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Biennial Report

September 1, 1994 -
August 31, 1996



Texas
State Library
and Archives
Commission

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and Archives
Commission

*Making
Information
Work for
All Texans*



**Texas
State Library
and Archives
Commission**

Biennial Report

September 1, 1994 –
August 31, 1996

*Making Information Work
for All Texans*

This report was prepared by
the staff and
Public Information Officer of the

Texas State Library
and Archives Commission

Lorenzo de Zavala State Archives
and Library Building

1201 Brazos

P. O. Box 12927
Austin, Texas 78711-2927

512-936-INFO
fax 512-463-5436

www.tsl.state.tx.us
e-mail pio@tsl.state.tx.us

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Comments or complaints regarding the programs and services of the Texas State Library and Archives Commission can be addressed to the Director and Librarian at the above address, or by calling 512-463-5460

*The mission of the
Texas State Library
and Archives
Commission is:*

*to provide and promote the use of information resources needed
by all Texans to improve their skills and enrich their lives;*

*to enable more effective and efficient provision of the resources
by assisting libraries and encouraging cooperation among
them;*

*to document the heritage and culture of Texas by preserving
significante records, papers, and other historical materials;*

*to protect the rights and interests of the state and its citizens by
ensuring the availability of federal and state publications and
state and local government records;*

*and to improve the efficiency and effectiveness of government
by promoting the systematic management of records and
information.*

Texas State Library and Archives Commission

Staff

Carolyn Palmer Armstrong
Chairman
Kingsville

Patrick Heath
Boerne

Sandy Melton
Dallas

Sandra J. Pickett
Liberty

Marvin A. Rich
Houston

Barbara Silberberg
Dallas

Robert S. Martin
Director and Librarian

Raymond Hitt
Assistant State Librarian

Chris LaPlante
State Archivist and
Director, Archives and
Information Services

William Dyess
Director, State and Local
Records Management

Dale W. Propp
Director, Talking Book
Program

Edward Seidenberg
Director, Library Development

Catherine W. Lee
Director, Administrative Services

Charles Brown
Director, Automated Information
Systems

Carol Winship
Director, Technical Services

Lisa deGruyter
Manager, Electronic Library
Services

Director's Report

The 1994-96 biennium witnessed significant changes in the Texas State Library and Archives Commission, changes in staffing, in organization, and in the basic manner of accomplishing the agency's diverse mission, goals, and objectives. Staffing changes included several retirements of key personnel, the recruitment of a new Director and Librarian, and the restructuring of several divisions. These changes resulted in a new and evolving strategic vision for the agency, reflected in new organizational patterns.

Technology continues to be a significant factor in the Commission's operations. The rapid implementation of networked digital information technology has had a dramatic impact on the way individuals and organizations work and live. Libraries already have the ability to deliver books, magazine articles, government reports, and other sources of public information directly to the home, office, or desktop of anyone requesting it. Archives can preserve the precious documentary records of our unique and noteworthy heritage, and simultaneously share these treasures with anyone—anytime, anywhere—through the use of networked computer access.

These technologies offer daunting challenges as well as great opportunities. They radically alter the nature of record keeping and thus dramatically complicate the management of government records. They also completely transform the nature of government publications. In the networked environment, the distinction between unpublished records and published government documents becomes murky, and the administrative rules establishing policies for government records and publication must be adapted to reflect these changes. One way in which the Commission is attempting to address these challenges is by working with other relevant agencies to establish a policy framework that reflects the new environment in which we all work. The Records Management Inter-agency Coordinating Council, mandated by the 74th Legislature and overseen by the State Library, has proven to be an important forum for the exchange of ideas and the constructive development of information policy.

One of the challenges of new technology is that its application among the client groups served by the Commission has been uneven at best. Some communities have moved rapidly to connect their schools and libraries to the Internet, while others have not yet been able to make that transition. To further this effort, the 74th Legislature charged the Commission to "assist public libraries to connect to the Internet and to electronic information." The Commission established an Internet Assistance Grants program, providing support for acquisition of hardware, software, and telecommunications, as well as significant training opportunities. In the first year of the program, the Commission awarded grants totaling \$1,009,801, which provided Internet access for 98 public libraries, in 144 locations, through 239 computers in the libraries and 50 dialup

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ports available to the public. The libraries served spread from the Panhandle to the Lower Rio Grande Valley, and from central Texas west to Eagle Pass. Of these libraries, one-third serve populations of under 5,000, and two-thirds serve populations of under 10,000. Together, the libraries receiving funds serve over 3.1 million people, about 20 percent of the population served by public libraries. The cost of the program averaged \$0.32 per person served by the participating libraries.

New technology is not the only factor affecting the operations of the Texas State Library and Archives Commission. Other important elements are demographic changes within the state. One important element is the rapidly increasing population of the state, making Texas—for the fourth consecutive year—the fastest growing state in the nation. This rapidly expanding customer base offers greater challenges to the Commission to ensure availability of information to this influx of new citizens.

The area of the Commission most dramatically affected by demographic trends is the Talking Book Program. Committed to making information available to the citizens who are unable to read standard print material due to visual, physical, or learning disabilities, the Talking Book Program reaches out to all Texans. As the "Baby Boom" generation ages, the proportion of the population eligible for the services of the Talking Book Program increases accordingly. Responding to this growing need, the 74th Legislature funded a new initiative, the Print Access for Texans program. This project provides greater access to print resources by providing reading machines, closed-circuit television, magnifiers, and other assistive technologies to libraries across the state. Eighty-six libraries participated in this important program in FY 1995.

The following pages provide more details about these and other programs. Together they document the Commission's continuing efforts to provide quality, economical, and effective services to all Texans.

Robert S. Martin, Ph.D.

Director and Librarian

December 31, 1996

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Talking Book Program

For nearly eight decades, the Texas State Library has provided free library services to qualified Texans who, because of a visual, physical, or learning disability, are unable to read standard print material. In 1918, the Texas Legislature appropriated \$1,000 for the State Library to purchase raised-lettering books. With this appropriation, library service for Texans who were blind began. Then in 1931, the Library of Congress established a system of regional libraries to provide service nationwide to blind adults. The Texas State Library was chosen as one of the original 18 libraries in this system, and the program now known as the Talking Book Program was born.

Over the following decades, service was extended to include individuals other than blind adults. In 1952, library service for children who were blind was added. In 1966, Texans with physical handicaps that prevented them from holding a book or turning pages were included, and eight years later, in 1974, service was expanded to allow individuals with reading disabilities caused by organic dysfunctions to benefit from the program.

Today the Talking Book Program strives to provide library services to meet the needs of individuals in all qualifying categories. Similar to traditional public libraries, registered patrons select books and magazines from the collection. The Talking Book Program, however, provides its collection in alternative media formats: cassette, recorded disk, braille, and large print.

To receive assistance with selections or other library services, patrons contact the program's reader consultants via a toll-free telephone number or by mail. Selected items are sent and returned through the mail free of charge, and patrons are provided special playback equipment to listen to recorded material. The equipment is on loan to the individuals for as long as they use the service.

Meeting challenges for personalized service

During the last biennium (1992-1994), the Talking Book Program faced many challenges produced by increased service demands and demonstrated, in part, by dramatic increases in circulation. In four years, from FY 1991 to FY 1994, circulation rose 66.5 percent—from 497,603 to 828,333 volumes. The number of full-time employees, however, remained virtually the same.

To meet these challenges, yet maintain service standards, the Talking Book Program instituted a series of substantive changes: 1) additional tasks were automated in order to free employees for other duties; 2) shifting staff from other areas concentrated necessary employees in the circulation department; and 3) the use of volunteers from various sources was significantly increased.

Mission...

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	1991	1992	1993	1994	1995	1996
Individual patrons served	24,516	24,469	25,851	23,247	23,592	23,306
Circulation (in volumes)	497,603	557,730	718,845	828,333	786,722	818,936
Full-time employees	53	53	53	52	52	52

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Nevertheless, because of the growth in circulation rates, patrons' needs surpassed resources. The program entered this biennium facing even greater challenges with growing circulation backlogs and delays in registering new patrons and responding to patrons' requests. By February 1995, five months into the fiscal year, circulation lagged 12 days and an ever-increasing number of calls overwhelmed telephone capacities. In addition, the backlog of applications needing to be processed reached over 100, and response time to written requests suffered. Computer resources were pushed to the limits as the machine neared the end of its manufacturer's support.

Through continued creative staff management and improved communications, by incorporating innovative circulation techniques and by further automating its systems, the Talking Book Program endeavored to meet patrons' needs in FY 1995-1996, and strides were made. Specifically:

Staffing

- In FY 1995, reader consultants were divided into two separate units: one group devoted to assisting enrolled patrons, and one dedicated to establishing new accounts. With this reorganization, reader consultants were able to focus on specific duties, increasing staff efficiency through improved time management.

- With continued staff restructuring, 6.5 full-time employees were shifted to the circulation department between FY 1991 and FY 1995. As of FY 1996, circulation contained 38 percent of the program's staff, in contrast to 25 percent in FY 1991.

- The Talking Book Program relied heavily on volunteer assistance during the past two years. To accommodate volunteer schedules, the circulation department added Saturday shifts in FY 1995, and in FY 1996, extended weekday hours to include evenings. To effectively manage these volunteers, the Volunteer Services Coordinator moved from the Capitol Complex to the circulation building on Shoal Creek Boulevard in FY 1996. These changes resulted in volunteer service hours increasing

from 20,319 in FY 1995 to 24,442 in FY 1996, and the Talking Book Program became one of Austin's largest users of volunteers providing community service restitution.

Communications

To improve communication opportunities for patrons:

- An additional line was added in FY 1995 to the program's toll-free telephone number, increasing the program's telephone capacities.
- A voicemail system replaced an answering machine with limited capacity to accept patron messages after working hours and on weekends and holidays.
- A new e-mail address, *tbp.services@tsl.state.tx.us*, which is service-specific, was established in FY 1996 to receive electronic communications from patrons.

Circulation

• Barcode circulation was initiated in FY 1995, with over 400,000 books barcoded and linked in the first year. While this time-consuming switch was one of the main factors resulting in decreased circulation statistics for FY 1995, the Texas program is the *only* regional library within the National Library Service system to convert circulation processes without closing the library for an extended period.

• In FY 1995, "holding-shelf" areas were established. In this process, books returned by patrons are randomly shelved in a holding area for three weeks. Since many popular books are continuously circulated, a large percentage of the books selected daily are contained on these holding shelves in a confined area, reducing the time needed to reshelve and retrieve highly circulated books numerically.

• After recognizing such positive gains with the creation of holding-shelf areas, the Talking Book Program became the first regional library to convert the storage of its collection to random shelving in FY 1995. Instead of the space- and time-consuming effort involved in shelving books numerically, in random shelving—as the name indicates—books are not shelved in a specific order; instead, their barcodes are linked to specific shelf positions. A computer tracks these links, and specifies individual position numbers for books as they are selected. In addition, since handheld data collectors are used, random shelving permits book transactions to be processed overnight, greatly improving computer response time during the day.

Automation

• Daily tasks, such as computerized patron worksheets to replace handwritten memos, continued to be automated.

• In an effort to decrease the load on the program's main computer, systematic means of deleting obsolete information from patron databases were established.

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• A new computer was purchased with gift funds at the end of FY 1995; testing and installation began in FY 1996.

Responding with information and public awareness

During this biennium other departments of the program provided increased services to Texans. The Disabilities Reference Center (DRC) was used by patrons and non-patrons as a resource for disability-related information. In FY 1996, DRC responded to 2,156 questions on subjects including the Americans with Disabilities Act; rehabilitative services and advocacy and support groups; and information on adaptive aids, appliances, and technology.

In an effort to supplement the program's collection with books and magazines of special interest to Texans, the Volunteer Recording Studio produced 161 books and magazines in FY 1995, and 174 in FY 1996. Of these, 26 were recorded in Spanish.

In addition, public awareness efforts to reach individuals across Texas and inform them of the services provided by the Talking Book Program continued during the biennium. Through public-service announcements, exhibits at statewide conferences, and presentations to organizations, over 4,700 new patrons were registered in FY 1996 alone.

After the Texas Reading Machine Program ended, the 74th Texas Legislature appropriated funding to purchase and loan a wider variety of assistive reading devices to Texas public libraries. Administered by the Talking Book Program, this program—called the Print Access for Texans program—at present provides assistive technology to 86 public libraries across Texas. These assistive devices allow greater accessibility of print resources to Texans with visual impairments and include reading machines, closed-circuit televisions, magnifiers, and screen enlargement and screen reading software packages. In FY 1997, additional libraries are scheduled to be included in the program.

The need for services provided by the Talking Book Program is increasing in the new biennium. Although continued efforts to explore ways to meet anticipated service needs will be undertaken, automation and creative management decisions are finite and will carry the Talking Book Program only so far. Yet, with actions taken during the 1994–1996 biennium, combined with further efforts during the new biennium, the Talking Book Program is poised to move beyond meeting expected service criteria and turn its attention to providing the highest quality library services to all qualifying Texans.

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Library Development Division

Since the creation of the Texas State Library and Archives Commission in 1909, the State Library has aided Texas public libraries and promoted library services. Today's Library Development Division fulfills this key part of the agency's mission with training, consulting, and programming for librarians; state and federal aid programs for Texas public libraries; and a statewide resource-sharing network.

These broad functions involve scores of individual projects, several of which led to notable achievements during the biennium. Two continuing education projects that stand out particularly are the new Small Library Management Training Program and the highly successful series of workshops introducing librarians to the rich resources of the Internet.

Continuing education for librarians

The Small Library Management program, a longtime goal of the Texas library community, provides directors at the state's smaller libraries—few of whom have professional training in library science—with the knowledge they need to effectively manage their facilities, resources, and collections. The program, begun in 1994, has been designed and coordinated by a State Library consultant who is a former small community library director. To date, 125 directors of libraries serving populations under 25,000 have attended training sessions, with 50 of these attendees completing the full two-and-a-half-year training cycle in FY 1996. The program is being continually evaluated, modified, and potentially expanded to meet the needs of other Texas library personnel.

Other successful continuing education activities include the creation of a very popular series that describes the availability of alternative library funding from various grant programs, private foundations, and other sources, as well as how to apply for these funds.

Meanwhile, Library Development's Internet Workshops continue to prove the most popular in the agency's history. These basic introductions to the information superhighway will be followed in future years by more specific presentations on Internet-related topics. These training programs are at the core of the State Library's Project Link, a major initiative to make the Internet available and usable to public libraries and their patrons throughout Texas. The Texas State Electronic Library information server is another cornerstone of Project Link. (See page 12 for detailed information on the Texas State Electronic Library and Internet Assistance Grants.)

Addressing the concerns of Access Texas

Both Project Link and the Small Library Management program, while years in the making, address key concerns of the *Access Texas* report, a

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to enable more effective and efficient provision of these resources by assisting libraries and encouraging cooperation among them;

long-range plan for statewide library development adopted in FY 1993 after five years of work, which involved hundreds of librarians throughout Texas. This planning process built important bridges, opened communication channels between the State Library and its stakeholders, and cemented support within the Texas library community for key Library Development initiatives.

The sharing of resources among Texas libraries—a principal topic in the *Access Texas* report—has continued to grow. The national OCLC bibliographic database (a nonprofit bibliographic database consortium) has been our primary tool for interlibrary loan services since the late 1970s. For many years, only the largest Texas libraries had access to this database. Smaller libraries were dependent on a State Library-sponsored interlibrary loan center to provide service for them. In FY 1994, the State Library expanded the network by forming the Texas Group, which allows smaller libraries direct OCLC access to information about the holdings of other Texas libraries. By FY 1996, the Texas group grew to almost 150 libraries, 52 of which did not have prior access to the OCLC national network. The holdings of some of those 52 libraries were added to the database, making them available for sharing with other Texas libraries.

Access to additional resources through OCLC's FirstSearch service was added to the service provided through the interlibrary loan centers in FY 1995. FirstSearch enhances subject access to resources, in addition to providing some full-text materials.

In addition to the interlibrary loan network, the State Library provides statewide support for local public library services and collections by funding the Texas Library System, a network of 10 library systems. These regional systems—the largest program in the agency's budget—provide various programs and services for their members, some supplementing State Library services, others unique to the region. During the last biennium, administrative rules were adopted to govern the terms by which school, academic, and other types of libraries may be accredited as members of a library system.

Examples of some notable system programs during the biennium include the provision of Internet access for all members of the Houston Area Library System. Access to these resources allows even the smallest and most geographically isolated libraries to be able to obtain materials and information previously available only to large and wealthy libraries. Two systems, the Alamo Area Library System headquartered in San Antonio and the Texas Trans-Pecos Library System headquartered in El Paso, began purchasing satellite dishes for libraries that wanted to establish distance-learning services in the libraries. These services tremendously expand the range of educational opportunities available to residents, local government personnel, and library staff.

Assisting with federal funding

In addition to these state-funded activities (authorized under the Texas Library Systems Act), Library Development also makes direct

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grants to local libraries with federal funds awarded under the U.S. Department of Education's Library Services and Construction Act (LSCA). These programs include establishment grants for counties without library service, construction funds for new library facilities, and grants for services to special populations, such as literacy and ESL programs, and activities for at-risk youth.

One notably successful LSCA project during the biennium was Fort Worth Public Library's "COOL" program, in which the library opened a storefront satellite branch in the predominantly African-American Cavile Place housing project. The success of this project led the City of Fort Worth to add this branch to the library's ongoing operating budget. LSCA funds also helped Duval County / San Diego establish a joint county-city library in San Diego.

Standards for school libraries

As an outgrowth of the last legislative session, the Library Development Division took on another important function, that of developing standards for libraries in Texas public schools. In August 1996, the State Library released a draft of the proposed standards. That draft was the result of many hours work by staff and a dedicated and diverse advisory committee comprised of librarians, lay persons, and others from across the state. The staff and committee members conducted over 30 public meetings across the state to solicit input from school librarians, school officials, and other interested parties. The result is a comprehensive and carefully articulated document that has elicited praise and respect from the entire school library community and will directly lead to the improvement of library services to students in Texas public schools.

In the coming biennium, the Library Development Division of the Texas State Library and Archives Commission will continue to monitor the needs of libraries throughout the state, enabling them in their efforts to provide information necessary to the lives of citizens of Texas.

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Electronic Library Services

An Electronic Library

In the spring of 1994, the Texas State Electronic Library (TSEL) opened for business. Just like a physical library, TSEL organizes information for public library and state agency users, and since it can be accessed from anywhere in Texas, local libraries don't have to spend time organizing the same information.

Anyone with a computer, a modem, and modem software can use the State Electronic Library. Services include types of information available in any large library: reference sources; books; electronic journals; state and federal government information, including current U.S. and Texas legislation and the Texas Administrative Code; technical databases; library catalogs, including the State Library Catalog and catalogs of more than 80 Texas libraries holding approximately 250,000 magazines and 75 million books and documents.

In FY 1995, usage by more than 150,000 visitors to the Electronic Library was recorded. These visitors used 2.1 million items, 50 percent held by the State Electronic Library, and the rest from other sites. In FY 1996, use increased to over 200,000 visitors accessing more than 3 million items.

State Library staff began answering on-line reference questions early in FY 1995 and currently answer approximately 250 e-mail questions and fill 50 interlibrary loan requests through e-mail each month.

In addition to the information TSEL produces and organizes, it is also buying shared access to information for public libraries. Starting in August 1995, the State Electronic Library began providing, at no cost to local public libraries, indexes to 15,000 general interest magazines and journals, 1,000 business magazines and journals, and 1,000 of the magazines most used by school and public libraries, including many children's magazines. For more than 2,000 of these magazines, text of the entire article is available on-line. TSEL also provides access to Encyclopedia Britannica on-line for Texas public libraries.

For small public libraries in Texas, much of this information previously was not available at all. With about 80 percent of the public libraries in Texas having annual operating budgets under \$30,000, most public libraries in the state have fewer than 50 current magazine subscriptions. Only five public libraries in the state have more than 2,000 subscriptions at present, and only ten have more than 1,000. The present on-line service allows each to library have the equivalent of 2,000 subscriptions.

Many resources from the State Library are available on the Texas State Electronic Library, such as the Archives Finding Aids (detailed narrative descriptions of original document files held by the Archives), Genealogy Duplicates List (genealogy holdings available for interlibrary loan), Job Line, and text of Texas State Library and Archives Commission publications.

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The most popular item searched in the State Library resources is the Index to Texas Confederate Pension Applications, which is currently accessed an average of 100 times a day. Second most popular is the Texas Music Office (TMO), a service of the Governor's Office, which maintains the Internet Texas Music Guide on TSEL's server. Along with the Texas State Electronic Library itself, the TMO site was recently listed in "Best 100 Web Sites in Texas" by *Texas Monthly* magazine.

A new service, a search of a database of descriptions of 7,000 historic Texas maps, has quickly become another of the most popular services, with 50 or more searches a day (See "Ongoing Projects...", page 20). The State Archives' e-mail reference form and TSEL's general reference page are also popular services, opening gateways for Texans to access information through the Texas State Electronic Library.

Internet Assistance Grants

In September 1993 when Project Link began, no public library in Texas had Internet access. Two years later, at least 72 of the 449 accredited public libraries had achieved some type of Internet connection. The 74th Legislature instructed the State Library to spend \$2.5 million dollars for the 1996-98 Biennium to "assist public libraries [to] gain access to the Internet and electronic information." This funding is being used for competitive grants, training, and additional electronic materials.

The purpose of Internet Assistance Grants (IAG) is to help Texas public libraries acquire Internet connections for the delivery of networked information, since most homes do not yet have computers, modems, and Internet services. The grants are for libraries committed to providing broad public access to the Internet and its resources, which fall with the following guidelines:

- are prepared to install Internet access and can take full advantage of it in providing user services;
- have strong support from local governments and the community, or from other nearby libraries, and for cooperative efforts;
- serve socially and economically disadvantaged or isolated communities.

By the end of FY 1996, 98 public libraries were connected through the first Internet Assistance Grant projects, and 90 public libraries had reported plans to connect in FY 1996 without state assistance. As a result, more than half of Texas public libraries—serving about 75 percent of the people who have public library service—now have at least some Internet access.

The participating libraries in the FY 1996 grants awards were in the Panhandle, Central Texas, San Antonio, and Lower Rio Grande Valley areas. The five projects provide Internet access for 98 public libraries, in 144 locations, through 239 computers in the libraries and 50 dialup ports available to the public. The libraries served include four Major Urban Resource Libraries. Of the other 94 libraries, one-third serve populations

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of under 5,000, and two-thirds serve populations of under 10,000. Together, the libraries funded serve over 3.1 million people, about 20 percent of the population served by Texas public libraries.

Access to state government information

The 74th Legislature also amended the state documents depository law to require that the State Library serve as a clearinghouse for state electronic publications, so in addition to collecting and distributing state paper publications, TSEL now provides centralized access to electronic information from over 50 state agencies and about 30 state colleges and universities. TSEL is also working with the Department of Information Resources to maintain the State of Texas World Wide Web site, which attempts to provide pointers to all of the networked information sites of Texas government organizations, including regional, county, and municipal governments.

The Texas Records and Information Locator, or TRAIL, will eventually index all state government paper and electronic documents. TRAIL will help the general public find information about state government, provide easy access to the wealth of information produced by state government, and allow state agency staff to find information produced by other agencies.

The agency currently provides centralized access to electronic information from over 50 state agencies and about 30 state colleges and universities, including a number of web sites and documents maintained on the agency's servers for smaller agencies that do not have servers.

Together with the Texas State Electronic Library and public access to the Internet being developed in public libraries, it is the goal of Electronic Library Services to provide every Texan with easy local access to information.

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State and Local Records Management Division

In fulfilling its statutory mandate, the State and Local Records Management Division (SLRM) 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 non-current state records; and provides micrographics laboratory services for the preservation of permanent and vital state and local government records. The Records Center is located at 4400 Shoal Creek Boulevard in Austin.

Improving the systematic management of state records.

During the 1994-1996 biennium, the staff of the Records Management Division have worked toward training and assisting state and local governments in order to maintain efficient and consistent records management programs. Records consultants at the State Library assisted 12,124 state and local government employees with consulting services, and provided classroom training to 6,165 state and local government employees.

In addition to working with government employees on these instructional areas, the division developed or updated seven local government retention schedules, including the adoption of the schedules as administrative rules. Among the schedules developed this biennium are records for county clerks, district clerks, public health agencies, public safety agencies, public works and services, and utility services. SLRM staff also revised the schedule for records common to all local governments.

In order to continue to provide secure storage for paper and microfilm records, the division developed or updated state and local government standards for microfilming, electronic records, and records scheduling. This also included adoption of these standards as administrative rules.

Reaching the broad segment of the state and local records administrators is all-important to the Records Management Division. Over 71,732 copies of the division's publications were distributed statewide, including state and local bulletins and issues of *The Local Record*. This timely publication provides current information on opinions of the Texas Attorney General's Office related to government records, developments in recordkeeping technology, interpretation of State Library requirements, and changes in federal records laws or regulations. Of particular note was an informative article in the Spring 1996 issue of *The Local Record* on the status of e-mail as a government record and the position taken by the Attorney General.

The division added new digital imaging capabilities to the program's operation of a service bureau for microfilming. Imaging services now include scanning from paper, computer output to laser disc (COLD),

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optical character recognition (OCR), and indexing and retrieval software. Media supported by this system are CD-Recordable (ISO9660), 9 track and 8mm magnetic tape. The imaging services unit can also convert scanned images directly to archival film for long-term preservation. In keeping with the preservation of the important records of state and local governments, all services are in compliance with the administrative rules for microfilming and electronic records. Document imaging services are available on a cost recovery basis.

A new system of electronic transmission of storage information to the State Records Center via e-mail was implemented during the biennium. This system has proven to be easier, faster, and more efficient for processing storage requests. As of the end of FY 1996, the State Records Center stored and provided access services to nearly 235,000 cubic feet of noncurrent records for more than 100 state agencies, provided security and environmental storage services for more than 300,000 rolls of the state's vital or permanent records, and continued to provide electronic media backup rotation services for most Austin-based state agencies. These services resulted in a biennial cost-avoidance to the state of more than \$73.8 million.

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Specific areas of progress

The management of records by state agencies and local government should ensure consistent practices and policies for the citizens of Texas. Furthering that means, SLRM is continuing to implement statutory requirements for the designation of a person who has responsibility for coordination of records management activities. As of the end of FY 1996, 100 percent of state agencies have designated a records administrator, or the agency head is responsible for compliance with records requirements. In local governments, 88 percent have designated a records management officer. By designating a person who is responsible for records management in a state agency or local government, communication concerning records issues and decisions are facilitated within the agency and with the Texas State Library. Participation in good records management practices is increased since employees know who to contact concerning questions about records. This person is knowledgeable of specialized records management policies and can make informed decisions in compliance with legal requirements and good professional practice

Progress has also been accomplished in compliance with the legal mandate for each local government to adopt a records management policy. As of end of FY 1996, 73 percent of local governments had filed a records management policy with the State Library. Since the governing body is responsible for approving policies related to all areas of a local government's functions, the documentation of written policies and procedures provides the foundation for a routine business process of that specific government. Submission of an individual records management policy for each state agency is not required because Government Code §441.037 specifies that state agencies will comply with the rules,

standards, and procedures issued by the director of the State and Local Records Management Division.

The third essential component for improving the efficiency and effectiveness of government record-keeping is the management of records according to a written, authorized records schedule. As of the end of FY 1996, 89 percent of state agencies had an approved records retention schedule. In compliance with a new option added to the Local Government Records Act by the last Legislature, 53 percent of local governments have submitted a records control schedule or adopted the State Library's published schedule. For local governments, this level of compliance has been achieved even though the deadline to comply with the scheduling requirements was extended until 1999 by the last Legislature. The records schedule sets retention periods so government employees and the public will know how long records will be retained, and provides authority for legal disposition of records.

The State and Local Records Management Division will continue to provide specialized services and uniform standards as needed to support the systematic management of state and local government information, and to promote the collection, storage, preservation and final disposition of information required to operate government with efficiency and effectiveness.

Mission...

to improve the efficiency and effectiveness of government by promoting the systematic management of records and information.

Archives and Information Services

A new organizational structure

During the second half of the biennium, the Texas State Library and Archives Commission recognized a need and an opportunity to restructure its organization. One such change was a consolidation of two previously separate divisions, which resulted in the creation of a new entity, Archives and Information Services Division, under the direction of the State Archivist. The consolidated division is responsible for appraisal, description, and preservation of noncurrent (but permanently valuable) archival records, as well as for overseeing the reference services of the State Library. These reference services are based upon the State Archives, Genealogy, and Reference/Documents collections located at the Lorenzo de Zavala State Archives and Library Building in Austin, and the Sam Houston Regional Library and Research Center at Liberty, Texas.

Although the different areas operate semi-independently, by working within a single division they are able to optimize services and more broadly reflect the overall consumer focus of the State Library. In the coming biennium, the division will embark on a program of cross-training staff members from the different reference areas in a twofold effort to provide a "big-picture" perspective of available resources and to enable more staffing flexibility.

Mission...

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Archival Services: a transition from present into past

It is easy and comforting to believe that the "present day" as we experience it will somehow without effort weave itself into the past, becoming part of some "official historical record." And we choose to believe that the historical record will remain available and inviolate. But the truth is that gathering and maintaining the historical record is an ongoing process defined as much by what is sanctioned for destruction as by what is catalogued, shelved, and stored in a climate-controlled environment.

One of the primary roles of Archival Services is to identify and preserve the permanently-valuable official records of the State of Texas and to make the documents available for researchers, citizens, and government officials. Archival holdings—the official history of the state—date as far back as the Spanish colonial period and the Republic Era, and include official files of the Governor's Office, records from state agencies, commissions, and courts, and documentation from past state legislatures. In addition to these official state records, the Archives collection also includes books and journals, private manuscripts, photographs and maps, and other unique artifacts that help provide an historical context for the official records.

As part of its outreach program to make archival records available to the public, Archival Services participated in three special exhibits at the Capital Complex Visitor Center, including a historical overview of the Governor's Mansion. The State Archives furnished historical documents, artifacts, and photos from the collection for display in these exhibits.

A new appraisal unit

Since 1988, state agencies have been required to create records retention schedules. These schedules are comprehensive lists that indicate the length of time a specific group of documents—called records series—must be retained. Some record series, such as board meeting minutes, may need to be retained permanently, while others are designated for a set number of years. Some records, however, may have a continuing value to the State of Texas or its citizens that extends beyond their useful value to a specific agency. These record series are considered “archival” and are sent by the agency to the State Library and Archives for cataloging, storage, and preservation.

While the idea of the 1988 administrative rule was sound, available resources at the time did not permit a thorough evaluation of each agency's retention schedule by the State Library and Archives Commission. When questions arose about the possible archival value of certain records series, they were simply flagged for later review and placed in indefinite storage, an admitted stopgap solution.

In this biennium, the State Archivist determined that the time for “later review” had come. Recognizing the fact that record series are best evaluated in context of the entire agency, the division embarked on a comprehensive, long-term program to evaluate and revise—one at a time—entire retention schedules from each of the 120 state agencies. Archives staff were reassigned from processing records currently in the collection to conducting agency-by-agency appraisals of retention schedules. By working closely with records administrators at those agencies, appraisal archivists are able to more accurately identify archival record series and more efficiently sanction eventual destruction of non-archival series. Once an agency's records have been appraised, a revised retention schedule is created to classify existing record series in storage as either archival or non-archival. The revised schedule also provides explicit retention guidelines for all future records created in that agency. Consequently, all non-archival records for that agency can be promptly destroyed at the end of their useful life, saving time, effort, and significant storage costs.

As of the end of the biennium, the retention schedules of 11 state agencies had been appraised and revised. Despite the time-consuming nature of the initiative, the process is seen as a beneficial and cost-effective means to address the growing backlog of “possibly archival” records in storage and to streamline the transfer of exclusively archival records to the State Archives.

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Ongoing projects for unprecedented access of archival records

At the end of the 1992-1994 biennium, the Archives launched an ambitious project to index and microfilm an extensive collection of Republic of Texas Claims documents. Funded by the Dallas-based Summerlee Foundation, work on this project continued throughout the 1994-96 biennium. The Republic Claims are records of payments made by the Republic and early state administrations for goods and services provided by military personnel, government officials and their staffs, private citizens, and businesses. Although originally slated for completion within 18 months, the project's enormity and complexity has pushed its projected completion date well into 1997. But in a vote of confidence based on the progress made thus far, the Summerlee Foundation pledged an additional \$10,000 in March 1996 to assist in finishing the project. When completed and placed on the State Library's web site, the automated index database will provide a level of detailed information on family, military, economic, political, and social history never previously available electronically from the Texas State Library.

The new on-line database is expected to draw as much public interest, if not more so, than the Archives' Confederate Pension database, which was brought on-line in 1995. This on-line index to approximately 58,000 Confederate Pension Applications today generates more than 300 requests each month for copies, and represents nearly one half of the total number of requests the Archives staff fulfills for the public.

Additionally, during FY 1996 the Archives made available for the first time a searchable database of its Historic Map Collection. The database, available to the public on the State Library's web site, contains catalog records of more than 6,000 original, photo-reproduced, and compiled maps covering the period from the early 17th to the late 20th centuries. Maps in the collection includes general maps of Texas, U.S., and Mexico; historic world atlases; bird's-eye views of Texas cities; and coastal charts and other nautical maps. The collection also includes General Land Office county survey maps; highway and road maps; military survey and reconnaissance maps; oil and gas maps; railroad maps; soil and survey maps; town plats; and U.S. Geological Survey maps showing the topography of Texas.

The availability of this index on the Internet in an easy-to-use format has brought about an unprecedented level of public interest in the holdings of the State Archives and has challenged the Archives' staff to maintain a high level of customer services for patrons who continue to visit the reading room in high numbers, and for those who phone, mail, or e-mail requests to the staff.

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The Genealogy Collection: serving families across Texas

Serving families and family researchers from across the state, as well as a growing number of out-of-state visitors, the Genealogy Collection offers a rich resource of material. Included in the collection are United States censuses from 1790 through 1920; Texas military records up through the Civil War; historic voter registration and tax rolls; naturalization records; and indexes to births, deaths, marriages, and divorces in Texas.

The Genealogy Collection reading room is open Tuesday through Saturday to serve a diverse cross-section of the public, including hobbyists, certified genealogists, educators, lawyers, students, and legislators. In an effort to serve this segment of State Library users, a total of 25 new or reconditioned microfilm readers are now available for use, as well as two dedicated CD-ROM workstations.

During the present biennium, a number of new resources for genealogical research were made available on-line at the Archives and Information Services web site, including the comprehensive *Guide to Genealogical Resources*, an index to county records on microfilm, and other finding aids to the library's holdings.

Because of increased availability of resources in electronic formats, Genealogy staff are able to direct patrons to a greater array of reference materials than ever before, although one-on-one instruction is often necessary to acquaint patrons with the technology and procedures.

Reference/Documents: providing accountability

The availability of records to the public is the cornerstone of government accountability, and the division's Reference/Documents Collection fulfills its mission of "protecting the rights and interests of the state and its citizens by ensuring the availability of federal and state publications." Serving as a Regional Depository for U.S. Government Printing Office (GPO) publications, the State Library consequently receives and retains a copy of all GPO publications in printed, microfilmed, or electronic formats. The collection now includes more than 2 million federal documents that are indexed and fully available for public access. Reference staff are available to answer questions by phone, mail, e-mail, and in person, as well as to provide individualized assistance for patrons unfamiliar with the resources available.

In FY 1995, the State Library further increased its public resources for federal government accountability when it became the first library in Texas designated a "GPO Gateway," a direct connection to the web site maintained by the U.S. Government Printing Office. The *Congressional Record*, *Federal Register*, the *U.S. Code*, and other federal databases are now available to Texans with Internet access or in the Reference Reading Room.

Mission...

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To facilitate government accountability on the state level, the collection also includes complete and indexed compilations of all Texas legislation and state regulations. Copies of budgets, strategic plans, and annual or biennial reports for Texas state agencies are also available.

Other important resources include an extensive collection of newspapers from major Texas cities, current Texas telephone directories, computer CD-ROM workstations with Internet connections, and a general reference section.

During the biennium, the State Library made available for the first time an on-line "disposal list" of statewide government documents. Now when "Selective Depository" libraries throughout the state wish to discard or trade copies of certain federal documents, they can post their disposal lists on the State Library's web site for other libraries to browse. The move from lengthy hardcopy printouts to an on-line resource has resulted in significant savings in copying, postage, and staff time.

As a public outreach project, and to dramatize the variety and usefulness of government documents, reference staff mounted a special exhibit in the Reference Reading Room during FY 1996 on State and National Parks. Brochures, maps, travel guides, and other instructional materials available in the collection were included in the innovative display.

The Sam Houston Regional Library and Research Center

Located 200 miles to the east of Austin in Liberty, the Sam Houston Regional Library and Research Center serves as an important component of the Archives and Information Services Division. As a Regional Depository for the Atascosito region of Southeast Texas, the Center provides fireproof preservation and protected access to official records and private papers of historical interest to the area.

Primarily a research facility for the general public, the Sam Houston Research Center offers a wealth of information for researchers, and holds fascinating discoveries for the casual visitor. In total, more than 10,000 artifacts are on display and more than 12,000 cubic feet of local government records and other historical resources are available for research purposes. In addition to local government records, its holdings include manuscripts, artifacts, books, maps, photographs, oral history tapes, and newspapers.

The Center also serves in a museum capacity, featuring exhibits on a wide variety of topics. Special collections include the papers of Governor Price Daniel; the authentically-controversial Jean Laffite Journal; the Julia Duncan Welder Collection of private letters and artifacts; the Andy Kyle Indian Artifact Collection; the Hardin family papers; the archives of Texas Congressman Martin Dies, original chairman of the U.S. House Committee on un-American Activities; and the Jean Houston Baldwin Collection of Sam Houston images, the largest known collection of photographs and illustrations of the Texas hero.

In addition, three historic structures have been relocated to the Center's grounds. Two of them, the restored 1848 Gillard-Duncan House and the 1883 Norman House, are open to the public. The third, the 1898 St. Stephen's Episcopal Church, has been deconsecrated and is being restored for use as a meeting facility.

The outstanding accomplishment during this biennium was the vast improvement of the availability and delivery of information services to patrons seeking historical information from the Center's holdings. With new and revised guides in printed and electronic formats, patrons can now access information through a variety of search criteria, including dates, geographic locations, names, and subjects.

During the last two years, the staff provided reference services to more than 26,000 patrons, nearly 18,000 of them in person, and the remaining by phone or mail. A substantial increase in patron use of primary research materials reflects a larger number of researchers in proportion to museum visitors, as well as an expanded public awareness of the facility. More than 60 organizations have toured the grounds, and staff hosted 38 special meetings and workshops.

The Sam Houston Regional Library and Research Center received 690 donations of historical research materials, an increase of 5.2 percent over the previous biennium. In its capacity as a Regional Depository, the Center staff processed and distributed 655 reels of microfilmed local government records and maintained the comprehensive "Index to Texas County Records Available on Microfilm," available on-line at the State Library's web site.

With its diverse and wide-ranging responsibilities, the Archives and Information Services Division plays an integral role in the Texas State Library and Archives Commission, working toward fulfilling its mission to preserve and document the record of Texas, and to make that record available to the people of the state.

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Administrative Services Division

The Administrative Services division provides business management and support services for agency programs in the areas of human resources, accounting, fiscal services, purchasing, printing and reproduction, and mail services. The program is also responsible for facilities management and risk management functions, and operates with a staff of fourteen full-time equivalent positions.

Support functions

The human resources function of the administrative program provides personnel services to the State Library programs by maintaining all personnel records and administering employee benefits programs. Administrative Services also oversees compliance with a variety of state and federal human resources statues including Equal Employment Opportunity, Americans with Disabilities Act, and Family Medical Leave Act. In addition to those duties, the human resources function conducts job analyses; administers the agency payroll; recruits and refers applicants; processes terminations, pay increases, promotions, and demotions; maintains time and attendance records; manages the agency's employee service awards program; and prepares various human resources statistical reports for the agency.

The accounting office maintains the agency's accounts, processes all financial transactions for purchases of goods and services, requests and reports on federal funds, maintains a federal cash flow analysis, bills agencies and other organizations for services provided, collects and deposits all revenues, and coordinates the travel management program. The accounting function is also responsible for preparing budget and financial reports, serving as liaison with budget authorities and coordinating all fiscal matters.

The purchasing, reproduction, mail services, and facilities management functions of Administrative Services comprise the staff services section of the program. This section coordinates each of their respective functions and ensures that adequate administrative support is available for agency programs. In addition, the staff services section serves as a contact for the agency and other state agencies in all phases of administrative support services.

Internal Audit

Administrative Services, along with the assistance of the director and librarian and the assistant state librarian, oversees the internal audit function for the Texas State Library and Archives Commission. At present the State Library contracts with a certified public accountant for these auditing services. During this biennium, internal audits were conducted of the Information Services Program, Technical Services Program, and the hu-

Administering the mission through human resources, fiscal management, and support services

man resources function and purchasing function of Administrative Services. Internal audits were also conducted for three of the ten regional library systems: Central Texas Library System, Alamo Area Library System, and North Texas Regional Library System.

Statistical Data

Administrative Services Statistical Data for the 1995-96 Biennium		
	1995	1996
<i>Human Resources</i>		
Personnel actions processed	928	949
Applicants	460	324
<i>Accounting</i>		
Deposit Transactions	2,018	2,273
Purchase Vouchers processed	3,724	3,592
Journal Vouchers processed	4,923	3,181
<i>Purchasing</i>		
Purchase Orders processed	985	997
<i>Mail Services</i>		
Mail items	108,554	131,135
<i>Print Shop</i>		
Printing impressions	2,286,304	2,413,228
Average days to complete a job	4.31	4.09
Cost per page printed	\$0.026	\$0.029

Administering the mission through human resources, fiscal management, and support services

In an ongoing effort to support the Texas State Library and Archives Commission with timely and cost-effective services, Administrative Services continues to serve the agency with efficient management of its internal functions.

Administering the mission with computing and communications systems

Automated Information Services Division

The major change in the automated support at the Texas State Library and Archives Commission during this biennium has been related to the growth of networked electronic services to include the Internet. Because of continued and increased reliance on network-based services and skills, Automated Information Systems support for these services has become more complicated, decentralized, and critical as it is continually integrated into the day-to-day activities of the agency. The traditional Automated Information Systems functions have been fragmented and are now performed by four agency divisions. This fragmentation of traditional automated functions has resulted in the program managers who use the system becoming more directly involved in decisions concerning functions and costs.

The days of single cabling between desktop and specific applications are past, and have been replaced by integration and inter-operation between the State Library divisions that are supported by the network. The network, with its numerous services, interfaces, and complexities, has become central to the delivery of all but local desktop services, and even those users depend on network access to shared printers for most printing capabilities.

Access to the centralized applications, i.e. the Talking Book Program application, was initially moved to the agency's network to reduce the cost of having more than one terminal on a desktop. But an added benefit of this action also allows the sharing of other resources and access to almost any of the other authorized network services at very little increased costs, and has contributed to the rapid expansion of the network. The network has also allowed users such as the State and Local Records Management staff to develop a number of desktop applications and authorize any other networked system users access to their desktop application.

The Internet

However, it is the Internet that has accelerated networking and has had a major impact on networking services related to archival, library, information services, and records management responsibilities of this agency. The introduction and growth of World Wide Web services, the growth in the number of Internet web locations—and the increased information available—sometimes makes it difficult to make sense of, or use, this wealth of information. However the number of users continues to rise.

The ability to access distant locations from a personal or public desk is only a portion of the equation; when this access is accompanied by reasonable response times, understandable screen displays, and usable

content, it is in demand. The difficulty in getting to the specific information one desires varies; however, a little extra work does not seem to dull the appetite of the average network user.

Since the increased sharing of resources has long been an objective of this agency, Automated Information Services helped develop and made available the Texas State Electronic Library (TSEL) in April 1994. (See page 12 for detailed information on the Texas State Electronic Library.)

Individual applications continue to provide good operational support to their users. Hardware upgrades have been purchased during this period for the Talking Book Program application and the Integrated Library System. The Integrated Library System provides a suite of automated library services and functions, which includes the OPAC (On-line Public Access Catalog) purchased from GEAC. The new IBM RISC 6000 used for the Integrated Library System is installed and operational, and the Compaq Proliant 4000 has just completed final testing, and migration of the Talking Book application is about to begin.

Accomplishments

Some accomplishments reached during this biennium:

- The Talking Book Program's application, Access, has again set a new circulation record with a circulation of more than 860,000 items during FY 1996.

- The Library Catalog of Texas State Agencies now has a total of six partners. Current members are the State Law Library, Texas Natural Resources Conservation Commission, Department of Information Resources, Worker Compensation Commission, and the Comptroller's Technical Library.

- The State and Local Records Management Division's application, AUTO-REC, is increasing the number of records in the automated system without a retrospective conversion of previously stored records. During this period, hard copy records in the system passed 40 percent and microfilm exceeded 25 percent. The number of state agencies (28) that are using electronic methods to submit the document associated with their document storage is a factor in this growth.

- The twelve-month average system availability for the nine internal systems tracked during this period was 99.3 percent, with a high of 99.9 percent and a low of 98.3 percent. (These statistics include a weekend power outage for the entire Capitol complex and downtime for the hardware conversion of the Integrated Library System.)

- As the number of computers (of all types and sizes) approaches 300, desktop computing and telecommunications are available to a high percentage of working locations in the agency. The majority of these users also have access to internal and external service up to, and including, the Internet. Of course, a number of these systems are used to provide central or controlled services such as e-mail, file services, etc. and are available to individuals as services rather than as a system.

Administering the mission with computing and communications systems

As a result of the number of networked nodes increasing beyond the capacity initially planned for the agency, network components were upgraded to increase the node capacity. The agency network traffic also increased over the biennium, which required additional network upgrades and service reconfigurations. Also added were network backups of desktop computers onto departmental backup servers, remote access services for staff telecommuting, and networked CD-ROM servers.

Keeping pace with fast-growing technology places continuing demands on the operation of the electronic information systems at the Texas State Library and Archives Commission, but Automated Information System meets those demands, knowing its support is crucial to the agency in order to make information readily available to the people of Texas.

*Administering the
mission with
computing and
communications
systems*

Technical Services Division

Established as a separate division in September 1995, Technical Services Division administers three major areas of responsibility: expanding the reach of state government by making its publications available through the statewide depository library network, organizing information for the convenience of Texans, and managing the Library Catalog of Texas State Agencies.

The Library Catalog of Texas State Agencies

Technical Services provides training and support for the Library Catalog of Texas State Agencies (LCTSA). Begun in FY 1993, the on-line catalog is one part of a library system which integrates and automates circulation, acquisitions, and cataloging. During this biennium, the database grew to almost half a million titles while modules for acquisitions and authority control were added to the system. Available over the Internet and the World Wide Web, the LCTSA is a consortium of state agency libraries, with the Texas State Library and Archives Commission as the lead agency. The five partner libraries are the State Law Library, Texas Natural Resource Conservation Commission Library, Department of Information Resources Library, Comptroller of Public Accounts' Technical Library, and Texas Workers' Compensation Commission Library. All state agency libraries are eligible to participate by adding their records to this shared resource of government information.

Texas State Publications Depository Program

The division manages the Texas State Publications Depository Program, which collects and distributes publications of Texas state agencies and state-supported colleges and universities. These entities are required to send copies of their publications to the State Library. Once received and cataloged, the publications are distributed to the other 49 depository libraries throughout the state.

In 1995, the Legislature greatly expanded the role of the Texas State Publications Depository Program by defining a state publication as information in any format which is publicly distributed. Once new administrative rules are adopted, *all* publications, not just printed material, will be collected and distributed as part of this program.

The division acquires and catalogs library materials in all formats, and maintains the LCTSA database in order for customers to continue to locate accurate and complete information on the material in the State Library collections. Using OCLC, a national, nonprofit bibliographic database consortium, Technical Services' electronic catalog records are available for use by Texas libraries. The division also purchases and processes library material for all programs of the State Library and provides

Administering the mission through cataloging and acquisitions, and the State Publications Clearinghouse

centralized purchasing of library materials for state hospitals, state schools, the Texas Youth Commission, and state prison libraries.

By cataloging and maintaining its databases, Technical Services Division is pivotal to the support of the Texas State Library and Archives Commission and its mission to provide information resources to all Texans, and improving the efficiency and effectiveness of government.

Advisory Committees

Texas Historical Records Advisory Board

Christopher LaPlante
State Archivist/Coordinator

Nancy L. Boothe
Houston

Martha Jean Crowley
Richardson

Randal B. Gilbert
Tyler

Diana Bravo Gonzalez, A.I.A.
San Antonio

Gleniece A. Robinson, Ph.D.
Dallas

Peggy Thomas
Ft. Worth

Wolfram M. Von-Maszewski
Richmond

Harriette Williford Whatley
Fairfield

Records Management Interagency Coordinating Council

(formerly called the Records Management and Preservation Advisory Committee)

The following officers or their designees:

The Attorney General or his designee

The Comptroller of Public

Accounts or his designee

The Secretary of State

The State Auditor

The Comptroller of Public Accounts

The Attorney General

The Director and Librarian of the Texas State Library

The Executive Director of the General Services
Commission

The Executive Director of the Department of
Information Resources

Local Government Records Committee

Rebecca Brewster

*City Secretary
Town of Van Horn*

The Honorable Hector Enriquez

*County Clerk
El Paso County*

Landa Lassberg

*Records Management Officer
Blanco Independent School District*

George Moff

*Chief Appraiser
Nueces County Appraisal District*

Jerry Reynolds

*Chief Appraiser
Ochiltree County Appraisal District*

Donald Schelfhout

*Vice President
Clear Lake City Water Authority*

Barry J. Schneider

*Personnel Director
Fort Worth Independent School District*

The Honorable Carol Vaughn

*County Treasurer
San Augustine County*

Robert Wagner

*General Manager
Zavala-Dimmit Counties Water
Improvement District #1*

Ruby White

*City Secretary
City of Luling*

The Attorney General or his designee

**The Comptroller of Public Accounts
or his designee**

Library Services and Construction Act Advisory Council on Libraries

Julie Beth Todaro, Chair

Austin

Richard J. Wood, Vice Chair

Huntsville

Teresa K. Blodgett

Lubbock

Betty Carter

Coppell

Harrison Coleman, Jr.

Irving

Sue Compton

McKinney

Daniel Esparza

Fort Hancock

June Garcia

San Antonio

Lucy A. Garcia

San Antonio

Larry D. Justiss

San Angelo

Patricia A. Lee

Dallas

William H. J. McGee

McAllen

Mary Fleming O'Dell

Beasley

Eva D. Poole

Denton

Marsha Stites

Wharton

Mildred Vuris

Austin

Texas Library Systems Act Advisory Board

S. Joe McCord

Houston

Ruben Rendon

Harlingen

Jeff Rippel

Lubbock

Ruth Semrau

Avinger

Rebecca Walls

Hereford

Organizational Chart

Texas State Library and Archives Commission

Carolyn Palmer Armstrong, Chair • Patrick Heath • Sandy Melton
Sandra J. Pickett • Marvin Rich • Barbara Silberberg

*Appointed by the Governor,
confirmed by the Senate*

Director and Librarian

Robert S. Martin

Public Information Office

Nancy Webb, PIO

Electronic Library Services

Lisa deGruyter, Manager

Assistant State Librarian

Raymond W. Hitt

Archives and Information Services

Christopher LaPlante, Director/State Archivist

*Reference Services • Archival Appraisal, Accession and Processing • Regional Historical Resource Depositories
Sam Houston Regional Library and Research Center*

State and Local Records Management

William Dyess, Director

*Policy Development • Records Management Assistance
Micrographics and Imaging • State Records Center*

Talking Book Program

Dale W. Propp, Director

*Reader Services • Circulation • Audio Production
Bibliographic Control • Public Awareness • Volunteer Services*

Statewide Library Development

Edward Seidenberg, Director

*Texas Library System • Resource Sharing • Grants
Administration • Continuing Education and Consulting*

Administrative Services

Catherine W. Lee, Director

*Accounting/Internal Audit
Human Resources • Purchasing/
Mail • Printing*

Automated Information Systems

Charles W. Brown, Director

*Systems and Networks
Application Development*

Technical Services

Carol Winship, Director

*Cataloging • Acquisitions • Texas
State Publications Clearinghouse*



Texas
State Library
and Archives
Commission