Texas State Library and Archives Commission

Biennial Report

September 1, 1992 – August 31, 1994

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Director's Report

During the 1992–94 biennium, the Texas State Library and Archives Commission continued to provide excellent service as an information center for Texas citizens and their governments. Agency activities promoted libraries and their use, made public information available to the citizens, preserved the state's documentary heritage and ensured the sound management of the information collected by state and local governments. All Texans should be proud of the efforts of the Commission's staff.

Several key developments stood out during the last two years. Technological changes, including the widespread growth and popularity of the Internet, allowed more people to access and use the Commission's information resources than ever before. The agency debuted the Texas State Electronic Library, an Internet server that is the first of many electronic services the State Library will offer the citizens. Also, a long-held goal of the Commission was realized with the installation of the Library Catalog of Texas State Agencies, an on-line public access catalog and integrated circulation systems serving not only the State Library but also other state agencies.

New technology was one of many topics addressed in several Commission planning processes completed during the biennium. The Joint Planning Committee for Statewide Library Development, composed of the members of State Library advisory committees, produced its *Access Texas* report, a blueprint for Texas library services that was the culmination of five years of effort. The *Access Texas* recommendations, along with other initiatives sponsored by the Texas library, historical and public-sector communities, formed the backdrop against which the State Library entered into its Sunset review process, with reauthorization scheduled for consideration in the 74th Legislature.

One area to see tremendous growth and change during the biennium was the Commission's records management programs. At the beginning of FY 1992, separate programs for state-agency and local-government records were merged into the State and Local Records Management (SLRM) program. This merger has helped the Commission respond to an increasing demand for its services, particularly from local governments seeking to comply with the far-reaching terms of the Local Government Records Act.

The following pages will describe more fully the Commission's efforts to provide high-quality, economical and efficient services to Texans between September 1, 1992 and August 31, 1994.

William D. Gooch
Director and Librarian
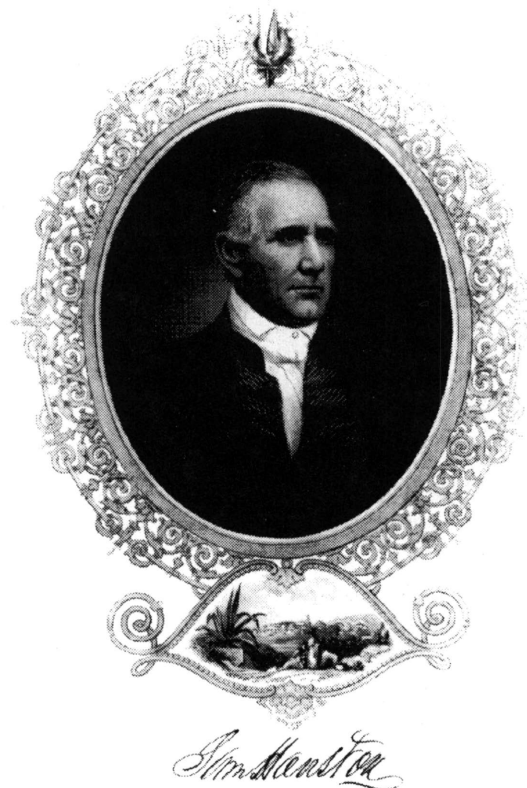
Texas State Archives

Many people equate "archives" with "old things" and think of the State Library as a "state museum." But the Texas State Archives is neither a museum nor a repository for antiquities; rather, it is a living information resource, providing citizens of Texas and researchers from around the globe with a continuing chronicle of the activities of Texas government.

The main mission of the State Archives is to identify, collect, preserve and make available for research the permanently valuable official records of Texas government. The State Archives collection also provides books and journals, private manuscript collections, photographs and maps, artifacts, and other resources to flesh out the portrait of Lone Star history contained in the official record. Materials in the State Archives range in age from the Spanish colonial period, through Mexican statehood, the Republic Era, U.S. and Confederate statehood, to the present day.

Identifying which state records have enduring value is an ongoing process, and the State Archives works closely with the State Library's State and Local Records Management program to make sure important records are preserved. The State Archives also oversees the statewide Regional Historical Resource Depository (RHRD) program, a network of depository libraries which administers local records of archival value. One of these RHRDs, the Sam Houston Regional Library and Research Center in Liberty (between Houston and Beaumont), is owned and operated by the State Library and serves a 10-county region of Southeast Texas.
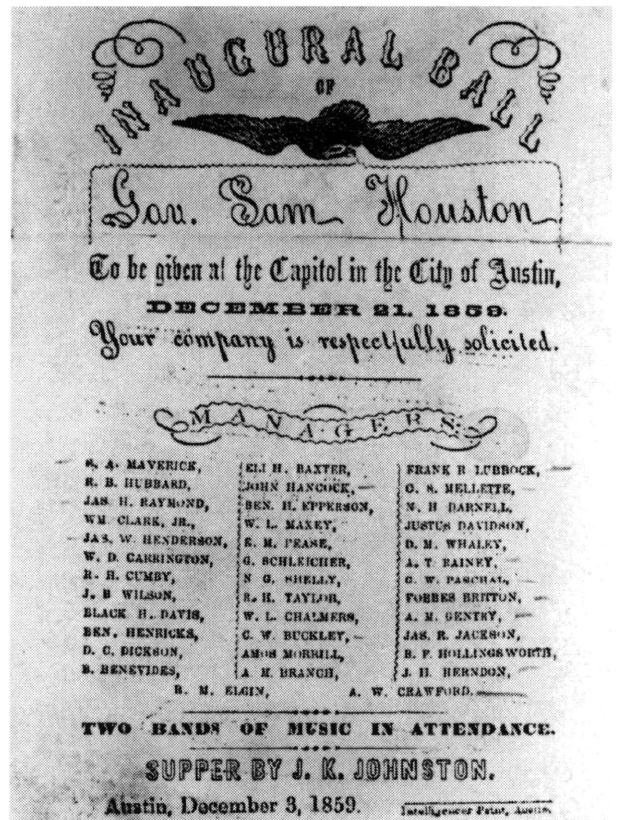
A major Archives outreach project was the exhibit "Sam Houston • 1793–1993," on view throughout 1993 at the Lorenzo de Zavala State Archives and Library Building. Another exhibit commemorating the Houston bicentennial was mounted by the Sam Houston Center in Liberty, a unit of the State Archives.

During the biennium, the accessibility of the State Archives' holdings grew dramatically. As with the Information Services program, to which the State Archives is linked in the State Library's strategic plan, this increased access was enabled by advances in electronic information technology, including the State Library's new automated catalog and the Texas State Electronic Library information server.

One of the first items in the Electronic Library collection was a selection of finding aids for State Archives holdings. These finding aids, which describe the organization of several records series, are among the Electronic Library's most heavily used resources. Likewise, the on-line Library Catalog of Texas State Agencies can help patrons locate a large number of the books and more than 850 record series in the State Archives. Both innovations make it much easier for researchers off-site to find the information they need, while responding to the growing expectation of patrons to find resources in electronic formats. This trend will also allow the State Library to make more efficient use of its staff and budget.

A shift in processing priorities has also allowed patrons access to more records. Since processing records series (which can run to 500 cubic feet or more) completely — that is, reviewing, arranging and describing the contents of each box or folder — requires more time and staff than are presently available, the program now creates a summary description of each accession and a general listing of box and folder contents. Although this summary description is in no way a substitute for processing a collection, it does allow records to be used by patrons as promptly as possible. Improved records management throughout state government also helps to offset the problems of collection control — records coming to the State Archives from state agencies, or (as is often the case) from the State Records Center, are likely to be arranged in a useful manner and often have already been inventoried.

Several outreach projects have also built awareness and increased use of State Archives resources. Foremost was a pair of exhibits in 1993 commemorating the bicentennial of the birth of Sam Houston: one at the State Library's Lorenzo de Zavala building and one at the Sam Houston Center (a major repository of Houston family materials). These exhibits, incorporating original documents, maps, photographs and memorabilia, remained on display throughout 1993. The Sam Houston Center, which includes several historic structures on its grounds, also celebrated the restoration and opening of the 1883 Norman House. This historic structure features exhibits on the Norman family and on local history.

Finally, the State Archives was fortunate to work with several partners on projects to improve access to its resources. In FY 1990, the program received a $30,000 grant from James Grizzard of Houston to create a list of all Republic Era records accessioned by the State Library to identify which of these records were now missing. The project identified more than 17,000 records, 900 of which were not found among the State Archives holdings. The complete list of inventoried documents, including the missing records, has been placed in the Electronic Library to facilitate access. A separate database describes the missing records in some detail. This information is available to dealers or collectors interested in checking the provenance of a suspect document.

Three other projects funded from outside sources involve microfilming often-used records, thus forestalling their deterioration while making the information they contain available off site. The Genealogical Society of Utah has underwritten the filming of the Scholastic Census records for several Texas counties, while the George Memorial Library in Richmond (outside Houston) microfilmed the state's 1867 voter registration lists — the first such records to include newly enfranchised African-Americans, and as such a major resource for black history and genealogy.

Another major grant-funded project, initiated in FY1994 and supported by a $63,407 from Dallas' Summerlee Foundation, will involve microfilming the various Republic Claims series. These records, which document civil and military claims, payments on the Republic's debt, and pensions to Texas Army veterans, will be indexed in a database that identifies not only the record and the person receiving payment, but the names of other persons involved in the transaction as well. The expanded name index will greatly improve the Claims' usefulness as a historical resource. After the records are filmed, they will be retired from active use by researchers.

Other upcoming changes include the creation of an analysis and appraisal team to work with state agencies to identify their archival records. With the size and frequency of accessions increasing rapidly, and with space available to the State Library to house these records increasingly limited, it is paramount that only records with genuine historical value be retained. Another development now being addressed is the trend toward creating records, including archival ones, solely in electronic format. How to preserve these records in a manner useful to researchers presents a challenge to archivists everywhere, including at the State Library.

State and Local Records Management

The State Records Center in Northwest Austin has space for nearly 400,000 cubic feet of paper records and 330,000 rolls of microfilm.

Governments need to collect and store vast amounts of information to serve the citizens of Texas. To ensure high-quality service, all state agencies and more than 8,000 local entities are required to manage this information — their records — according to uniform standards.

The State Library's State and Local Records Management (SLRM) program makes it easier for them to do so, both by offering training and consulting services and by maintaining records in the State Records Center. SLRM also develops the records management policies, procedures and administrative rules adopted by the Library and Archives Commission and followed by state and local governments.

Although the State Library has overseen records management for years, the current SLRM program was created at the beginning of the biennium through merger of the formerly separate Records Management (for state agencies) and Local Records programs. In addition to creating efficiencies in the program's overall operations, the merger helped SLRM better manage the vast increase in its service load caused by the 1989 passage of the far-reaching Local Government Records Act (LGRA), which the State Library is responsible for implementing.

As part of this responsibility, SLRM staff review and approve records control schedules prepared and submitted by each of the local governments covered by the LGRA. As the Act's January 2, 1995 deadline for submitting these schedules approached, this task became a major one for SLRM's record consultants.

To assist local agencies in complying with the LGRA, the program also developed a extensive series of model records retention schedules, which establish mandatory minimum retention periods, covering various types of records in local government — county and district clerks, school districts and junior colleges, health services agencies, tax assessors, and the like, as well as a general schedule for records common to all governments (similar to the records retention schedule developed by SLRM for state agencies).

Several of these schedules, the development of which involved extensive consultation with the affected localities and the state agencies overseeing them, had been adopted in the previous biennium, and several more are scheduled for adoption by the Library and Archives Commission during FY 1995. The program also crafted model records management policies for large and small cities and elected county officials; these policies are used by localities developing records management programs.

In addition to these publications, SLRM also provides, through its record consultants in Austin and in the field, training for state agencies and local governments in sound records management. In this regard, the merger of the state and local programs helped improve services to local governments. Formerly, Local Records' consulting activities consisted largely of one-on-one consultations and occasional classes created by request.

With the merger of the state and local records functions, SLRM has been able to take a more proactive approach to training and consulting, developing a standard training program, with a published schedule of classes, for local records managers. The merger also provided the unified program with more depth in its consulting staff — each consultant can effectively

present training and develop materials for both types of government customers. (Through reassignments, SLRM added one consultant to work primarily on local records issues, assigned that consultant to target West Texas, and relocated another field consultant to Austin to allow for better coverage of state agencies and Austin-area local governments.)

Both the policy development and training activities, for both state and local government, are affected by changes in the nature of government information, and one of the signal achievements of the SLRM program during the biennium was the publication of a comprehensive set of rules, standards and procedures for the management of electronic records. SLRM's policy team will continue to track closely the increased use of electronic technologies, especially E-mail, to maintain government records.

Another relatively new technology, document imaging — in which electronic facsimiles of documents are scanned for storage on CD-ROM or laser disc — has begun to have an impact on SLRM and records management. The program added an imaging consultant to work with customers exploring these technologies. In addition, the program's Micrographics Service Bureau has acquired new cameras that can be converted into imaging systems in response to customer demand. The Service Bureau has undertaken feasibility studies of marketing other imaging services, such as mastering CD-ROMs, to its government customers.

The Micrographics Service Bureau — which topped $1 million in revenue for FY 1994, a first — is one of the direct services provided to agencies through the State Records Center facility in Austin. The Center provides secure storage for paper and microfilm records, circulates these records to agencies when needed, and offers records-destruction services as well.

As the benefits of sound records management are realized by state government, and as the cost of maintaining inactive records in high-cost office space become unsupportable, the workload of the Records Center is increasing tremendously. Particular growth occurred in SLRM's disaster-recovery services — the Center stores backup tapes for agencies' information systems. Much of this jump can be traced to the State's increased emphasis on risk management and on strategic planning for information resources.

This workload has been managed at the Records Center without any growth in staff or resources. Increasing automation, particularly the AUTO-REC system developed by the State Library's Automated Information Systems program, has begun to noticeably improve the efficiency and speed of Records Center operations.

SLRM expects to continue pursuing many of these goals in future years — ensuring compliance with the LGRA and assisting local governments with their records management; increasing state agency awareness of the need for and value of consistent records management practices and policies, including compliance with records retention scheduling regulations for state agencies; and introducing governments to new technologies and how they can be applied to, or affect, records management. In addition, the State Library's Sunset review includes consideration of several proposals related to SLRM and the administration of the LGRA that will impact the work of the program in the next biennium.

Information Services

Texans have a right to use the reports, documents, publications and other resources produced with their tax dollars; the agencies spending those dollars must have access to current and complete data on many subjects to govern the state effectively. The State Library's Information Services program helps both citizens and state government meet these information needs.

The Information Services program includes:
- A reference collection offering patrons both a wide range of materials and expert reference assistance;
- Complete depository collections of U.S. and Texas government documents and publications;
- The Texas State Publications Clearinghouse, which makes state publications available to citizens through a statewide depository library network;
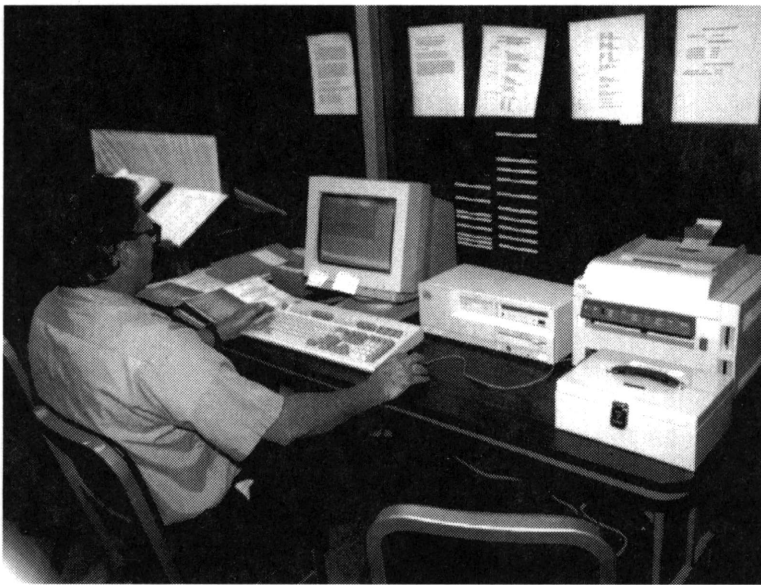
Patrons in the Genealogy Collection can make use of a CD–ROM system donated to the State Library by IBM–Austin and a local PC user's group.

- The Genealogy Collection, containing resources to help those engaged in family history research;
- The Texas Collection, with numerous books and periodicals about the Lone Star State; and
- The State Library's Technical Services department, which acquires, catalogs and processes all materials for the State Library and for state hospital and prison libraries.

While Technical Services usually works behind the scenes, this department had a major role in the Information Services program's most important advance during the biennium — the automation of the State Library's catalog and circulation systems.

Unlike some libraries, which automate their circulation and cataloging separately and gradually, the State Library moved in one step from call slips and catalog cards to a fully integrated on-line system accessible throughout the state and indeed the world. The catalog — formally known as the Library Catalog of Texas State Agencies (LCTSA) — and circulation systems are built on software procured from Geac, a leading library-automation firm.

As its full name implies, the catalog includes not only the holdings of the State Library but also of other state agencies. At the end of the biennium, the Texas State Law Library, the Texas Natural Resource Conservation Commission, and the Texas Commission on Alcohol and Drug Abuse had become partners in the LCTSA project, with other agencies expected to follow. Some of these are only participating in the catalog, while others also use the integrated circulation system.

Patrons can reach the LCTSA not only through public-access terminals located in the participating libraries, but also via modem or Internet through the Texas State Electronic Library information server (or "gopher"). While the Electronic Library was primarily designed as a tool for public libraries throughout the state, it has also greatly expanded Information Services' ability to make more information available to more people.

In part, this is because the Electronic Library provides patrons with direct access to a number of state and federal resources. But the server also extends the reach of the State Library's own information resources. Along with the LCTSA, the *Texas State Publications* directory and index (produced by the Publications Clearinghouse) are available on the gopher, as are bibliographies of state publications dealing with specific subjects like education and substance abuse. The Genealogy Collection's much-used list of circulating duplicates — items that can be requested through inter-library loan — can also be found in the Electronic Library. And the server allows patrons to send reference queries to Information Services staff through e-mail.

Both the automated catalog and the Electronic Library help the State Library provide public information in a useful way, which in today's world means using CD-ROMs, electronic bulletin boards, the Internet, downloaded database files and FAX document delivery as well as traditional print media. Information Services brought on line during the biennium a number of third-party electronic resources, including both CD-ROM and network-based services. Some materials can be used directly by patrons through public-access terminals, while others enable State Library staff to answer questions more promptly and effectively. Genealogy patrons in particular have made great use of that collection's new CD-ROM system, donated to the State Library by IBM-Austin and a local user's group.

The trend toward electronic media can be seen throughout the information world, not only among private-sector publishers but also in the public information resources that form the core of the State Library collections. As a regional depository for federal documents, the State Library receives a complete inventory of materials produced by the U.S. Government Printing Office. During the biennium, the GPO undertook a major campaign to make more of its publications available electronically, first on CD-ROM and more recently on-line, goaded by Congressional budget-cutters seeking to realize cost savings. Some materials are now only available in electronic formats, a trend that makes it imperative for Information Services to effectively provide electronic services.

Similarly, the amount of electronic information produced by Texas government is increasing at a rapid clip. In addition to the State Library itself, several other state agencies have created Internet or dial-up information servers, and many more have developed electronic databases to hold information formerly contained in print. During the biennium, the State Publications Clearinghouse created a directory, known as "TAP-IN" (Texas Access Project Index), of state-supported electronic information resources available to the public. This quickly became one of the State Library's most successful publications (and, now, is itself only available electronically).

The TAP-IN project formed a foundation for the State Library's effort to improve public access to electronic information by expanding the role of the Clearinghouse. Currently, state law authorizes the Clearinghouse to collect multiple copies of print materials published by state-funded agencies, colleges and universities and distribute these through a statewide network of depository libraries.

The trend toward increased use of and access to electronic information promises to continue in the future. Information Services plans to make more information, such as full text of journal articles, available to patrons off-site, through electronic document delivery and remote access to CD-ROM or on-line databases. The program also foresees providing training for patrons in the use of these resources. This evolution of State Library reference services would allow the agency to make more effective use of its own financial and human resources, while allowing its patrons to make immediate and effective use of its information resources.
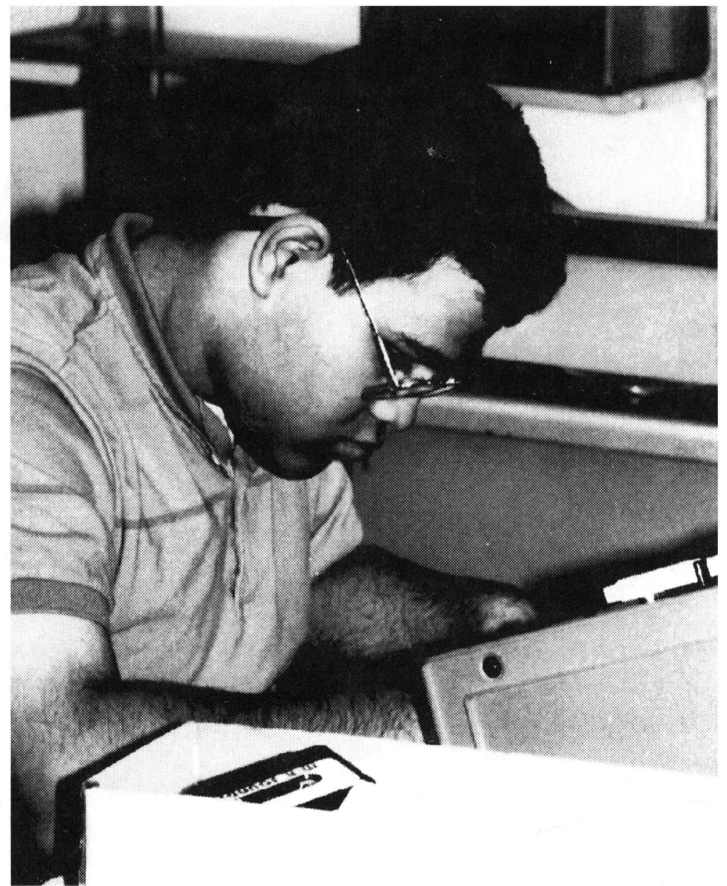
Students from the Texas School for the Blind and Visually Impaired help process cassettes used by the Talking Book Program. The daily volunteer hours provide TSBVI students with work training and help them develop community awareness.

Talking Book Program

For nearly 65 years, the State Library has provided free library services to visually impaired Texans. Today's Talking Book Program (formerly the Program for the Blind and Physically Handicapped) serves more than 25,000 citizens with
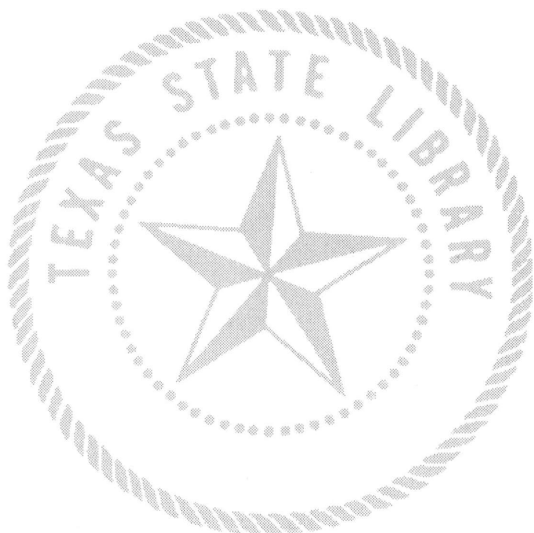
visual, physical and learning disabilities.

These library patrons choose materials from a collection of more than 50,000 titles (including Spanish and other foreign languages) on tape, recorded disk, braille, and large print. These books are circulated through the mail free of charge along with the playback equipment needed to play the recorded materials. Talking Book patrons are served by a staff of reader consultants who use a State Library-designed automated system, known as ACCESS, to efficiently fulfill patron requests.

The new ACCESS system was brought on-line in FY 1990 before its features were fully developed, following a system failure that greatly impeded the functions of the Talking Book Program. During the FY 1991–92 biennium, the program worked to restore the level of service available to its patrons before the collapse of the old computer system. This restoration process culminated in the re-introduction of higher-level functions such as Auto Select — a feature that enables ACCESS to automatically send books to patrons in interest areas that they have chosen.

The restoration of full service, along with additional ACCESS enhancements, the addition of another toll-free telephone line, and increased communication with inactive patrons led to major increases in book circulation. By the end of the biennium, circulation figures had nearly doubled from FY 1992. This increase in volume created a new challenge for the program, as Talking Book staff strove to handle this increase in patron demand and yet maintain an acceptable turnaround time for book circulation.

ACCESS enhancements may have increased the workload for the Talking Book Program, but they also helped the program to manage the increase. Several automation enhancements have increased the productivity of the reader services staff, while providing them with more options to meet patron information needs. For example, reader consultants can conduct on-line searches for all National Library Service titles in the Library of Congress Information System (LOCIS) and for additional titles in the holdings of Recording for the Blind (RFB), a similar program that provides textbooks and technical materials to eligible disabled persons. Many routine service transactions have been simplified by the ACCESS system; some functions are now automatically logged in electronic patron worksheets, allowing for more thorough on-line documentation and a reduction of paperwork.

Since budget constraints precluded the hiring of additional staff, the program undertook a reorganiza-

tion that moved several positions from other parts of the program to the Talking Book warehouse, where book and machine circulation are housed. In conjunction with automated ACCESS improvements that sped up the circulation process, these personnel shifts helped to improve response time significantly. Nonetheless, the Talking Book Program entered the FY 1995-96 biennium with a consistent four- to five-day backlog in fulfilling book requests.

In addition to the re-allocation of Talking Book staff resources, the improvements in response time were also made possible in part by a tremendous increase in volunteer hours, which have also nearly doubled since the end of FY 1992. Although other State Library divisions certainly make use of volunteers, the Talking Book Program recruited several hundred participants during the biennium, making it the most extensively developed volunteer program within the agency. These volunteers include narrators, monitors, and reviewers in the Program's Volunteer Recording Studio; work-training and community awareness students from the Texas School for the Blind and Visually Impaired; and other community members who serve a variety of volunteer positions.

Other activities within the Talking Book Program saw slow but steady growth throughout the biennium. Outreach and public awareness activities were particularly effective, with the production of a new series of broadcast public service announcements and the creation of new exhibits for professional and consumer events. These were instrumental in a 30 percent increase in new patron growth during the biennium. Increased public awareness has also meant increased donations to the program. Of notable interest were book donations from Texas publishers and university presses. The donated Texana titles were recorded in the Volunteer Recording Studio for the enjoyment of Talking Book patrons. The program's Disabilities Reference Center, which provides walk-in and mail or phone information and referral services, also experienced an increase in the use of its services.

During the biennium, the 73rd Legislature closed down the Texas Reading Machine Program (TRMP), instituted in 1987. The TRMP had placed 69 Model 400 Kurzweil Reading Machines in public and academic libraries throughout the state. Once technological marvels in their time, these machines had become obsolete and were difficult to use in comparison with newer models. By FY 1993, most TRMP libraries were routinely reporting little or no use. In eliminating the TRMP, the Legislature authorized a replacement program through which the State Library would provide "print access aids" (including new reading machines) to eligible public libraries. However, no funding was provided for this new program, which has since been postponed.

In the upcoming biennium, the Talking Book Program seeks to continue improving its efficiency and productivity—allowing new patrons to use the service while decreasing, or at least maintaining, the current circulation backlog. A major step in this direction, currently under development, will be the introduction of bar-code circulation for books, much like the system already in place for machines. The program also plans to explore ways of meeting the changing needs of its patron base.

For example, the demand for books on cassette is increasing, while production of books on disk is decreasing, as is the use of braille. While a large number of Talking Book patrons are visually disabled, often as a result of aging, a growing number of patrons (many of them younger) with learning disabilities such as dyslexia, are also using the service. Additionally, the Program foresees an increasing number of patrons who will be using materials in Spanish, with a corresponding challenge in obtaining and providing these materials.

Library Development

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 statewide Library Development program 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 involved scores of individual projects, several of which led to notable achievements during the biennium. Two of these were standout continuing-education offerings — the new Small Library Management Training Program, and a highly successful series of workshops introducing librarians to the rich resources of the Internet.

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. Designed by a State Library consultant who herself is a former small

Participants in the new Small Library Management Training Program attend the inaugural workshop. This session – one of six held thoughout the state – took place at Castroville's Moye Center.
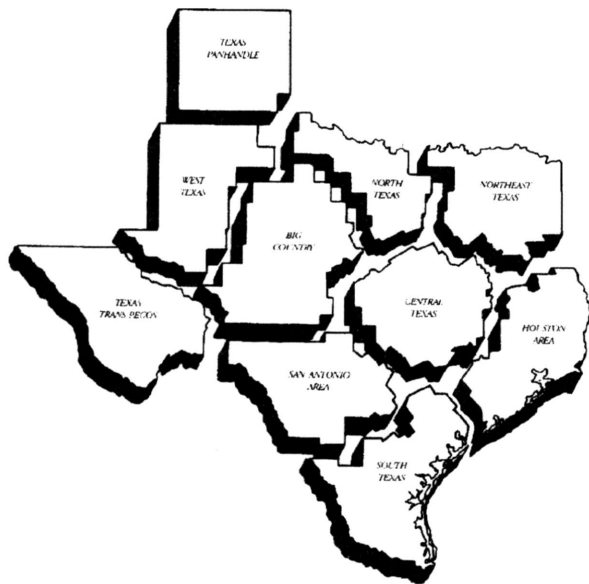
TEXAS LIBRARY SYSTEM REGIONS:
Big Country (Abilene)
Central Texas (Austin)
Houston Area
North Texas (Fort Worth)
Northeast Texas (Garland)
Panhandle (Amarillo)
San Antonio Area
South Texas (Corpus Christi)
Trans-Pecos (El Paso)
West Texas (Lubbock)

community library director, the program kicked off during FY 1994 with a series of two-day workshops held throughout the state.

The first series of sessions introduced attendees to basic concepts of management and budgeting; future sessions (with the same attendees) will cover collection development, reference services, technical services, and automation. The initial program will conclude in FY 1996 and will then be evaluated, modified and potentially expanded to meet the needs of other Texas library personnel.

Meanwhile, Library Development's Internet workshops became the most popular in the agency's history. These basic introductions to the infohighway will be followed in future years by more specific presentations on 'Net-related topics. These training program complement the State Library's Project Link — a major initiative, involving staff from throughout the agency, 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, along with ongoing efforts to promote Internet connection and usage by the state's public libraries.

Both Project Link and the Small Library Management program, while years in the making, address key concerns of the *Access Texas* report. This long-range plan for statewide library development was adopted in FY 1993 after five years of work involving hundreds of librarians throughout Texas. In addition to producing many recommendations for improving library service, the planning process built important bridges and opened communication channels between the State Library and its stakeholders, and furthered support in the field for key Library Development initiatives.

Some *Access Texas* proposals are already in effect, such as a confidentiality law protecting library patrons

and authorization for "multi-type" (public, academic, and school) library systems (both passed by the 73rd Legislature, with an expansion of the latter to be considered in 1995). State Library staff and others continue to seek effective and affordable ways to implement other *Access Texas* recommendations.

Resource sharing between Texas libraries was a principal topic in the *Access Texas* report. A significant Library Development innovation during the biennium addressed needs in this area. Before FY 1994, most of the state's academic libraries, but only about 15 of the largest public libraries, had direct access to OCLC, the world's largest bibliographic database and a key tool for inter-library loan (ILL) services, but prohibitively expensive for many libraries. With the State Library's development of the OCLC Texas Group, all Texas libraries that wish to can now have access to the OCLC Texas database. For public libraries with extensive ILL activity, this access is funded by the State Library.

To date, the Texas Group has enabled more than 100 public, academic and special libraries, serving millions of Texans, including many who could never before use OCLC, to borrow materials directly from each other, without going through the State Library-sponsored ILL network. This cooperative arrangement not only saves the agency money but gives participating libraries — especially the mid-size ones that until now had no access to OCLC — better and faster service for their patrons. (Smaller libraries that have little ILL activity, as well as libraries seeking to obtain materials from outside Texas, can still use the State Library's statewide ILL service network.)

In addition to the ILL network, the State Library provides statewide support for local library services by funding the Texas Library System, which comprises 10 regional library systems headquartered in large public libraries, known as major resource centers or MRCs. (At the beginning of FY 1995, the North Texas system, formerly based at Fort Worth Public Library, incorporated as an independent non-profit corporation.) The regional library systems — which comprise the largest line item in the agency's budget — provide various programs and services for their members, some

supplementing State Library services, others unique to the region.

Examples of some notable system programs during the biennium include the provision of access to FirstSearch (a Internet-based research tool and periodical index produced by OCLC) to every member library in the Texas Trans-Pecos Library System, based in El Paso. These libraries — which number among Texas' smallest, most isolated and least affluent — now have access to many of the same resources used by the state's largest public libraries, and can greatly expand the range and quality of their services. Other programs within the regional systems assist members with collection development, automation, resource sharing, and continuing education.

In addition to these state-funded activities (authorized under the Library Systems Act), Library Development also makes direct grants to local libraries with federal funds awarded under the Library Services and Construction Act. LSCA 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. LSCA funds also helped Real County, in the Hill Country, establish its first public library.

Administrative Services

The Administrative Services program provides centralized support services to the rest of the State Library — accounting, purchasing, payroll, human resources, printing and reprographics, and mail services. It also contains the State Library's

Public Information Office, which produces publications such as *Texas Libraries* magazine and this *Report*.

Primarily working behind the scenes, Administrative Services saw more continuity than change during the biennium. However, several initiatives to streamline support services throughout state government had a profound impact on State Library operations.

Most prominent among these were the conversion to the Uniform Statewide Accounting System (USAS), the Uniform Statewide Payroll/Personnel System (USPS), and the Statewide Property Accounting System (SPA). Before these initiatives by Comptroller John Sharp, the systems used by each agency varied according to each's perception of its needs.

During the biennium, the implementation of USAS placed many demands on Administrative Services and in particular the Accounting Office, including extensive training, new equipment and information resources, and an ongoing analysis of the State Library's accounting needs and current fiscal management systems. (The State Library's internal auditor reviewed the Accounting Office during the biennium; his report was generally positive.)

Unlike most other agencies, the State Library not only reports data to USAS but uses the system for its internal accounting as well (a decision expected to save the agency money in the long term). As one of the first agencies to do so, the State Library encountered most of the challenges inherent in bringing a new, complex system on-line. As a result, the agency used both USAS and its existing accounting system during FY 1994, working throughout the year to restructure its accounts to enable USAS to generate reports needed by agency management.

At the end of the biennium, most of these challenges had been overcome; by that point, Administrative Services had implemented USPS as well. Staff of the Human Resources Office were also trained on this new system, which both maintains personnel information for all state agencies and generates the state's monthly payroll. The first payroll under USPS was generated at the end of FY 1994. That fiscal year also saw the implementation of SPA, a statewide inventory system for all agencies' fixed assets (such as buildings, vehicles, information systems and the like).

Along with bringing these systems on-line, the State Library continued to refine internal procedures and

support services to improve the agency's performance. The Human Resources Office and Public Information Office worked together on a major revision of the agency's employee handbook, incorporating (among other new features) an extensive code of ethics for State Library employees and new guidelines governing the agency's computer systems. Through reviewing policies, job descriptions, hiring trends, and the like, the Human Resources Office also kept moving toward the agency's goals for workplace diversity, risk management and ADA compliance.

Changes in the Public Information Office during the biennium included a new electronic publishing program, with *Texas Libraries* and other agency materials now available over the Internet on the Texas State Electronic Library information server. The printed *Texas Libraries* was also updated, with a livelier graphic format, more analysis of current trends in library and information services, and an expanded focus on news from local libraries throughout the state. The upcoming biennium will likely see both of these trends grow substantially. Plans for the next two years also include refining services for walk-in customers and visitors to the Capitol Complex.

The 1995-96 biennium will also be marked by another statewide initiative, the centralization of agency print shops. After review of state printing by the Council on Competitive Government, the General Services Commission implemented as of FY 1995 a plan to close and consolidate 22 of the state's 31 print shops; the State Library's print shop was one of those converted into a quick-copy center, with all major print projects now being produced by other agencies. This system will be reviewed in FY 1996 to determine if the state's printing expenses are indeed reduced.

Automated Information Systems

As library and information services, especially in the public sector, are reinvented in the digital era, the work of the State Library's Automated In-

The Texas State Electronic Library made its debut in April 1994 at the Texas Library Association's annual conference.

formation Systems (AIS) program becomes more important, visible and complex.

The AIS program, which oversees the State Library's computer and telecommunication systems, had a remarkably successful biennium, as applications long under development came to fruition and as the State Library inaugurated new electronic services.

Prominent among these new services is the Texas State Electronic Library, an Internet information server (or "gopher") designed
• to provide the state's public libraries with effective access to electronic information resources;
• to provide centralized access to electronic public information for Texas citizens and governments; and
• to make State Library resources and publications available in electronic formats to a wider audience.

While planning for electronic library services has been ongoing for several years, development of the Electronic Library commenced in FY 1994, with the server "opening" for external users in April 1994. The Electronic Library has grown substantially since then, and ahe end of the biennium was receiving as many visitors, and circulating as many items, as a typical medium-sized Texas public library (e.g., Tyler, Victoria, or Wichita Falls); continued rapid growth is expected.

Many new users are accessing the Electronic Library directly from the on-line catalogs of major Texas public and academic libraries. To support this growth, the server has already migrated to a more powerful host machine, with further upgrades likely in the near future. As the Electronic Library has grown, it has also become a more powerful tool, with the addition of interactive E-mail, indexing capability for large databases (such as the State Archives finding aids or the full text of *Texas Libraries* magazine) , and a browser that allows users to access the vast array of hypertext resources on the World Wide Web (which is growing even faster than the Internet as a whole).

Electronic Library users also access the State Library's on-line catalog and circulation system, another major AIS project during the biennium. The hardware and software supporting the system, known as the Library Catalog of Texas State Agencies (LCTSA), were procured in the last biennium and installed in early FY 1993 (with automated circulation commencing at that time); AIS staff worked with colleagues throughout the State Library to build and index the database of bibliographic records. The catalog became fully functional at the end of FY 1993, and more records are continually added.

The LCTSA serves not only State Library collections but also those of several other state agency libraries; a primary objective throughout the biennium and in future years is to develop more partnerships with other agencies to increase the catalog's holdings and provide more effective access to state information resources. In its first year of operation, the catalog performed beyond expectations and saw a much greater usage than anticipated; by the end of the biennium, the LCTSA was being accessed by several thousand users each month.

AIS projects have also improved the efficiency and effectiveness of other State Library programs. The Talking Book Program's ACCESS circulation system came into its own during the biennium, supporting an enormous and rapid increase in the program's patronage. (The system, functional since FY 1989, recorded its 3-millionth circulation in FY 1994.)

A primary objective of AIS has been to fine-tune ACCESS to manage and process its workload without down time — during the day, Talking Book staff use ACCESS to enter patrons' book requests, which the system processes and fulfills overnight. Other enhancements, such as bar-code circulation for playback equipment, have improved Talking Book's control of its inventory, and were recognized in the program's positive performance audit from the National Library Service for the Blind and Handicapped, the federal coordinating agency for talking book services.

Meanwhile, the State and Local Records Management program has begun using the AUTO-REC application, in continued development by AIS, to improve its performance. Like ACCESS and the LCTSA, AUTO-REC helps manage the collection and circulation of a substantial information inventory (in the State Records Center).

AUTO-REC captures its data from many different sources and formats, including Macintosh personal computers, bar-code scanners, and portable radio-frequency transmitters. An AIS goal during the biennium was for AUTO-REC to automatically standardize this data — for example, to read and translate a variety of date formats, without requiring rekeying of the data. While AUTO-REC will grow in future years, it already has an impact on SLRM operations, especially streamlining the transfer of records in and out of the State Records Center.

All major AIS systems, and indeed all State Library activities, are supported by the agency's local-area network, implemented in FY 1991 and now fully matured. The State Library uses Macintosh, DOS, Windows and Unix machines in its operations, all of which are networked internally and connected to the Internet (through the CAPNET network serving the Capitol Complex).

Supporting this multi-platform environment is not a simple task, and the network's largely flawless performance during the biennium is a credit to AIS and its Systems and Networks staff. The State Library's network capabilities are particularly important to the Electronic Library, which naturally relies on them to provide access to Internet-based resources.

Hardware procurements in recent years have given the State Library sufficient capacity to handle the growth of electronic services.

Organizational Chart

Texas State Library and Archives Commission

Six members, appointed by the Governor, confirmed by the Senate

Director and Librarian

Assistant State Librarian

Administrative Services

Accounting • Human Resources Purchasing/Mail • Printing Public Information Office

Automated Information Systems

Systems and Operations • Texas State Electronic Library • Analysis and Processing

Texas State Archives

Accessions and Processing • Preservation • Reference • RHRDs/Sam Houston Center

State and Local Records Management

State Records Center • Training and Consulting • Policy and Program Development • Micrographics Service Bureau • Support Services

Information Services

Reference and Documents Collections • Genealogy Collection • Texas State Publications Clearinghouse • Acquisitions/Cataloging (Technical Services)

Talking Book Program

Reader Services • Circulation • Audio Production/Volunteer Recording Studio • Administration • Special Projects • Public Awareness

Library Development

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

Advisory Committees

Records Management and Preservation Advisory Committee

Secretary of State
State Auditor
State Comptroller of Public Accounts
Attorney General
State Archivist
Executive Director, General Services Commission
and representatives from
Department of Health
Department of Human Services
Department of Insurance
Department of Mental Health and Mental Retardation
Department of Public Safety
Texas Education Agency

Local Government Records Committee

The Hon. Terry Box, *McKinney*
Ranette Boyd, *Garland*
Martha Chambers, *Fort Worth*
Bill Chiabotta, *Mesquite*
The Hon. Ben Childers, *Richmond*
Leroy DeHaven, *Corpus Christi*
Jackie Denman, *Lancaster*
Carroll D. Duke, *Gatesville*
Joe Erwin, *Hurst*
Thomas D. Ferguson, *Big Spring*
Bob Frost, *Fort Worth*
The Hon. Fred Guerra, *San Marcos*
David L. Harper, *Austin*
Ruth Hertel, *Angleton*
The Hon. Tim Hodges, *Denton*
The Hon. Charles Hooten, *El Paso*
William Lane, *Bellville*
Patti McFee, *Houston*
Brenda McKeon, *Fort Worth*
The Hon. Jade Meeker, *Austin*
George Moff, *Corpus Christi*
Diane Munson, *Hallettsville*
Merril Nunn, *Amarillo*
Billy Parker, *Devers*
John Philpott, *Waco*
Donald Schelfhout, *Houston*
Tom Schofield, *Beaumont*
The Hon. Donna Sprague, *Kaufman*
The Hon. Linda Uecker, *Kerrville*
The Hon. Carol Vaughn, *San Augustine*
The Hon. Travis Ware, *Lubbock*
Ruby White, Luling

Ex-officio members:
Susan Garrison, *designee of the Attorney General*
Tom Nilsen, *designee of the State Comptroller*

Texas Library Systems Act Advisory Board

Catherine S. Park, *Chair, Houston*

Chris Albertson, *Tyler*

S. Joe McCord, *Houston*

Ruth Semrau, *Avinger*

Mary Kay Snell, *Amarillo*

Library Systems and Construction Act Advisory Council on Libraries

Steven L. Brown, *Chair, Angleton*

Julie Beth Todaro, *Vice Chair, Austin*

Teresa K. Blodgett, *Lubbock*

Daniel Esparza, *Fort Hancock*

June Garcia, *San Antonio*

Lucy Garcia, *San Antonio*

Larry D. Justiss, *San Angelo*

William H.J. McGee, *McAllen*

Anita Medina, *Zapata*

Eva Poole, *Denton*

Marsha Stites, *Wharton*

Becky Sullivan, *Terrell*

Herman Totten, *Denton*

Judy Traylor, *Mount Pleasant*

Mildred Vuris, *Austin*

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