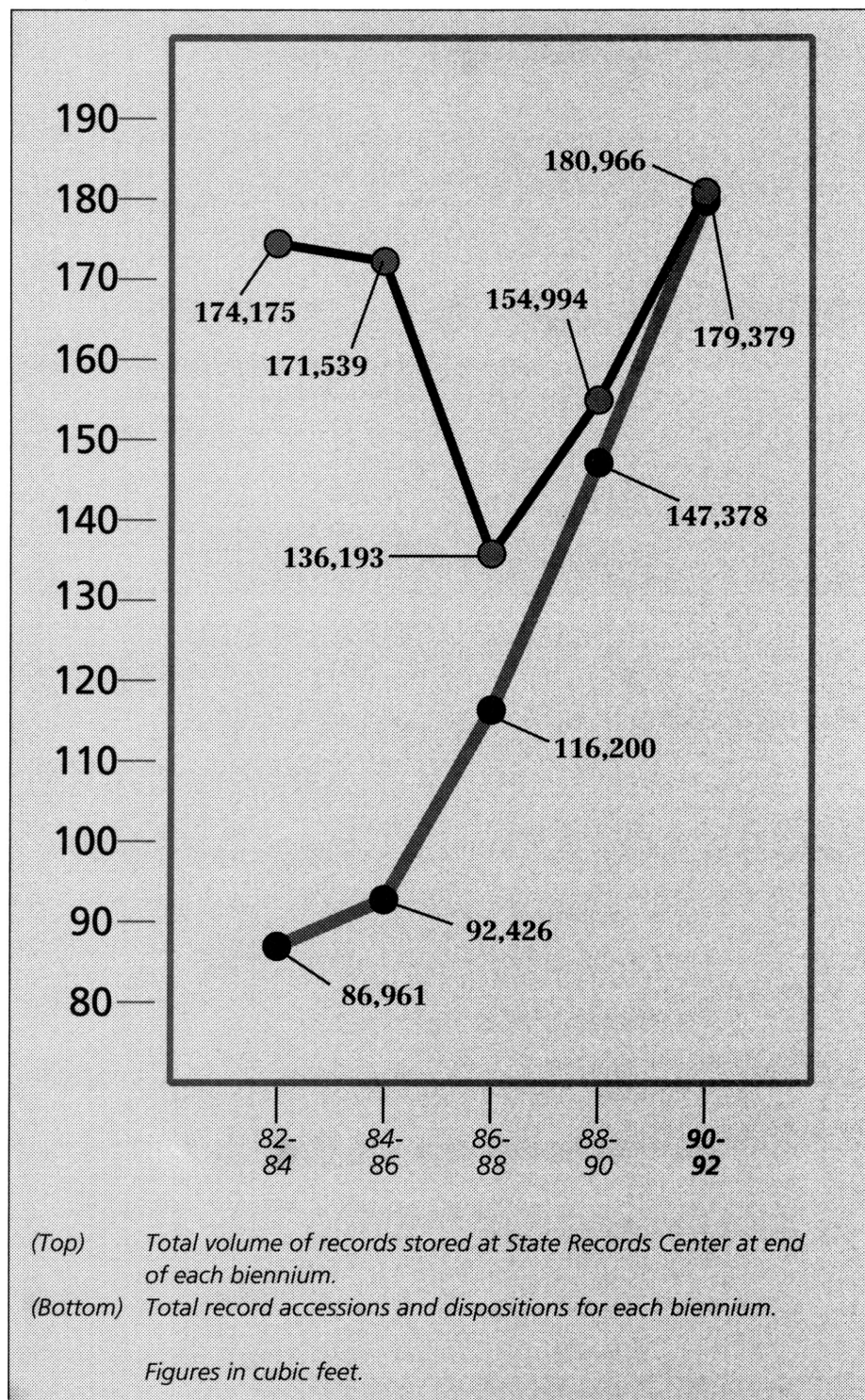
- accessioning, storage, and disposition of state records;
- on-site reference services;
- circulation of records to and from agencies; and
- disaster recovery backup services for essential records.

Records Center operations continued to expand during the biennium. The volume of records stored and maintained at the Center has increased since the opening of the new storage area at the beginning of FY 1989. This provided an additional 390,000 cubic feet for hard copy records, 3,000 cubic feet for electronic media, and storage capacity for 230,000 rolls of microfilm.

The total volume of records accessioned and disposed during the biennium increased 22 percent to 179,379 cubic feet. The total number of individual files circulated to and from user agencies increased 17

percent to 218,480 files. The total cubic feet of records stored also increased 17 percent, to 180,966 cubic feet at the end of FY 1992.

In a rapidly growing service area, 41 agencies received disaster recovery backup storage service for electronic media, an increase of 86 percent. The volume of microfilm stored increased 15 percent to 251,746 reels (16 mm equivalent). The Center has installed new air conditioning and dehumidifying



to the traditional management of public records. Working with an ad hoc advisory panel of officials and private-sector representatives, staff members drafted standards and procedures for electronic records management by state and local agencies.

The program distributed the proposed standards for public comment and will submit the final versions to the Commission for adoption during the next biennium. Records Services also worked closely with

Archives and Public Records Records Management

systems in the electronic media and microfilm vaults. Each vault has its own system, which permits stricter climate control standards than are needed for paper records in the main storage areas.

In the spring of 1991, Library staff began to develop an automated system for tracking records

storage and circulation. This would allow state agencies to send storage transfer forms electronically to the Records Center for processing. After a rigorous testing program, the first agencies were selected to use the system. Work on the system will continue.

Micrographics Service Bureau

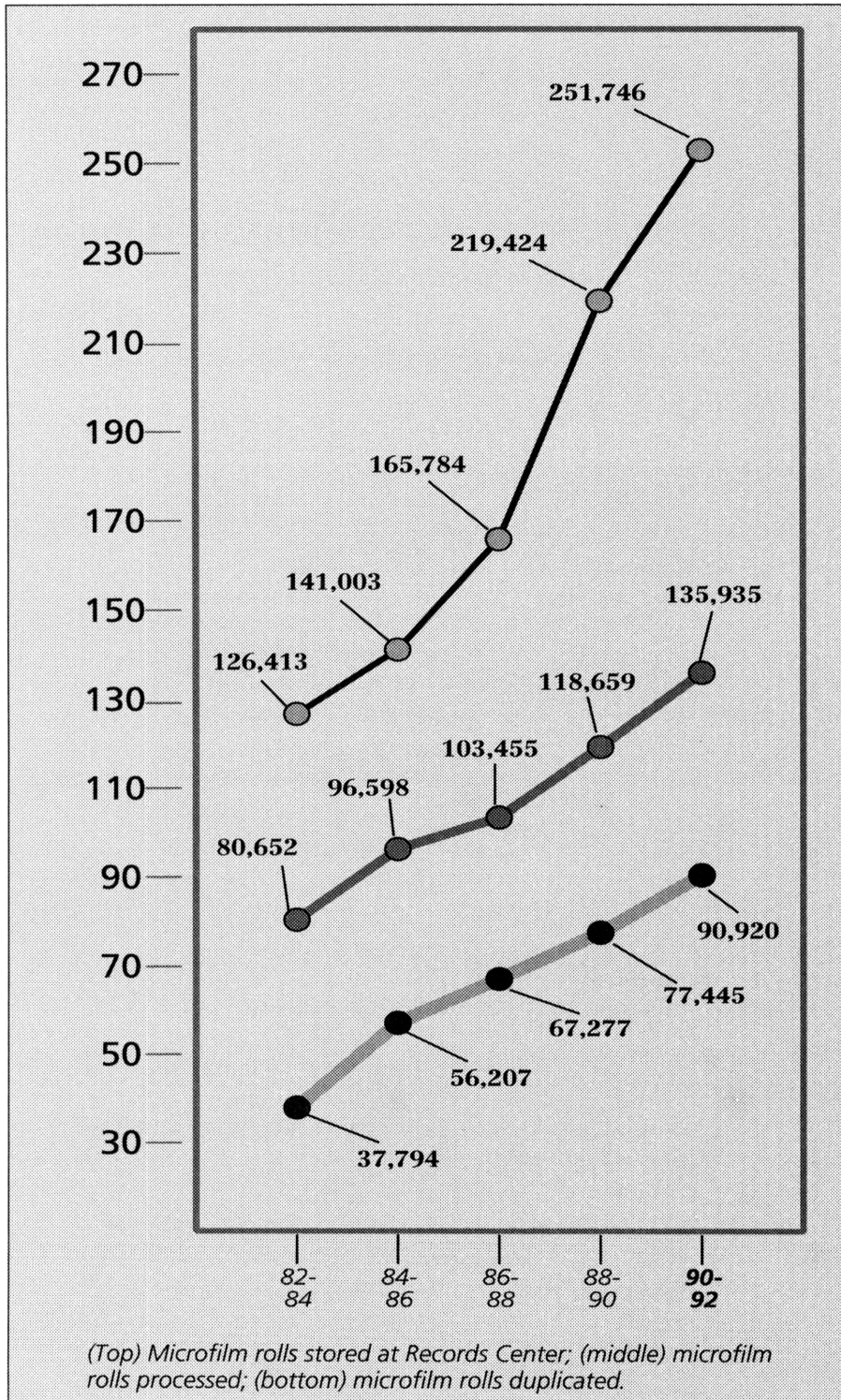
The Micrographics Services Bureau operates a centralized facility for converting records to microform according to strict archival standards. Services include:

- negotiating contracts for services with state government;
- preparing original hard copy records for microfilming;
- source document microfilming, micropublishing, roll film processing and duplication, microfiche production and duplication, microfilm jacket loading;
- security vault storage of original microforms;
- quality control testing of microforms; and
- technical assistance to state agencies with in-house microfilming operations.

Service Bureau operations expanded during the biennium, a trend that is likely to continue. As the result of legislation passed by the 72nd Legislature, the Records Management program makes its microfilming services available to local governments on a fee basis. The Commission adopted a fee schedule for use during the biennium and staff began marketing efforts aimed at local governments.

Service Bureau staff continued to film the brittle books in UT's Nettie Lee Benson Latin American Collection, a premier repository on Latin American history and culture. The coming fiscal year will mark the start of the third biennium of this important effort to preserve scarce and irreplaceable scholarly resources.

During the biennium, the Texas Department of Human Services transferred its darkroom equipment to the Service Bureau for a fraction of its



original price. The State Board of Insurance, after eliminating its own microfilming program, also transferred its equipment (on loan) to the bureau. By transferring their darkroom and micrographics work to the bureau, both agencies have saved on operating costs.

The Service Bureau realized its goal of operating on a total cost recovery basis during the second year of the biennium. The Service Bureau increased its revenue 46 percent over the previous biennium, to \$1,259,148. The total number of documents microfilmed increased 21 percent to 17,998,731; the number of rolls processed rose 14.5 percent to 135,935; and the number of rolls duplicated jumped 18 percent to 90,920.

Support Services

The Support Services unit supports other Records Management operations and provides facilities and equipment maintenance services. Support services include:

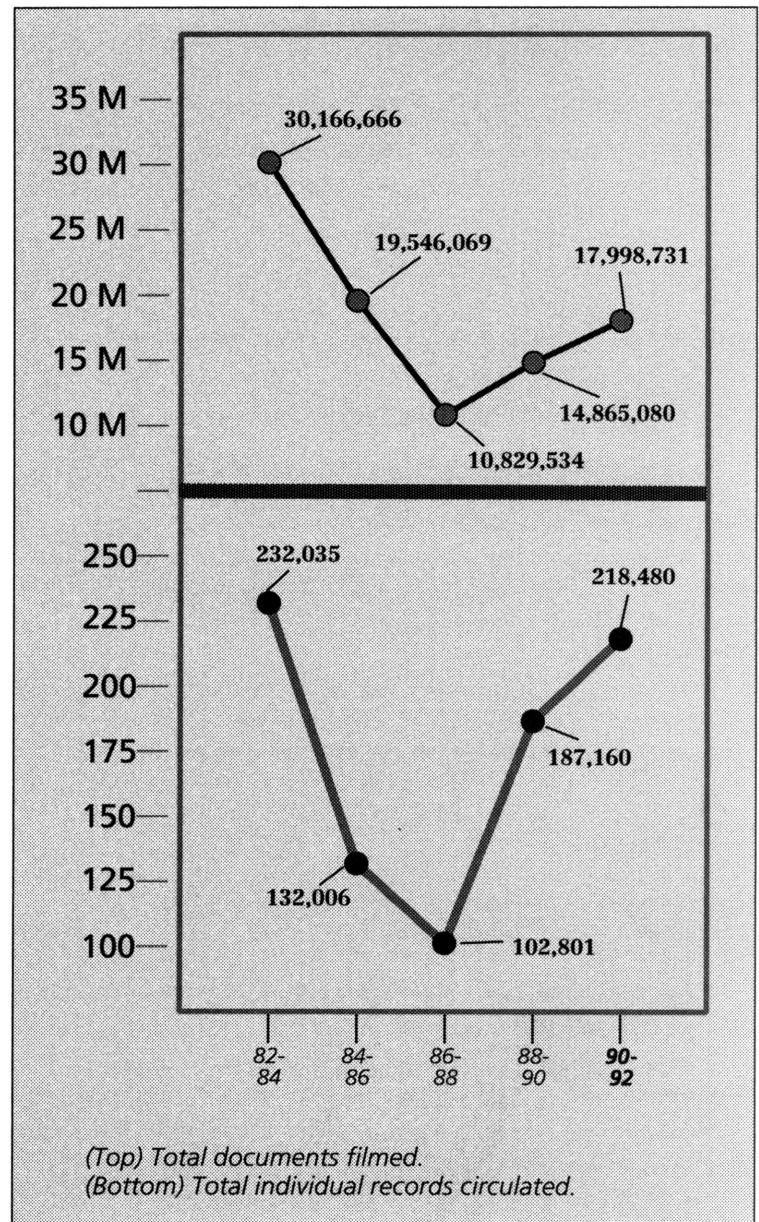
- word/data processing support;
- administrative assistance associated with the delivery of records management services to state government and to the public;
- accounting, purchasing, and statistical analysis services;
- maintenance of the Records Center building, grounds, and equipment, equipment inventory control, facility security; and
- the destruction of obsolete state records.

The Support Services unit also helps identify changes in user needs and works to increase the use of available resources.

The introduction of computer networking systems increased the efficiency of staff throughout the program, especially unit managers and professional staff. On-line database access simplified the budgeting and planning processes and allowed closer tracking of documents submitted by state agencies.

The program shredded and recycled approximately 72,500 cubic feet of paper records during the biennium. This figure includes records destroyed for state agencies that do not use the Records Center; this service is a significant source of chargeback income. The shredding produced approximately 2 million pounds of shredded paper, the equivalent of about 17,000 trees.

The Library has long recognized the danger to the Records Center facility posed by the continued



erosion of the Shoal Creek banks. The bank's encroachment would eventually undermine the stability of the building's foundation. After a site drainage study, funds were appropriated to construct a concrete retaining wall along the creek behind the Center to avert eventual catastrophe. The project will be completed in the next biennium.

Local Records

The Local Records program carries out the statutory responsibilities of the Commission, and of the director and librarian, in the preservation and management of local government records. It:

- preserves local records of enduring value through a statewide network of regional depositories;
- develops standards and procedures for the management and disposition of local records; and
- encourages, through training, publication and consulting programs, efficient and cost-effective records management.

The program operates 24 regional historical resource depositories (RHRDs), most in college and university libraries. The University of Texas at Dallas withdrew as a depository during the biennium, and its Library holdings were distributed to other RHRDs.

The program also administers the Sam Houston Regional Library and Research Center in Liberty, a major regional archive and museum owned and operated by the Commission.

Field Consultants

Local Records field consultants have both archival and records-management responsibilities. Staff members:

- transfer local records of permanent value to depositories for preservation;
- arrange and describe depository holdings for use by researchers;
- help patrons by mail and telephone in the use of the collections, and
- conduct workshops and presentations and provide on-site and telephone consultation for local officials.

The Local Government Records Act of 1989 (Chapters 201–205, Local Government Code) and Chapter 441, Subchapter J, Government Code, mandate responsibilities to the Commission. The passage of the Act considerably broadened the authority of the Commission, and of the director and librarian, over the management and destruction of local records — for example, by authorizing the Commission to establish minimum retention periods for all state and local records.

Although the Act went into effect in FY 1990, its requirements of local governments will be phased in over the next 5½ years. As expected, the demand for records management assistance sharply increased during the biennium.

In May 1992, the Commission approved a plan submitted by Director and Librarian William D. Gooch to reorganize the public records programs of the Library. The plan eliminates the Local Records program and divides its functions between the Archives and Records Management programs. The reorganization will take effect with the new biennium.

Gooch emphasized that the new organizational structure, designed to promote efficiency and eliminate duplication of effort, will not lower the level of service to either state or local governments. By streamlining its public records functions, the Library can use more effectively both its human and fiscal resources. This in turn will help the Library promote the systematic preservation and management of records and information by all governments that it serves

Responsibility for Local Records' archival activities and the regional historical resource depositories will be transferred to the Archives. Administration of the Sam Houston Regional Library and Research Center also will pass to the Archives.

Local records management activities — consultation, workshops, publications, records scheduling — will be merged with those of the Records Management program, which will be renamed the State and Local Records Management (SLRM) program. Except for one position, all Austin-based Local Records staff will transfer into SLRM. Local Records consultants stationed in Arlington, Richmond, and San Antonio will continue to work from their assigned field offices. The role of the Local Government Records Committee will not be affected by this reorganization.

These major changes in state law, first felt in the previous biennium, continued to influence program planning and development. By necessity, the program placed greater emphasis on helping local officials manage their records than on placing these records in RHRDs. Even without the stimulus of new legislative mandates, this shift would have occurred, as most of the RHRDs are filled to near capacity.

Training and Consulting

Local Records staff clocked 5,711 consulting hours in response to requests for assistance from 11,803 offices, an increase of 32 percent in the number of offices over the previous biennium. The number of workshops (195, up 231 percent) and contact hours of instruction (24,155, up 150 percent) also increased significantly. Six of these workshops were presented



The Commission presented five Records Management Awards to local governments, including Brazoria County, for their outstanding performance in records management.

Establishment of Records Management Programs

The Local Government Records Act applies to all local governments and elective county offices in the state. Besides many general directives, the Act requires that they:

- designate a records management officer;
- adopt a records management program by order or ordinance; and
- submit a records control schedule for approval by the director and librarian.

by the director of the Sam Houston Center, who also logged 545 consulting hours.

The program realized that its three consultants could not provide much individual attention to the estimated 4,416 elective county offices and 4,355 local governments subject to the Act. Accordingly, group instruction received increased emphasis. Program staff made presentations to professional associations, such as the County and District Clerk's Association, the Texas State Association of Assessing Officers, the Texas Criminal Justice Information User's Group, and the Texas Association of School Business Officials. The program also worked closely with the V.G. Institute of County Government, the Municipal Court Training Center, and other organizations that train and educate local officials.

The records consultant for South Texas held a series of workshops in her San Antonio office. By developing workshops and instructional materials for particular types of local government, she provided officials with individual attention in a group setting.

Records consultants at UT-Arlington and at the George Memorial Library in Richmond provided assistance in those regions. The director of the Sam Houston Center furnished similar assistance to governments in a 10-county region of Southeast Texas. In addition, a staff consultant based in Austin helped governments throughout the state solve problems regarding microfilming and electronic recordkeeping.

During the biennium, the Local Records program acquainted local officials with the requirements of the Act through workshops, newsletter announcements, and a letter-writing campaign. Staff sent over 2,000 letters, each accompanied by policy models to aid in the development of ordinances and orders.

Staff also contacted the magazines and newsletters of professional associations, and items appeared in 12 publications. The Texas Association of Counties devoted an entire issue of its magazine *County* to records management and the requirements of the Act.

By the end of the biennium, 84 percent of the governments and offices covered by the Act had designated records management officers, while 63 percent had established records management programs. As designees of the director and librarian, Local Records staff reviewed and approved 1,210 records control schedules during the biennium. Staff also approved the destruction of 132,395 cubic feet of local records whose retention periods had expired.

Wishing to recognize the efforts of local governments, the Commission conferred its Records Management Award in July 1991. The awardees were Brazoria County, El Paso County, Nederland Independent School District, Pasadena Independent School District, and the City of Rowlett. These are only the most noteworthy among many fine programs throughout the state.

Archives and Public Records

Local Records

Administrative Rules

The Local Government Records Act requires the Commission to develop and adopt rules in four areas: retention periods, microfilming, electronic storage, and the care and preservation of records of permanent value. These rules also must be approved by the Local Government Records Committee, a 36-member panel created by the Act to advise the Commission and the director and librarian on these and other issues. Thirty-four members of the committee are local officials; the remaining two are designees of the Attorney General and the Comptroller of Public Accounts.

During the biennium, the Commission adopted four local records retention schedules that established mandatory minimum retention periods. Local Records staff drafted the schedules after extensive consultation and review with local officials and with state agencies that oversee their activities. The Commission has formally adopted this review procedure as an administrative rule.

Local Schedule LC sets minimum retention periods for the records of justice and municipal courts, Local Schedule EL for records of elections and voter registration, and Local Schedule TX for records of property taxation. The Commission also adopted Local Schedule GR (Records Common to All Governments), which sets minimum retention periods for general administrative, financial, and personnel records. Over 5,000 of these schedules were distributed without charge during the biennium.

Drafts of Local Schedules SD (Records of School Districts) and JC (Records of Public Junior Colleges) were distributed to over 800 school districts and junior colleges for review and comment in FY 1992. They will be presented to the Local Government Records Committee and the Commission for approval in the coming biennium.

Staff from the Local Records and Records Management programs worked to develop standards and procedures for managing electronic records. With the advice of an ad hoc committee appointed by the director and librarian, staff reviewed the current state of electronic recordkeeping, examined emerging imaging technologies, and carefully studied the challenges that electronic systems pose for the longevity and integrity of records. The programs distributed draft rules to state agencies and local governments for review and comment; final rules will be presented for adoption in FY 1993.

The Commission also amended rules regulating microfilming by local governments and formally amended the *Texas County Records Manual*, which sets minimum retention periods for the records of various county offices.

Publications

To help local officials build and improve their records management programs, Local Records distributed 53,041 publications during the biennium, including records schedules, newsletters, and information leaflets. The program's newsletter, *The Local Record*, was mailed to all records management officers in the state. With a circulation nearing 6,000, it is by far the most widely distributed records management periodical in Texas.

In FY 1992, the program published *A Microfilm Handbook for Local Governments*. This publication is part of a technical education project, funded in part by the National Historical Publication and Records Commission. The handbook covers such topics as:

- determining if records are cost-effective candidates for microfilming;
- choosing the right cameras and other equipment;
- deciding whether to film in-house or have filming done by a service bureau;
- doing cost calculations; and
- drawing up microfilming bids and contracts.

Sam Houston Center

For the Sam Houston Center, the biennium was a period of stability and limited growth. Despite a slight decrease in the number of patron service transactions, the Center's staff continued its tradition of excellent public service.

Staff worked to increase the number of researchers using the center while establishing quality controls over the holdings to provide better service for future researchers. In 1993, more special events are to be held at the Center than ever before, due to the bicentennial of the birth of Sam Houston. This should lead to a significant increase in the number of patrons.

During the biennium, 21,811 patrons were served by the Center: 14,838 in person, 2,952 by mail and 4,021 by telephone. Staff provided access to 1,328 cubic feet and 4,451 file folders of manuscript and



The Sam Houston Regional Library and Resource Center in Liberty is a center for research and record management as well as a museum and archive of Southeast Texas history and culture.

local records, 2,566 maps, 1,590 photographs, 964 bound government records, 15,429 publications and 1,319 reels of microfilm.

The holdings of the Center continued to grow with 506 donations, totaling 424 cubic feet. These included the Mary Lasswell archives, the Don Kelly collection of Southeast Texas postcards, the Alfred Roark archives, and additional papers of Gov. Price Daniel, including those from his service as tribal attorney to the Alabama-Coushatta Indians.

Staff completely processed 318 cubic feet of holdings and improved intellectual control over an additional 3,199 cubic feet. The Center updated the guides to its holdings of newspapers, artifacts, and publications. Center staff prepared seven exhibits, including two traveling exhibits. The Center also developed new administrative procedures, including its first written disaster plan and a space management program for its archives.

Staff conducted tours of the Center, the 1848 Gillard-Duncan House, and the Price Daniel House for the members of 61 organizations. The Center also was host to 2,177 meeting participants. Staff completed written tour scripts for all Center facilities.

In addition, the Commission approved the relocation of the 1883 Norman House to the grounds of the Center. After restoration funded by the Center's friends group, the Atascosito Historical Society, the

Norman House will be used for exhibit space and will draw additional visitors to the Center.

As in the past, the Center emphasized public outreach. The director's monthly radio show expanded its coverage throughout the area from Houston to Orange. The director also made 48 presentations about the Center to various groups. Staff contacted Southeast Texas tourist organizations with information about the Center, its holdings, and the historic structures on its grounds. The director participated in the statewide Sam Houston Bicentennial Celebration planning committee.

The Center and its holdings were mentioned in several national and regional publications. These included the Book-of-the-Month Club's reissue of *The Raven* by Marquis James; *The History of Hardin County*, published by the Hardin County Historical Commission; and special editions of the *Liberty Vindicator*, *Baytown Sun* and *Beaumont Enterprise* newspapers. The Gillard-Duncan House appeared on the cover of the 1992 Liberty County telephone directory, which is distributed to over 50,000 households, and the City of Liberty printed a new tourist brochure that featured the Center and its facilities.

Information Services

The Information Services Program:

- provides information and referral services in person, by telephone, and through correspondence to the general public and to all officials, branches and agencies of Texas state government;
- acquires and makes available state and federal government publications; and
- serves as a resource for persons involved in family history research.

Information Services staff also work with state agency libraries to increase use of state collections through on-line catalogs, union lists, and directories.

As a regional depository for U.S. government publications, Information Services receives and retains the output of the Government Printing Office (GPO) in paper, microfiche, and electronic formats. Besides making this information freely and easily accessible to all citizens, the Library acts as a clearinghouse, enabling the 35 selective depositories in southern Texas to dispose of their federal publications properly. Information Services also advises the depositories on the management of these collections according to GPO guidelines.

A unit within Information Services, the Texas State Publications Clearinghouse, collects and distributes state publications. The Clearinghouse sends copies of these, when received in sufficient quantities, to 50 depository libraries throughout the state. Working with the Library's Records Management program, the Clearinghouse makes Texas state publications available in microfiche format at a nominal cost. The Clearinghouse promotes the use of these publications by producing monthly and annual lists, indexes and newsletters, which are sent to participating libraries and state agencies.

The program's Genealogy unit provides services and materials for citizens engaged in family history research. Among the Genealogy Collection's most-consulted materials are the micro-filmed schedules for every existing U.S. decennial census through 1910. Commercially produced indexes help searchers find their families in these censuses. Patrons also make extensive use of the collection's indexes of Texas births and deaths. The Genealogy staff assists hobbyists, certified genealogists, educators, lawyers, high school students, and legislators in their use of these and other resources.

Technical Services staff acquire books, periodicals, and other materials for all Library programs and for state hospital and prison libraries receiving federal grants for collection development. Records of the Library's collections can be retrieved nationally through OCLC, an on-line library database, and through the new Texas State Library Integrated Library System (TSL/ILS).

Reference Services

The TSL/ILS makes it easier for state agencies to share the resources in their collections. The software will be used to develop a catalog of materials held in agency collections. Staff from throughout the Library, but especially from the cataloging section of Information Services, worked long hours to develop specifications for the system and to process the records that form its foundation.

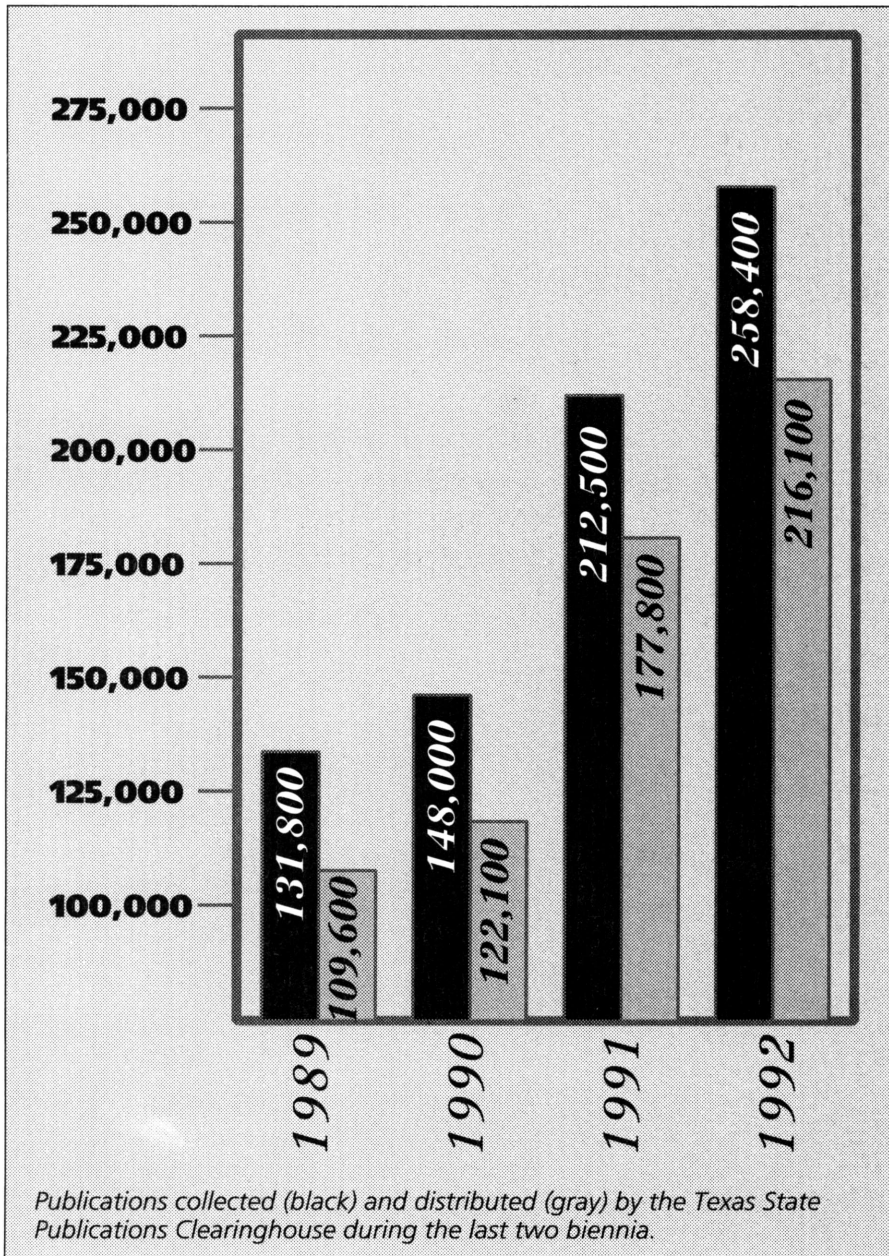
During the next biennium, several agency libraries will add their records to the system. Other libraries and individuals will be able to access the TSL/ILS catalog through the OCLC national network.

After restructuring and shifting work assignments, Information Services added a full-time librarian in the Reference Services unit. This helped increase the number of reference questions answered by 30 percent from the previous biennium.

Staff and patrons also made use of the flood of 1990 census information that arrived in all formats, including CD-ROM. Although the CD-ROM disks arrived without documentation, staff retrieved and downloaded the information in a variety of ways to meet user needs, using recently acquired equipment and technical skills.

Reference Services staff also provided patrons with information from various state and federal databases, including the *Catalog of Federal Domestic Assistance*, *Cendata*, *TEXIS*, and the U. S. Department of Commerce *Economic Bulletin Board*. The program pooled its resources with other agency libraries to purchase a shared electronic subscription to Congressional bills, the *Congressional Record*, the *Federal Register*, and the *Code of Federal Regulations*. This allowed staff to retrieve federal regulations on the same day they were published in the *Register* and well before printed copies arrived in the Library.

Reference Services staff continued to weed the book and periodical collections to make room for government publications. These little-used books and periodicals remain stored at the State Records Center. Staff created an on-line index to every town listed in every Texas telephone directory in the Library's collections. This index will be available through TSL/ILS. Staff also created ShipList, a system that allows on-line access to current federal documents. For the first time, Library patrons have access to publications on the same day they are processed.



During the next biennium, Reference Services plans to implement fully the TSL/ILS for patron registration and overdue notices. The Library also will subscribe to additional electronic resources, which will provide access to journals and improve document delivery of needed articles. Reference Services also foresees improved resource access through the national OCLC network.

Texas State Publications Clearinghouse

State Publications Clearinghouse staff continued to break records by increasing the number of publica-

tions collected by 68 percent over the last biennium. The Clearinghouse also published *Texas State Publications: Periodicals Supplement*, with updated and current entries for all titles.

Several factors contributed to this outstanding performance. Staff migrated the Clearinghouse database to the Library's minicomputer, shared records through its local area network, and simplified record structures. This improved the Clearinghouse's ability to track receipt of publications, create indexes and lists, and claim publications.

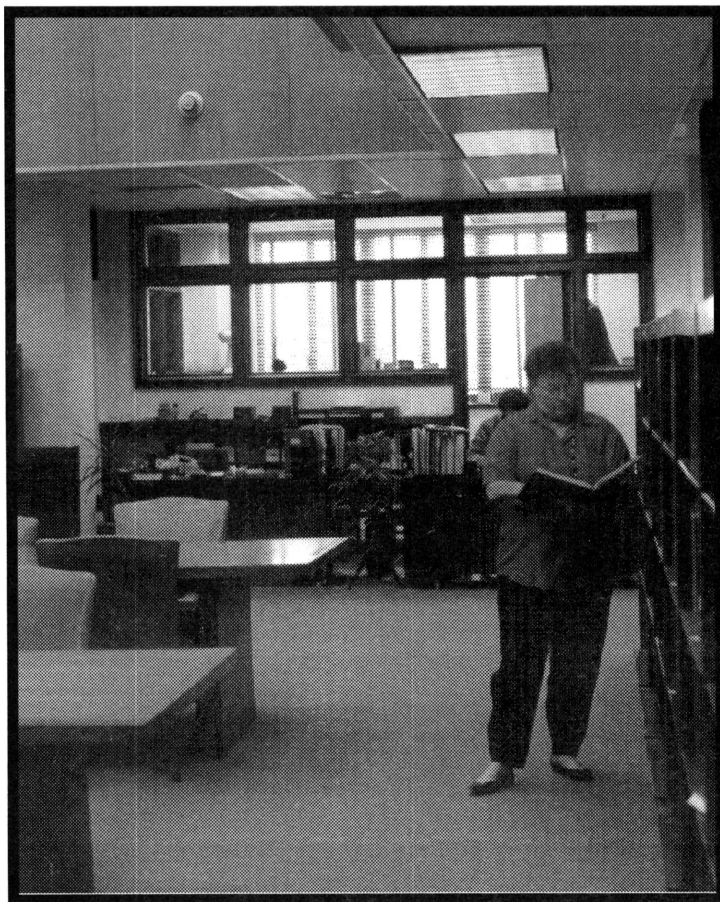
In addition, Clearinghouse staff conducted the first survey since 1977 of the 50 depository libraries. The results helped staff analyze collection development efforts, plan new services, and organize cooperative arrangements among the libraries. A Clearinghouse staff member created a beautiful decal, using the colors of the Texas flag and the Lone Star, to help the libraries advertise their involvement in the program. The Clearinghouse also distributed program guidelines to depositories and state agencies and presented eight workshops where these guidelines were explained.

The Clearinghouse plans to publish revised rules and regulations that will streamline the program and create standards for depository participation. Staff members also will perform on-site inspections of depository libraries. Lists and indexes of state publications will continue to be incorporated into the TSL/ILS and made available to users of the national OCLC on-line network.

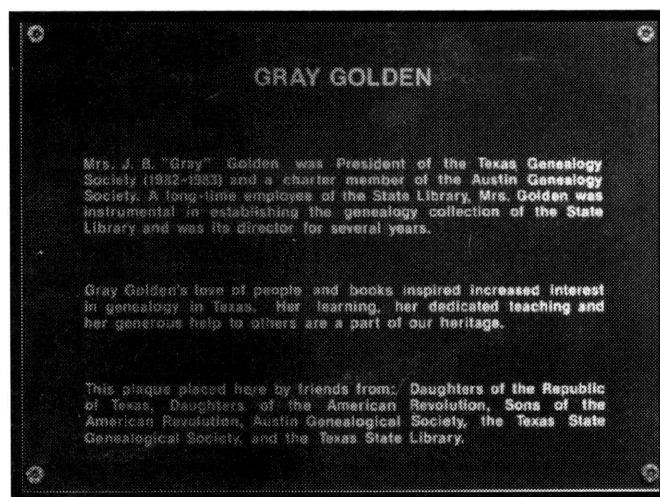
Genealogy Collection

The Library's asbestos removal and renovation project, begun in the previous biennium, closed the Genealogy Collection for two months during the winter of 1991. All asbestos was removed from the ceiling and walls of the reading room. In addition, workers raised the ceiling and installed new lights

Libraries Information Services



After an extensive asbestos abatement project, the Genealogy Collection reading room was remodeled. A plaque in the reading room is dedicated to Mrs. J.B. "Gray" Golden, longtime Library employee and founder of the Genealogy Collection.



and carpet. The result was a well-lighted, useful, spacious, and safe research area.

A plaque, mounted in the Genealogy Collection, was dedicated in honor of Mrs. J.B. "Gray" Golden, who established the collection and remained an inspiring teacher and researcher after her retirement from the Library. Friends from hereditary and patriotic organizations helped the Library make the plaque possible and gathered for the dedication.

The Genealogy unit increased the number of reference questions answered by 18 percent over the previous biennium (with no additional staff). The unit also produced a revision of the 1988 *Texas State Library Circulating Genealogy Duplicates List*. This popular document was mailed to over 500 libraries and is accessible via computer and at the Collection itself. The Genealogy unit also transferred all data from its word processing equipment to a new microcomputer. This greatly enhanced the staff's ability to produce and update the unit's user guides, inventories, labels, and lists.

The unit also obtained the Texas portion of the 1920 U.S. census on microfilm and initiated the "Adopt-A-Reel" project. Library users can purchase reels of the index to the 1920 census and donate them to the library. In exchange, they receive exclusive use of those reels for at least two weeks.

With the consolidation of the RHRD and Archives programs, the Genealogy unit obtained the collection of microfilmed records for Bastrop, Blanco, Caldwell, Gillespie, Hays, and Llano counties. Staff maintained these records for local patrons and accepted interlibrary loan requests from depositories around the state. Use of these materials has increased due to their exposure in the heavily used Genealogy Collection.

The Genealogy unit plans to obtain grant funding for the entire 1920 Texas census index and the reels for the remainder of the states. Staff also will continue to develop the unit's collection of state-wide resources.

Program for the Blind and Physically Handicapped

As part of a national network coordinated by the Library of Congress, the Commission offers free library service to Texans unable to read standard print due to a visual, physical, or learning disability. Reading materials are available in four formats: braille, large-print, recorded disc, and cassette.

Books and playback equipment circulate statewide by mail, and readers inform PBPH staff of their interests and requests via a toll-free telephone number. Reader consultants develop a profile of each reader, enabling them to meet that person's specific needs.

The Commission also administers the Texas Reading Machine Program, which makes available "reading machines" — computers with an optical scanner that can convert printed words into synthetic speech. Through this program, 69 Kurzweil Reading Machines have been placed in public and academic libraries throughout the state.

The Commission offers to interested individuals, parents, and professionals a wide range of information on visual, physical, and learning impairments.

During the biennium, PBPH restored services that had been curtailed with the loss of its automated circulation system in FY 1990; reestablished contact with patrons unable to use the service independently; and conducted a needs assessment to prepare a long-range plan. Additionally, the program improved its quality and level of service through better staff use and increased automation.

When the biennium began, PBPH faced many obstacles. A 1989 computer failure had forced the program to migrate prematurely to a new automation system known as ACCESS. Statewide budget tightening forced the Library to trim expenditures, eliminate some positions and leave others unfilled. Inadequate toll-free service burdened the program, which relies heavily on telephone contact with patrons. These stresses compounded as more people began to participate in the program.

Automation

Due to the program's computer limitations and increased patronage, response time to reference and administrative questions was slow. In FY 1991, PBPH could answer only 50 percent of reference questions and 55 percent of administrative questions on the day received. In FY 1992, these rates improved significantly, to 65 percent and 81 percent respectively, after improvements in automation and reallocation of staff and resources.

Continued improvement of the automated circulation system made it easier to provide quality public service. PBPH focused on restoring the basic functions of the previous computer system — magazine and machine circulation and the automatic selection of books based on patrons' reader profiles.

Staff labored through the winter to prepare the database (particularly the patron loan history file) for automatic selection and to correct the machine circulation records. ACCESS was extensively reconfigured to improve response time, add new work-saving features and enhance existing features. In April 1991, ACCESS began to process walk-in requests and provide automatic daily reports to PBPH management. The system also allowed staff to decide the order in which requested books would be chosen.

In May, the ACCESS magazine subsystem went on line, allowing PBPH to circulate shared magazine subscriptions automatically, without requiring the reader to request each monthly issue. Further improvements eased staff workload by allowing rapid modification of patron records. In August, the automatic selection features became fully operational, allowing the program to send books in chosen subject areas to patrons on a regular basis, saving readers the trouble of having to request books continually.

ACCESS System Milestones

October 15, 1990

- Automatic backup works. For the first time, ACCESS is available at 7:30 am on a routine basis.

April 22, 1991

- Equipment subsystem installed.

June 4, 1991

- First magazine select is run.

February 7, 1992

- Last day on Unisys minicomputer.

February 10, 1992

- First day on Motorola 3840 minicomputer. Response time very sluggish.

March 9, 1992

- First day on Motorola 8640 minicomputer. Response time improves significantly.

June 29, 1992

- Machine circulation by bar code begins.

August 11, 1992

- Automatic select runs for first time.

Program for the Blind and Physically Handicapped

Aside from these basic functions, ACCESS now includes various capabilities designed to boost the program's productivity and speed. These included assigning titles to a patron's request file by author or descriptor; placing titles on Reserve; mailing in-stock titles immediately; and searching the bibliographic file by subject or author.

Reader Services

With the improved ACCESS system and an additional reader consultant, Reader Services staff could better respond to patrons' needs. The new consultant position was created by transferring one position from Administrative Services.

Communication with patrons continued to improve through various means. Reader consultants phoned new patrons to discuss their reading interests and needs, and the PBPH quarterly newsletter *In Touch* kept patrons informed of Library developments. Telephone service improved significantly with the addition of another incoming toll-free line in February 1992. The completion rate for incoming calls rose from 34 percent to 54 percent after this change.

During the spring of 1992, PBPH staff sent a pilot survey to nearly 800 patrons in the Fort Worth area. Eighty-two percent of the respondents were very satisfied with the service and 82 percent found the Reader Services staff to be courteous and helpful. Patrons expressed concerns about the quality of the equipment provided. In response, PBPH strengthened the quality control measures used during the machine inspection process. The program is planning a larger survey of active patrons across the state.

In a further attempt to solicit patron feedback, PBPH held its first Open Forum during FY 1992. This was held during the Library Users of America conference in Houston. Reader consultants and other PBPH staff were on hand to make presentations and to address patrons' questions and concerns.

Circulation of reading materials rebounded from a post-computer crash low of 440,366 in FY 1990 to 497,603 volumes in FY 1991 and 550,000 volumes in FY 1992. To make more titles available to cassette-hungry readers, PBPH staff began to transfer to cassette many titles previously available only on record. The program inspects circulating Talking

Despite increased interest in the wake of the Americans with Disabilities Act, the Texas Reading Machine Program continues to languish as great advances are made in text-to-speech technology.

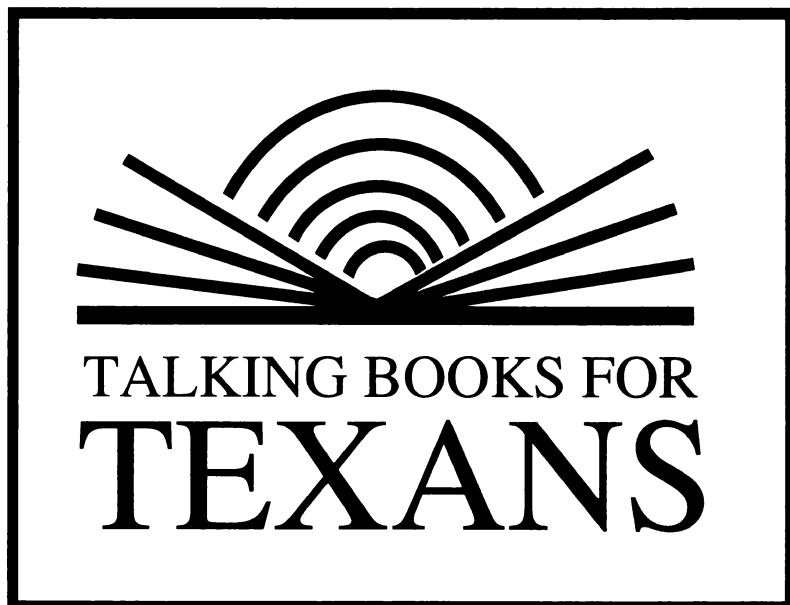
Books regularly before mailing to assure that patrons receive complete and readable books. Five new magazine titles have been added to the collection.

Information and Referral Service

Information and Referral benefited from the purchase of new microcomputers and the installation of a local-area network within the Library. PBPH has begun to automate the Information and Referral functions to provide necessary information to staff and improve services to patrons. Important information that is used daily is stored in database files available over the network. A new CD-ROM drive will greatly increase the information available to network users.

The Information and Referral workload has increased as more Texans become aware of the reference service. Staff added 140 volumes to the Disabilities Reference Center's print book collection during the biennium and answered over 3,000 reference questions. Circulation from the reference collection totaled 220 volumes (including videocassettes) in FY 1991 and 401 volumes in FY 1992. Much of the increase was due to increased publicity for the Disabilities Reference Center.

Program for the Blind and Physically Handicapped



The Talking Book Program and PBPH 60th Anniversary logos were created by volunteer graphic artists. PBPH employed the services of more than 150 volunteers during the biennium.



Texas Reading Machine Program

Established and funded by the 69th Legislature, the Texas Reading Machine Program placed Kurzweil Reading Machines (model 400) in 69 academic and public libraries throughout the state. These machines received 5,158 hours of use during the biennium, an increase of more than 32 percent over the previous biennium. Staff at the participating libraries trained 93 people to use the reading machine, bringing the total number trained to 450. Libraries gave presentations to 1,041 persons and demonstrated the machine to 3,328 persons.

While interest in the program has increased somewhat due to the passage of the Americans with Disabilities Act, the TRMP continues to languish as great advances are made in text-to-speech technology. Many libraries routinely report little or no usage, as patrons refuse to spend 10 hours learning how to use an outdated machine. Several libraries cannot afford to repair their malfunctioning machines. Often, repairs would cost as much as a new Kurzweil Personal Reader, which currently retails for \$4,500 and requires only two hours of training. Xerox Corp., Kurzweil's parent company, has announced it will not offer a repair warranty for

the older machines after FY 1993.

House Bill 2776, which would eliminate the TRMP or replace it with a new program and new machines, did not pass during the 72nd Legislature.

Volunteer Support

As the PBPH workload continued to increase, volunteer recruitment and hours shot up. In the previous biennium, an average of 80 volunteers gave 620 hours per month. By FY 1992, 150 volunteers were giving 1,000 hours per month.

In addition to traditional tasks such as recording books and assembling mailouts, volunteers undertook several new tasks. PBPH volunteers removed obsolete bar codes from tens of thousands of books, wrote and entered book annotations into the ACCESS system, mended large-print books, prepared obsolete machines for retirement, inspected daily shipments of books, recycled thousands of cassette tapes, did

Program for the Blind and Physically Handicapped

PBPH manager Dale Propp and Director and Librarian William D. Gooch inspect the program's 60th-anniversary display in the Capitol Rotunda. The program celebrated its anniversary in March 1991.



several types of research, and helped with office task and exhibit preparation. Volunteer graphic artists contributed a logo for PBPH's 60th anniversary and another for the program itself.

During the biennium, on-site volunteers gave a total of 21,985 documented hours, valued at \$167,703. This represents a 42 percent increase in on-site volunteer labor. Recording studio volunteers in Dallas and Midland contributed another 7,000-plus hours during the biennium, valued at \$61,248, and six groups of Telephone Pioneers repaired approximately 5,000 machines each year, valued at \$40 per repair.

Public Awareness

During the biennium, PBPH made major strides in spreading the word about its services. In 1991, PBPH focused on program exhibits, creating copy boards and photos for a Capitol Rotunda exhibit March 18–22. The exhibit included a retrospective display, a video, the program's standard conference display, and a newly designed volunteer recruitment exhibit.

These displays were used throughout the biennium, as PBPH staff contacted 4,791 people at 25 conferences. This represents a 118 percent increase in contacts over the previous biennium. The main

PBPH exhibit won an award for "Best Educational Exhibit" from the Texas Hospital Association.

Several measures show the effectiveness of PBPH public awareness activities. New patron enrollments increased 15 percent over the past biennium. In 1992, donations jumped 60 percent over the previous year.

Interagency and community networking also soared, with a flurry of spin-off activities. The program produced a 15-minute video with students from the University of Texas Department of Radio-TV-Film. The Texas Commission for the Blind then duplicated 60 copies of the video in exchange for volunteer help with a TCB mailout. Using footage from the video and with the combined help of a citizen volunteer, a local television station, TCB, and the Department of Public Safety, PBPH produced a 30-second public service announcement to be broadcast around the state.

Staff of the Texas Rehabilitation Commission requested PBPH application packets, resource guides, and reference flyers to distribute to the 20 TRC field offices. To stimulate inquiries for these materials, the public awareness coordinator developed a Marketing Bulletin to accompany these packets. TRC then published this bulletin in its field office newsletter.

A special education consultant with the Texas Education Agency also requested materials, inclu-

Program for the Blind and Physically Handicapped

ding the video and resource guide, and arranged for the coordinator to present to the special education directors from the state's 20 TEA Educational Service Centers.

PBPH's most notable collaboration was with the Texas Department of Human Services' Medicaid Office for the Aged and Disabled. The coordinator presented to the 10 regional directors of the DHS division; later, they volunteered to reproduce and distribute the *Talking Book Connection* video and the PBPH Marketing Bulletin to their 850 field offices.

Media coverage skyrocketed this biennium as outreach momentum grew. The total of 874.5 inches of print media coverage represents a three-fold increase over the previous biennium.

Collection Development

As part of the Library of Congress regional network, the Library receives reading material in braille and recorded formats. Coverage of Texana, children's books, and Spanish-language materials does not meet the demand expressed by Texas patrons. Further, the Library of Congress does not provide large-print books.

Though funds for supplies and equipment have become scarce due to budget cutbacks, Audio Production's performance continues to shine. Volunteers have been recruited, trained and scheduled into the new recording booth, purchased last biennium, and recorded-book production has increased 56 percent.

A high-speed cassette duplicator, obtained through grant funds in the last biennium, helped the section exceed its ambitious goal of 40,000 duplicated tapes in FY 1992. A total of 42,780 tapes were duplicated.

After cutbacks eliminated a position designed to recycle cassette tapes, Community Service Restitution volunteers undertook this task. Another volunteer group, Travis Association for the Blind (the Lighthouse), tackled the recycling of tens of thousands of stockpiled tapes.

In FY 1992, 1,760 large-print books were purchased.

Future Goals

The long-term goal of PBPH is to increase the number and percentage of Texas residents served by the program. However, PBPH is not yet ready to serve the number of readers predicted by national

demographics. Long-range planning needs to combine maintenance of current services with preparation for the growth that could occur when legislative support permits.

Three broad goals must be pursued:

- **Improve service capacity.** Even with little or no readership growth, circulation is forecast to increase by 43 percent by FY 1997. Without improved capacity, such growth cannot be managed. Improved automation and expanded toll-free telephone service could allow current staff to handle circulation increases without major staff increases or loss of current patrons.
- **Maintain quality and quantity of existing services.** The program must maintain timely and efficient service, continue to provide individual attention to patrons and their needs, and increase the range and quality of materials in the collection. In addition, the growth rate of new readership should be maintained through the execution of a planned marketing program.
- **Improve efficiency of resource use.** Although the workload in PBPH has increased significantly over the last ten years, only one new position has been funded. The program has reallocated staff as needs change, automated to increase productivity, and brought in volunteers to support staff whenever possible. This flexibility will be more critical in the years to come.

Publications

Check Out Our Books/Ordene Nuestros Libros, general information brochures in English and Spanish.

Diagnosis: A Need to Read!, brochure for health care providers.

In Touch, newsletter, published quarterly. Available in large-print, braille, and Spanish.

Resource Guide for Teachers and Parents, an information packet listing organizations, products, library materials, and services for children and students with disabilities (revised April 1992).

School Guidelines — 1992-93, instructions for teachers on how to use TBP books and equipment in the classroom (revised annually).

TRMP Brochure, general information on the Texas Reading Machine Program.

TRMP Directory of Participating Libraries (updated quarterly).

Library Development

The Library Development program works to promote and improve Texas libraries through direct services and cooperative efforts with members of the Texas Library System.

The program distributes state and federal funds to the 10 major resource centers in the System. These funds are used to build collections, develop inter-library loan services, and offer programs for librarians and the public.

Other grant funds are earmarked to establish libraries, train library staff, and create special programs as needed. The federal portion of these funds comes from appropriations under the Library Systems and Construction Act (LSCA).

The Texas Library System provides consulting, continuing education, and program support for local public libraries. To be eligible for membership, libraries must meet minimum criteria for collection size, hours of operation, staffing, budget, and local government support. At the end of FY 1992, 447 libraries, serving 15.6 million Texans (93 percent of the population), were accredited as system members.

Direct Library Development services include:

- accreditation of public libraries and certification of county librarians;
- consulting, technical assistance and continuing education;
- a Library Science Collection of circulating materials; and
- sponsorship of the Texas Reading Club, an annual summer program to encourage children to read.

Regional Library Systems

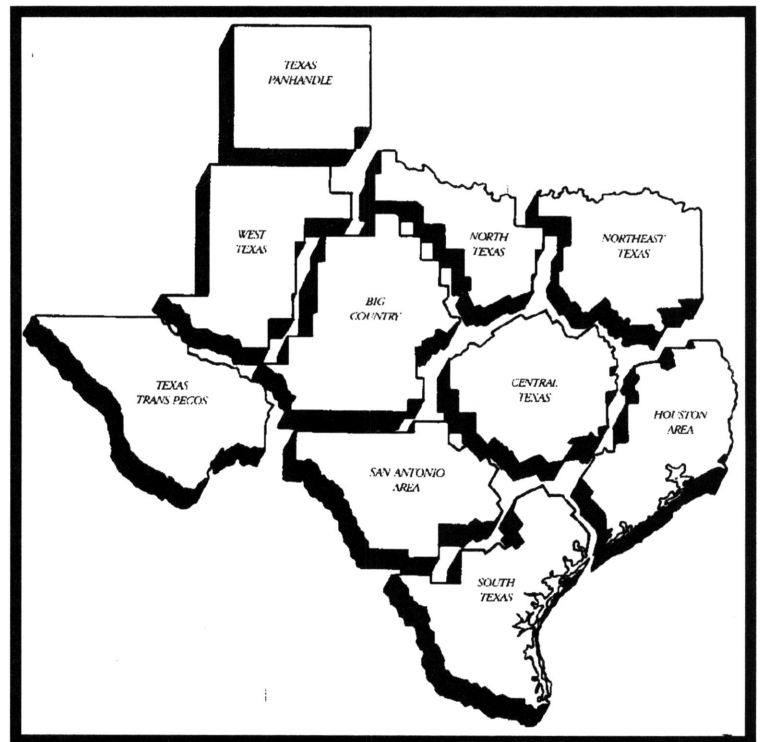
The state is divided into 10 regional systems, each with a large public library that serves as a major resource center (MRC) for the region. These 10 systems make up the Texas Library System.

The MRCs serve as administrative agents for the regional systems. Using state and federal funds, MRC directors hire staff to provide services for member libraries and library patrons. These include:

- consulting and continuing education;
- purchasing audiovisual and automation equipment;
- loaning films and books;

System Operation Grants

System	Headquarters	FY 91	FY 92	TOTAL
Big Country	Abilene	\$365,461	\$347,898	\$713,359
Central Texas	Austin	803,509	784,109	1,587,618
Houston Area	Houston	1,810,070	1,748,499	3,558,569
North Texas	Fort Worth	864,610	853,945	1,718,555
Northeast Texas	Garland	1,418,500	1,364,010	2,782,510
South Texas	Corpus Christi	749,450	710,200	1,459,650
Texas Panhandle	Amarillo	338,611	319,762	658,373
Trans-Pecos	El Paso	429,279	413,552	842,831
West Texas	Lubbock	458,847	431,922	890,769
San Antonio Area	San Antonio	788,599	745,571	1,534,170
TOTALS		\$8,026,936	\$7,719,468	\$15,746,404



- answering reference questions; and
- providing literacy and other programs for the disadvantaged.

Through the efforts of the regional systems, 11.4 million Texans attended audiovisual and other programs. Member libraries used grant funds to purchase 511,045 new library materials. Circulations

of system-owned materials totaled 275,363 items. Library systems sponsored a total of 640,777 hours of literacy training for adults and provided 30,697 consulting hours to member libraries.

Interlibrary Loan

The Library awarded a total of \$3,385,676 to 10 large metropolitan libraries and the Texas State Library to fill interlibrary loan requests through Project TexNet. This was an increase of 8 percent over the previous biennium.

In addition, 41 academic libraries received more than \$167,600 as reimbursement for interlibrary loans. The number of requests filled also increased 8 percent, to 480,319. Although volume went up, average cost to fill a patron's request declined to \$7.57 from \$7.66. It took an average of 11.31 days to fill requests, whether from within the region or by referral.

The Library sponsors a project to develop and maintain a union list of periodicals and serials for Texas libraries. While the Texas Union List has been produced on microfiche in the past, it is currently only available on-line through the OCLC database.

Libraries use this list to find interlibrary loan locations, to answer reference questions, and to make collection development decisions. The list presently contains over 109,700 titles from 98 libraries and shows more than 627,800 locations.

Grant Programs

Public Library Services to Disadvantaged Populations

The Library awards grants to develop services that meet special needs and encourage library use by disadvantaged groups, as identified by the LSCA.

The program, now in its third biennium, awarded \$58,969 to 19 projects. Thirteen served adults with less than 12 years of school; five served people for whom English is a second language; and one served people over 65.

Construction Grants

During the biennium, 15 cities and counties received matching grants from LSCA funds for public library construction, expansion, and renovation.

Federal grants of \$2,011,920 were matched by \$14,532,580 in local funds. In 1991 nearly 88 percent of Texans served by public libraries did not have

Construction Grants

City/County	Federal Grant	Local Match
<i>FY 1991</i>		
Aransas Pass	\$100,000	\$207,600
Boerne	73,501	716,314
Corpus Christi	100,000	100,000
DeSoto	200,000	1,058,000
Fort Bend Cty.	88,811	1,873,926
Harlingen	300,000	3,545,056
Troup	100,000	174,000
Total	\$962,312	\$7,674,896
<i>FY 1992</i>		
Delta County	\$100,000	\$ 100,000
Earth/Springlake	100,000	228,650
Van Horn City/County	67,422	81,578
Buda P.L.	100,000	170,000
San Marcos P.L.	300,000	2,585,000
Midland Co. Lib.	200,000	2,175,000
Montgomery Cty.	100,000	148,000
Pasadena P.L.	82,186	1,369,456
Total	\$1,049,608	\$6,857,684
BIENNIUM TOTAL	\$2,011,920	\$14,532,580

access to adequate library facilities. At that time, Texas libraries needed an additional 5.5 million square feet to meet LSCA standards.

Multitype Library Cooperation (Title III)

Title III of the LSCA provides funds for projects that show cooperation among public, academic, special, and school libraries. Eligible projects must include at least two different types of libraries.

During the biennium the Library awarded grants to:

- Plano Public Library System (\$141,287), to electronically link its libraries to the learning resource centers of Collin County Community College;
- Brownfield Independent School District (\$58,568), to create a union catalog on CD-ROM of the holdings of four school districts and Terry County Public Library;
- Abilene Library Consortium (\$116,635), to complete a shared, automated library system serving Abilene Public Library, Abilene Christian University, Hardin-Simmons University and McMurry University; and

Libraries

Library Development

- the Micro Archives Consortium, Rio Grande Valley (\$25,817), to create and distribute microfiche copies of loose historical records held by libraries, archives and museums in the lower Rio Grande Valley.

Title III grants totaled \$342,307.

Establishment of New Libraries

Counties without public library service may apply for three years of assistance to establish a library serving the entire county.

King County (pop. 354) received its third and final \$20,000 grant, and Starr County (pop. 40,518) received the first two of its three \$64,980 grants. Starr County is a socio-economically depressed area where illiteracy, poverty, and unemployment are among the highest in the nation. The county was also the most populous in the state without public library service. Dickens County/Spur Public Library received a first-year grant of \$20,000 to offer library services to all 2,571 residents of the county.

Establishment of the Starr and Dickens libraries reduces the number of counties without library service to 13: Borden (pop. 799), Bosque (pop. 15,125), Duval (pop. 12,918), Glasscock (pop. 1,447), Irion (pop. 1,629), Loving (pop. 107), Marion (pop. 9,984), McMullen (pop. 817), Mills (pop. 4,531), Real (pop. 2,412), Sterling (pop. 1,438), Throckmorton (pop. 1,880), and Zavala (pop. 12,162). Real County will establish library service during the next biennium.

An additional 1 million Texans live in unserved areas of other counties.

Major Urban Resource Libraries (MURL)

The Library awards grants to public libraries in cities of 100,000 or more population and having collection sizes of 100,000 or more volumes. These funds are partial compensation

for services provided without charge to patrons living outside the library's tax-supporting area.

Each library must offer, without charge, on-site use of its collection, reference services, or circulation of library materials. The LSCA mandates grants in those years that Congress appropriates more than \$60 million for the act.

Texas has 18 qualified MURL libraries that received a total of \$1,235,792 during the biennium. To reflect the results of the 1990 census, Brownsville will be dropped from and Mesquite added to the MURL list in the next biennium.

Accreditation and Certification

State law requires that directors of libraries receiving county funds be certified by the Texas State Library. The Library Development program certified 426 library directors during the biennium, under rules adopted by the Commission.

MURL Grants

Library	Population	FY1991 Grant	FY1992 Grant	Total
Abilene	109,110	\$ 9,490	\$ 10,103	\$ 19,593
Amarillo	166,010	14,440	15,372	29,812
Arlington	257,460	22,394	23,840	46,234
Austin	464,690	40,419	43,028	83,447
Beaumont	114,210	9,934	10,575	20,509
Brownsville	104,510	9,090	9,677	18,767
Corpus Christi	260,930	22,696	24,161	46,857
Dallas	987,360	85,881	91,425	177,306
El Paso	510,970	44,444	47,313	91,757
Fort Worth	426,610	37,107	39,502	76,609
Garland	180,450	15,696	16,709	32,405
Houston	1,698,090	147,702	157,235	304,937
Irving	133,000	11,568	12,315	23,883
Lubbock	188,090	16,360	17,416	33,776
Pasadena	116,880	10,166	10,823	20,989
Plano	118,790	10,332	10,999	21,331
San Antonio	941,150	81,862	87,146	169,008
Waco	103,420	8,996	9,576	18,572
TOTAL	6,881,730	\$598,577	\$637,215	\$1,235,792

Continuing Education and Consulting

The Library Development program designs and conducts workshops, seminars, and conferences to improve, expand, and refresh the skills of librarians, library staffs, and library board members. The program produces instructional manuals to complement workshops and to be used as self-study guides.

During the biennium, staff conducted or sponsored 205 workshops on 66 topics for 6,820 persons. Student workshop hours totaled 24,632, nearly the same as during the previous biennium. Major workshop topics, repeated in multiple locations, included:

- Know Your Community
- Older Adults and School-Aged Children Together in the Library
- Second Generation Automation Systems
- The ADA ... Implications and Opportunities for Public Libraries
- Evaluating Children's Materials, and
- Creative Decisionmaking.

The program distributed 12,385 instructional manuals to enable librarians to learn about these and other topics.

A significant change was the development of workshops available upon request. Each consultant developed two to four workshops that could be presented for smaller groups, at times and places requested by local libraries.

The program coordinated a two-day Texas Conference on Library and Information Services. This was the state's pre-conference to the national White House Conference on Library and Information Services (WHCLIS), which brought together lay people and librarians to discuss library issues. In addition, the program sponsored a three-day System Advisory Council Conference, and the WHCLIS teleconference, at six Texas locations.

Library Development consultants provide advice and technical assistance to librarians on many topics through on-site visits and by telephone and mail. Areas of particular expertise include automation, children's services, services to special populations, and library management. Librarians can obtain additional assistance through the Library Science Collection, which offers materials on libraries, library science, and information science through a toll-free telephone number.

During the biennium, staff provided 8,066 hours of consultation, an increase of 16 percent over the previous biennium. The Library Science Collection circulated more than 21,500 items and staff distributed 99,444 informational items to local libraries. The program eliminated an automation consultant position and replaced it with a general consultant with expertise in library management and planning.

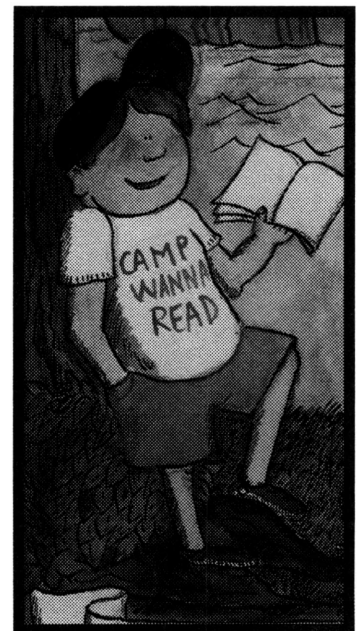
Texas Reading Club

The Texas Reading Club offers professionally produced posters, bookmarks, reading logs, and certificates for annual reading clubs sponsored by local libraries. By providing promotional materials developed around a specific theme, the Club helps libraries attract children to their programs.

The program produced promotional materials for use by 831,348 children. Beginning in 1991, the program contracted with noted children's book illustrators to prepare the artwork. Themes used during the biennium were "Camp Wanna-Read," with artwork by James Marshall, and "Discover the New World of Reading," with artwork by Steven Kellogg. This change improved the already high quality of the materials.

In 1991, 658 libraries participated in the Texas Reading Club; 677 took part in 1992. Because most libraries use program materials during the summer, a major future challenge will be meeting the needs of children who attend year-round schools.

James Marshall's artwork was featured on promotional materials for "Camp Wanna-Read," the 1991 Texas Reading Club campaign.



Administrative Services

The Administrative Services program provides support services to other Library programs. These include accounting, personnel, purchasing, printing and reproduction, mail services, facilities management, safety and public information.

The Accounting section maintains the Library's books of accounts, federal cash flow, accounts receivable, and accounts payable. Accounting also prepares the Library's budget and financial reports, serves as the Library's liaison with state budget authorities, and coordinates all fiscal matters.

The Personnel Office provides personnel services to agency programs and maintains personnel and Equal Employment Opportunity records. In addition, Personnel administers the Library's employee benefits programs; assures compliance with state and federal personnel statutes; conducts job analyses; interviews and refers applicants; administers the Library's payroll; and prepares statistical reports.

The Staff Services section coordinates the Library's purchasing, printing and reproduction, mail services, facilities management, and safety functions. Staff Services ensures that adequate administrative support is available for Library programs. In addition, Staff Services works with other state agencies to offer support for Library programs.

The Public Information Office provides the public and media with information about Library programs. The office prepares press releases, produces the quarterly magazine *Texas Libraries* and other publications (including this Biennial Report), and provides publications assistance to other Library programs. The PIO also conducts tours of the Library and its facilities.

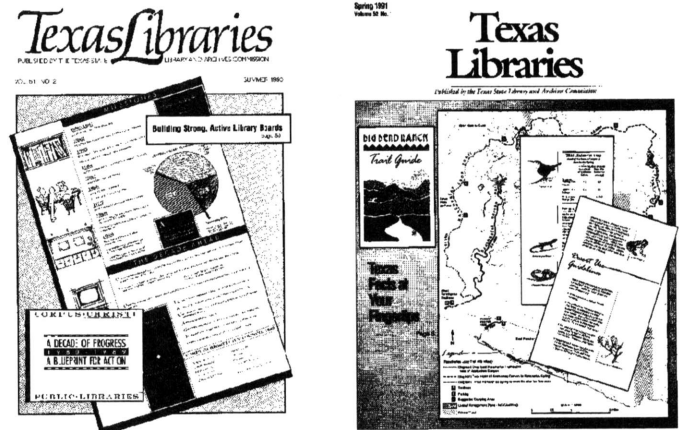
Activities

During the biennium, Administrative Services successfully met its goals and supported other Library programs despite staff reductions mandated by the Library's productivity savings plan.

Personnel

The Personnel Office served 2,453 applicants seeking employment with the Library. The office also processed 1,326 personnel actions, including employments, terminations, promotions, demotions, pay increases, and other changes.

The Library continued to recruit and employ minorities and females in all program areas. As of August 31, 1992, minorities represented 32.3 percent and women 60 percent of the Library's workforce.



The Library's Public Information Office redesigned and refocused its quarterly magazine *Texas Libraries*.

Accounting

The Accounting Office processed 817 grant transactions for Texas cities and counties under the Library Services and Construction Act and awards to the 10 regional systems within the Texas Library System. During the biennium, Accounting processed 7,556 payment vouchers for goods, services, and grant payments.

In addition, Accounting staff prepared and submitted several major reports to federal and state agencies, including the Library's annual financial report, legislative appropriations request, operating budget, and indirect cost plan.

Staff Services

Staff Services activities included reproducing 10.3 million impressions (an increase of 10.3 percent over the previous biennium) and handling 463,385 mail items (an increase of 15.1 percent). Purchasing staff processed 6,746 purchase orders for goods and services required by Library programs, an increase of 18.7 percent.

Public Information Office

The Public Information Office redesigned and expanded *Texas Libraries* and published the Library's monthly employee newsletter, *The Communicator*, and several brochures promoting Library programs. The PIO also prepared certificates and displays for the Library's Employee of the Quarter recognition program. PIO staff provided technical assistance to other Library publication specialists,

aided in TLA Legislative Day preparations, and supported the Texas Conference on Library and Information Services.

In January 1991, the PIO assumed responsibility for conducting tours of the State Library and Archives Building. During the remainder of the biennium, 931 persons toured the building. Tours are also provided each month for new Library employees.

Publications

Administrative Services publications during the biennium included:

Annual Financial Report — published in December.

Key Performance Targets Report — published in January, April, July, and October.

Texas Libraries — published quarterly.

Biennial Report — published biennially in January.

Legislative Appropriations Request — published biennially in June and October.

Texas State Library General Information Brochure

The Communicator newsletter — published monthly.

Support Services

Automated Information Systems

The Automated Information Systems program (AIS) supports Library programs by developing, procuring, installing, operating, and maintaining the agency's computer and telecommunications hardware and software.

Highlights

Major events of the biennium included:

- Rapid growth in the local area network (LAN);
- Installation of two Motorola 8640 minicomputers;
- Migration of an application supporting the Program for the Blind and Physically Handicapped;
- Procurement of software to support the Texas State Library Integrated Library System (TSL/ILS);
- Achievement of an average system availability rate of better than 98 percent in FY 1992; and
- Selection of two AIS staff members as Employees of the Quarter.

The installation of the LAN, which connects Library computer users with electronic mail and file sharing, proved very valuable when the Library developed its strategic plan. The extra speed provided by the LAN was a critical advantage, given the tight deadlines established by the state during the strategic planning process. The LAN helped enable the Library to develop and submit a sound plan within these deadlines.

The Library exercised the option in its FY 1991 procurement to purchase a second Motorola 8640. This minicomputer proved its quality during the migration of PBPH's collection management application.

The application was originally to be migrated from the Unisys 5000/95 to the Library's Motorola 3840 minicomputer. This process proved to be difficult and slow due to problems with both operating systems. The new 8640 provided greater flexibility and growth potential for the PBPH application.

AIS migrated the PBPH application after support for it on the Unisys 5000/95 was discontinued. This allowed the Library to procure TSL/ILS software for the Unisys machine, although this system was eventually installed on the new Sequent S27 minicomputer that replaced the Unisys.

AIS has aimed to provide 98 percent average system availability for many years. The achievement of a one-year average exceeding 98 percent has established a new level of data processing service for the agency.

The selection of two AIS staff members, Linda Dickens and Jim Allen, as Employees of the Quarter, along with the nomination of other AIS staff for this award, shows that Library staff recognize the importance of AIS support.

Support Services

Automated Information Systems

Major Projects

Projects supported by AIS during the biennium include an integrated library system and a management application for the State Records Center.

Texas State Library Integrated Library System (TSL/ILS)

Planned Start Date: June 1987
Actual Start Date: June 1991
Planned End Date: January 1992
Revised End Date: January 1993
Actual End Date: In development
On Schedule?: No

An automated library system has long been an objective of Library management. Previously the cost of hardware and software had exceeded the Library's funding.

The migration of the PBPH application made it possible to purchase UNIX-based software to operate on the Library's Unisys 5000/95. An Invitation for Bids (IFB) was processed in FY 1991. CLSI, Inc. of Newtonville, Mass. won the contract with a bid of \$33,309. This figure represented the cost of training and installation only — CLSI donated its LIBS 100PLUS software package to the Library.

This contract called for CLSI to start installing the software in the fall of 1991. Installation was delayed several times as CLSI made changes to their software. The company then decided to donate a Sequent S27 minicomputer to the Library to replace the Unisys 5000/95. This required approval by the Commission and by the Department of Information Resources, which further delayed the project. The Sequent and software were installed in early FY 1993.

The resulting application, Texas State Library's Integrated Library System (TSL/ILS), will be used by the Library and other state agencies to manage their library collections. The initial objective was for the Library and four other agencies to be using the TSL/ILS by the end of FY 1995. The Texas Law Library is preparing to join the TSL/ILS immediately after the system is operational, and seven other agencies are interested in joining in FY 1994.

The Library plans to use the TSL/ILS to develop an automated catalog of the major collections held by state agencies. This catalog initially will include information on the Library's collections of federal

and state publications and other holdings. As other agencies join the TSL/ILS, their collections also will be catalogued. The system will be used by state and local governments and the citizens of Texas.

Automated Records Management System (Auto-REC)

Planned Start Date: January 1988
Actual Start Date: January 1988
User requirements study completed in August 1988. System design and development scheduled to begin August 1989 but delayed due to other priorities until July 1991.
Planned End Date: August 1992
Revised End Date: August 1994
Actual End Date: In development
On Schedule?: Yes

During the biennium, AIS developed an application to capture the data needed to manage stored records in the State Records Center. This application, Electronic Data Transfer (EDT) was being tested by the Records Management program at the end of FY 1992. Meanwhile, the development of the Auto-REC application itself began in FY 1991. The completed program will be ready for testing in FY 1994.

Another data-capture application, needed to manage the flow of records in and out of the Center facility, is currently being tested by the State Comptroller's office. This application will eliminate much of the data entry required before starting up the Auto-REC system. It also will allow Records Center staff to use Library computers to manage the flow of records.

The Auto-REC application incorporates portable, hand-held radio frequency, and bar code laser scanning technologies. The delay in Auto-REC's development has permitted these technologies to mature. Instead of the specialized programs previously used to interface hand-held devices, newer technologies permit operation and interface using standard hardware and software. This will greatly reduce the effort needed to maintain this system.

Current Operations

A new T-1 line between the State Records Center and the Library's downtown building allows service to users at both locations. Some Records Management staff have commented that they now feel like a "real part" of the Library. Most Library staff members are

Support Services

Automated Information Systems

pleased with the network's effect on the Library's internal communications.

The migration of the PBPH collection management application to the Motorola 8640 has improved service to PBPH patrons. System response times have improved, and the increased processing capacity has allowed additional functions to be used while decreasing processing time.

The Library's second Motorola 8640, which will support Records Management applications, is located at the State Records Center facility with its users. This also enables the Library to develop a limited

disaster recovery capability with its own resources.

The DIR Information Services Division (DIR-ISD) developed and provided applications that have worked very well during the biennium. However, the cost of DIR-ISD applications has increased at an unexpectedly high rate.

Information Resources Inventory

At the end of the biennium, the Library's computing and communicating base consisted of five minicomputers, 161 microcomputers, and an extensive LAN.

Minicomputer Hardware

Manufacturer	Prime	Motorola	Motorola	Sequent
Model	325 EXL	3840	8640	S27
Quantity	1	1	2	1
Memory (Mb)	16	32	64	40
DASD (GB)	0.7	3.6	3.2/2.2	3.2
Peak CPU Utilization (%)	70	40	90/40	90
Attached to LAN	Y	Y	Y	Y
Network Operating System	UNIX	UNIX	UNIX	UNIX
Network Protocol	TCP/IP	TCP/IP	TCP/IP	TCP/IP
Terminals	0	0	40/0	6

Minicomputer Software

Operating System	UNIX	UNIX	UNIX	UNIX
Database Software	Unify	Unify	Unify	Informix
Development Software	—	Accell	—	—

Microcomputer Hardware

Type	DOS-based	Vines	Macintosh	SCO/UNIX
Number	68	1	91	1
Bought FY 92	8	0	11	0

Microcomputer Software

Operating System	DOS	Windows	System 7	SCO/UNIX
Database	FileMaker	Fox Base	FileMaker	Unify
Development	Fox Pro	—	—	Accell
Utilities	Backup	Backup	Backup	—
Applications	MS Word	MS Word	MS Word	—

Committees

Local Government Records Committee

Jerry Bigham, *Personnel Director*, Canyon Independent School District
Ranette Boyd, *City Secretary*, City of Garland
J. M. Cardoza, *Chief of Police*, City of Los Fresnos
Martha Chambers, *Records Manager*, City of Fort Worth
Bill Chiabotta, *Director of Personnel*, City of Mesquite
The Hon. Ben Childers, *County Attorney*, Fort Bend County
Dr. Virginia Collier, *Superintendent*, Lago Vista ISD
The Hon. Maxine Darst, *County Judge*, Kaufman County
Joe Erwin, *Fire Chief*, City of Hurst
Thomas D. Ferguson, *City Secretary*, City of Big Spring
The Hon. Katy Gilmore, *County Treasurer*, Burnet County
The Hon. Carl R. Griffith Jr., *Sheriff*, Jefferson County
The Hon. Fred Guerra, *Council Member*, City of San Marcos
Glenda Gunderman, *City Secretary*, City of Sugar Land
David L. Harper, *President*, Anderson Mill Municipal Utility District
Ruth Hertel, *City Manager*, City of Angleton
Michael Jez, *Chief of Police*, City of Denton
Oliver Lewis Jr., *Auditor*, Bexar County
Donald Maddox, *Chief of Police*, City of Humble
Patti McFee, *Director of Certification/Records*, Cypress-Fairbanks ISD
Brenda McMahan McKeon, *Director of Medical Records*, Tarrant County Hospital District
Foy Mitchell, *Chief Appraiser*, Dallas Central Appraisal District
George Moff, *Chief Appraiser*, Nueces County Appraisal District
Frances B. Noll, *Records Management Officer*, Tarrant County Junior College District
Merril Nunn, *City Attorney*, City of Amarillo
John Philpott, *Director of Public Works*, City of Waco
The Hon. Anita Rodeheaver, *County Clerk*, Harris County
Donald Schelfout, *Vice-President*, Clear Lake City Water Authority
The Hon. Neva Thigpen, *Tax Assessor-Collector*, Goliad County
The Hon. Linda Uecker, *District Clerk*, Kerr County
The Hon. Travis Ware, *District Attorney*, Lubbock County
David N. Weber, *Tax Collector*, City of Taylor
The Hon. John H. Williams, *Justice of the Peace*, Nueces County

Ex-Officio Members

Steve Aragon, Designee of the Attorney General
Tom Nilsen, Designee of the State Comptroller of Public Accounts

Library Services and Construction Act Advisory Council on Libraries

Steven Brown, *Director*, Brazoria County Library System

Herbert Canales, *Director*, Corpus Christi Public Library

Luis Chaparro, *Director of Learning Resources*, El Paso Community College

E. Dale Cluff, *Director of Libraries*, Texas Tech University

Kathy Dickson, Sweetwater, Texas

Dr. Anita Medina, *Chair*, Zapata County Library Board

Dianna Pickens, *Education Director*, Austin State Hospital

Becky Sullivan, *Director*, Terrell Public Library

Steven Tompkins, Austin, Texas

Dr. Herman Totten, *Professor*, *School of Library and Information Sciences*,

University of North Texas

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Maria Xenia Zevelechi Wells, *Curator of the Italian Collection*,

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