



BUDGET SUBMISSION & AGENCY OVERVIEW

Submitted by the
INDIANA STATE LIBRARY
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INDIANA STATE LIBRARY PROGRAMS AND FUNCTIONS IN 2010

The Indiana State Library's (ISL) programs and functions listed below are prioritized in order of importance. All of the programs and functions are relative to the Library's mission as outlined in the Indiana Code. Some programs, though lower in priority, are important services to focused contingencies or the preservation of state history. Streamlining, rather than eliminating, less essential programs through identifying efficiencies can ensure program continuity and adhere to necessary cost-cutting measures.

The State Library receives over \$3.4 million a year in federal funds from the Institute of Museum and Library Services (IMLS) through the Library Services & Technology Act (LSTA). The amount of federal money the Library receives each year is based, in part, on the state funds allocated to the State Library. The State Library must contribute 34% of the total LSTA program funding per year from non-Federal sources as part of its match. Additionally, under a Federal Maintenance of Effort (MOE) provision, a state is required, as a condition of eligibility for Federal funding, to maintain its financial contribution to a program at not less than the average amount of its contribution for the three (3) years prior to the current year. A Maintenance of Effort formula ensures that Federal assistance results in a steady or increased level of library-related activity and that a state does not replace state dollars with Federal dollars over time.

INSPIRE – Statewide virtual library of databases, available to all Hoosiers at home, work, school or library. INSPIRE resources are used in every institution of higher learning statewide and a majority of primary and secondary schools. They are essential for scholarly research, but also serve other practical purposes like standardized test preparation and professional development. INSPIRE is supported by the Indiana General Assembly through Build Indiana Funds, the Institute of Museums and Library Services under the provisions of the Library Services and Technology Act and in partnership with Academic Libraries of Indiana.

General Reference Services – For 185 years, ISL has answered work-related and informational questions from state employees, LSA, legislators and the general public in person, by phone, mail, email or chat.

Indiana Collection – This collection provides access to historic and current information about Indiana history, events and people, by collecting and providing access to Indiana legal resources, newspapers, books, maps, magazines, programs and displays or exhibits. Staff also maintains the Indiana State Documents Depository program that statutorily requires each agency to send 20 copies of their publications to ISL. Two copies are added to the collection and other copies are sent to state publications depositories in universities and libraries throughout Indiana.

Manuscripts & Rare Books - The Manuscript Section holds over three million manuscripts dating from pre-statehood through today. The collection includes papers, correspondence, photos, posters, and informational material. All collections have an Indiana connection, whether the papers are from a notable Hoosier or an Indiana soldier, author, artist, church, organization, or business.

Library Development Office –LDO administers the federal grant program and supports the improvement and development of all types of library services to all Indiana citizens. LDO staff provide consultation to libraries in the areas of library finance, management, planning, evaluation, and services to special populations. LDO also has become a national leader in the development of open-source technology solutions, which currently save Indiana libraries hundreds of thousands of dollars in annual technology costs.

Internet Connectivity for Public Libraries – Over 33% of Hoosiers, 14 years old and older, use their public library for Internet access for (1) Education; create a resume and then search or apply for jobs; (2) E-government: forms for the BMV, unemployment, FSSA, licenses or permits; and (3) Medical: information about a specific illness, procedure, or medication, names of health care providers and health insurance information. The State Library administers funds to support a consortium of public libraries that receive part federal and part state funding to pay for their increasing need for the Internet and increased bandwidth. From 2006 to 2010, the bandwidth to Indiana public libraries, in the consortium, increased 300%, while the cost (per megabit) decreased by 21%.

Regional Federal Depository – Indiana’s Congressional delegation designated one library in Indiana, the Indiana State Library, to receive all federal government publications, tangible and electronic, to make federal government information in all formats, available to all Indiana residents. The Library has collected federal publication since its inception in 1825.

State Data Center – This program is a federal and state cooperative between the Census Bureau and ISL, and in partnership with the IU Indiana Business Research Center and Department of Workforce Development. The lead agency is located at ISL, providing demographic and economic data to state government, businesses and the general public. Statistical data is not only from the Census Bureau, but all federal and state agencies.

Talking Books and Braille Library – ISL maintains and provides free and extensive collections of audio, Braille, and large print books and magazines for visually-impaired Indiana residents. Each state contracts with the National Library Service, Library of Congress for free materials to provide to their state residents.

Professional Development Office – PDO supports the education and development of all types of Indiana librarians with the goal of improving library services to Indiana residents. PDO includes specialists in public programming, technology, children’s services, and continuing professional development. PDO is the office that administers certification of librarians.

Evergreen Indiana – A fast-growing consortium of 90 public, school and institutional libraries throughout Indiana, Evergreen Indiana provides access to a robust, open source library catalog. Residents living in Evergreen library districts can use their local library card to view the catalogs and borrow materials from all member libraries. The Evergreen Indiana catalog provides access to over 5.5 million items, an amount that increases monthly. Indiana is considered a global leader in the worldwide Evergreen community and is frequently asked how to replicate our system by other states.

Library Courier Service for Statewide Delivery of Materials –LDO administers and partially subsidizes the statewide delivery of materials to types of statewide libraries including public, universities and colleges, and school. This function is essential for statewide resource sharing, including interlibrary loan.

Genealogy Collection – One of the largest collections of family history in the Midwest, Genealogy includes 40,000 printed items; family histories, indexes to records, cemetery transcriptions, microfilmed federal census records, Indiana county records, passenger lists, and military pension information. According to the Indiana Code, ISL is to provide unique and specialized library materials to Indiana residents. The Genealogy Collection is the only free Genealogy collection available for statewide use.

Librarian Certification – Certification, or licensing, of public librarians, predominantly administrators, is mandated by law. ISL administers the program and provides professional development opportunities and serves as a clearing house for acceptable continuing education units.

Center for the Book - The Indiana Center for the Book, an affiliate of the national Center which is located in the Library of Congress, promotes interest in reading, writing, literacy, libraries, and Indiana's literary heritage by sponsoring events, administering statewide literary programs, and serving as an information resource at the state and local level.

Indiana Memory – This online portal is a collaboration of Indiana libraries, museums, archives, and related cultural organizations that enable access to Indiana's unique cultural and historical heritage through a variety of digital formats and free distribution over the Internet. Indiana Memory seeks to support and enhance education and scholarship for all Hoosiers for increased understanding of Indiana's past and its role in preparing for Indiana's future.

Interlibrary Loan Service for Public Libraries Statewide (Indiana Share) – ISL administers an interlibrary loan program between public libraries in Indiana. It enhances the collections of all libraries through resource sharing and improves Indiana residents' access to information resources.

Indiana Academy of Science (IAS) – This partnership between the ISL and IAS has existed for over 100 years. The collection contains an archive of the IAS publications as well as an extensive collection of items from scientific organizations worldwide, peer-reviewed scientific journals and publications of other scientific societies. ISL houses the collection.

NEWSLINE – This service provides Hoosiers, who cannot read conventional print, on-demand access to most major Indiana publications via a toll-free centralized call-in center.

Public Library Access Card (PLAC) – ISL administers the program and sets the purchase price for an Indiana resident with a valid library to buy a PLAC card, which allows borrowing privileges in any public library in Indiana.

INDIANA STATE LIBRARY ACCOMPLISHMENTS

1. Growth of Evergreen (Open Source Online Catalog System) – The Indiana State Library maintains and develops a consortium of different types of statewide libraries using Evergreen. The consortium currently has 90 members and grows on a monthly basis. Evergreen Indiana allows patrons in all library districts to access materials in each of the partner libraries. Participating libraries are loaning and borrowing more materials than ever before. Patrons can view all 5.5 million items anywhere with Internet access or in the library. Evergreen saves libraries significant funds on two fronts:

- a. The inexpensive open source software saves hundreds of thousands of dollars in costs for tradition catalog services; and
- b. Evergreen enables libraries to rely on other collections, thus significantly reducing annual acquisitions expenses.

With Evergreen, strength is in the number of member libraries. More members drive down costs, enhance software development, enhance collection holdings, and promote greater resource sharing. The State Library is also reaping the benefits of Evergreen having migrated to the Evergreen online catalog system in May 2010.

2. Revised Public Library Standards – With guidance from Indiana State Library administration, a statewide committee of library leaders updated and developed new public library standards that will become effective January 1, 2011. The updated standards will enable Indiana’s 238 public library districts to offer 21st century technologies that enhance broadband connectivity and help bridge the digital divide in Indiana communities. ISL has introduced several new services including Evergreen Indiana (open source online catalog), AccessPoint (low cost website service), and increased continuing education opportunities to empower the majority of library districts to meet or exceed the revised standards and save hundreds of thousands of tax dollars in technology and professional development costs.

3. Upgraded INSPIRE Content & Training – The State Library upgraded INSPIRE resources with a primary focus better serving Hoosier students and jobseekers, while reducing costs through contract renegotiation. Students now have access to in-depth information on colleges and universities, graduate and professional programs, distance learning, corporate training, available scholarships and awards, preparatory entrance tests and more. Jobseekers can now take advantage of tools that match their personality to suitable occupations, build outstanding and appealing résumés, and learn valuable cover letter, interviewing, and salary negotiation tips specific to their career stage.

- 4. Increase Public Library Internet Connectivity** – The State Library will continue to support public libraries to meet the ever increasing Internet bandwidth demands so each library can provide services, cost effectively, with flexibility, and serve their patron’s Internet needs now and in the future. In the last four years, the ISL, in cooperation with our vendor, ENA has increased Internet access and bandwidth, will maintaining steady costs to Indiana libraries. In a 2010 report by the Gates Foundation and the American Library Association, nearly 60 percent of libraries surveyed reported Internet connection speeds are insufficient to meet needs, at some point in the day, and that patron demands are growing faster than their ability to increase bandwidth.
- 5. Enhanced Library Services for Hoosiers with Vision Loss** – Indiana’s Talking Book and Braille Library, a joint program of the State Library and the National Library Service for the Blind and Physically Handicapped in the Library of Congress (NLS), introduced digital players that enable patrons to upload and listen to entire audio books on a single flash drive through a compact digital player. In addition to replacing multiple tapes and clumsy cassette players, the new service enables Hoosiers with vision loss to download audio books online through the NLS’s Braille and Audio Reading Download (BARD) website. This initiative has vastly improved this free service available Indiana adults and children with visually or physical impairments.
- 6. Increased Public Programming, Exhibits, and Tours** – The public service divisions of the State Library have exponentially increased internal and external programming and workshops for the general public and state employees. They also offer several more collection orientation and architectural tours and special exhibits than ever before. In 2009, public services introduced the Indiana Genealogy & Local History Fair and hosted other large annual events such as the Indiana Vision Expo and Our Heroes Tree celebration. These programs are designed to be entertaining and educational for the general public, librarians, and state employees alike.
- 7. Greater Collaboration/Grant Opportunities** – All areas of the State Library are increasing activities through collaboration and outreach with other state agencies and non-profit organizations. The State Library has increased partnerships with academic libraries, all types of libraries, museums, and other nonprofit organizations for grants, exhibits, programming, and more. The goal is to maximize increasingly limited funds available for cultural and historical organizations through pooled resources and greater collaboration.

INDIANA STATE LIBRARY FUTURE CHALLENGES

The State Library receives over \$3.4 million a year in federal funds from the Institute of Museum and Library Services (IMLS) through the Library Services & Technology Act (LSTA). The amount of federal money the Library receives each year is based, in part, on the state funds allocated to the State Library. The State Library must contribute 34% of the total LSTA program funding per year from non-Federal sources as part of its match. Additionally, under a federal Maintenance of Effort (MOE) provision, a State is required, as a condition of eligibility for Federal funding, to maintain its financial contribution to a program at not less than the average amount of its contribution for the three (3) years prior to the current year. A Maintenance of Effort formula ensures that Federal assistance results in a steady or increased level of library-related activity and that a State does not replace State dollars with Federal dollars over time. The State Library funding reductions (approximately 29%) over the past five years have brought the Indiana State Library to the minimum allowed by IMLS formulas to allow federal funding at the current level. Although it may be unavoidable, additional state funding reductions may result in reductions of federal library funds allocated to Indiana libraries statewide.

During the recession, people are turning to their public libraries in record numbers. As state government transitions to e-government services and requirements, the public library becomes a necessity for those Hoosiers who cannot afford home Internet service or lack the basic computer skills necessary to utilize online services. Over the past three years, Indiana e-government has expanded with the Bureau of Motor Vehicles, Department of Workforce Development, Family and Social Services, Department of Natural Resources and other agencies that require forms be filled out online exclusively.

The role of the public library has fundamentally changed and is no longer simply a bricks and mortar depository of books. Libraries today are often the gatekeepers to modern information sources by meeting the educational and computer literacy needs of their community. However, librarians need the support of the State of Indiana through the State Library to fulfill this role. A recent American Library Association survey reported that 82% of public libraries provide Wi-Fi, and 67% of these libraries report that they are the only provider of free public access to computers and the Internet in their community.

At ISL, all reference staff are answering record levels of inquiries from state government employees, officials and citizens. Due to the abundance of general information on the Internet, questions are now more complex and require the advanced research techniques of a reference librarian. Additionally, ISL's reference librarians now offer assistance in a variety of formats, including email, chat, mail, in person and phone. They provide over three-times more educational programs and exhibits than they did in 2006.

INDIANA STATE LIBRARY GOALS & PRIORITIES

The primary goal for the Indiana State Library is to continue to provide outstanding service to state government employees, the general public, and librarians throughout Indiana. In order to meet this primary goal, ISL diligently adheres to following priorities:

- **Public Libraries Must Meet New Standards** – ISL will facilitate Indiana’s 238 public library districts to meet updated Standards for Public Libraries by:
 - Promoting the use of technology to improve library services;
 - Providing increased support, consultation, and federal grants opportunities;
 - Assisting in the development of useful and informative websites, and
 - Encouraging libraries to join the statewide, open source online catalog initiative, Evergreen Indiana.

- **Provide Leadership in Innovation & Professional Development** – ISL will provide leadership to the Indiana library community to enhance the service provided by all types of libraries. ISL will continue to provide a variety of workshops for librarians and encourage resource sharing and collaboration among all types of libraries, and similar organizations such as museums, archives, governmental entities and many types of nonprofit organizations. Increased access to library services for underserved Hoosiers is critical.

- **Excellent Customer Service** – ISL will continue to educate state employees and officials about the value of the information available through the State Library and increase usage of the ISL’s collections and services. ISL will provide more educational opportunities via workshops, programs, displays and exhibits that highlight ISL’s unique 185-year-old collection using historical and current federal and Indiana documents and publications, Indiana history, genealogy, and manuscripts.

- **Pursue New Revenue Sources Grant Funding** – ISL will aggressively pursue new sources of grant funding. The grants could possibly be administered through a State Library Foundation, if it is established by legislation:
 - Help preserve our historical and unique collections through digitization and physical preservation of materials;
 - Provide support for projects involving education and literacy in the changing role of libraries in an electronic environment; and
 - Support statewide initiatives that endorse the role of libraries in society or promote the many invaluable services provided by the local library.

- **Expand Network of Partnerships** – ISL will continue to pursue and enhance partnerships with all types of libraries, museums, and other nonprofit organizations to maximize increasingly limited funds available for cultural and historical organizations through pooled resources and greater collaboration.

KEY PERFORMANCE INDICATORS & PROGRAM MEASURES

The Indiana State Library's current KPIs and program measures provide an excellent overview of the entire agency's roles and functions. However, as seen in the section of ISL's programs and functions, the program measures do not reflect specific departments and divisions. For instance, in the public service areas of the Library, program measures accurately reflect the number of questions answered from state employees, the general public, businesses and librarians, but it doesn't measure the diversity of topics or the length of time to research the answer. The agency's 185-year-old collection of materials includes historic federal and state documents and publications, maps, pamphlets, newspapers, county and local records, and unique manuscripts. All of these items comprise a rich and remarkable research collection, very different than any other Indiana library open to the general public. The value, significance and depth of the collection are impossible to measure. The State Library's collections are used in the Library by individuals from across the state, nation, and world either by visiting the Library in person, via the website, use of a digital copy, or by the use of paper copies of an item emailed or mailed to the individual.

INSPIRE, Indiana's free online virtual library contains 50 databases and is used by K-12 schools, academic libraries, public libraries and the general public, at home, school or their business. INSPIRE use continues to grow every year. INSPIRE use will only continue to increase as more databases are added; the interface becomes easier to use; and as promotion raises statewide product awareness.

Workshop, program and tour attendance may vary considerably; depending when major programs occur during the year. Approximately 650 people attend the Vision Expo each September and 300 or more people attend the Family and Local History Fair in October and the Letter about Literature awards ceremony in April, respectively.

Some programs such as the Talking Book and Braille Library, Librarian Certification or Evergreen Indiana continue to constantly grow at a steady pace. This is also true of Indiana Memory, our statewide digitization project, and the Indiana Center for the Book, which was given an award last year by the Library of Congress for being one of the nation's best affiliates of the National Center for the Book.

The State Library receives federal grant money each year to distribute to libraries for technology, literacy and innovative projects. The amount of money distributed or the number of libraries receiving grants will only vary slightly from year to year.

PROGRAMS TO BE REDUCED, ELIMINATED OR REPLACED

The Indiana State Library's programs and functions, as prioritized in the first part of this document, represent programs that are required by the Indiana Code, paid for through federal funds, or are free, except for a small amount of staff time. The impact of these programs and functions is increased education and literacy for all Hoosiers. ISL has the largest collection, at one single location, of historical and current Indiana information in the following formats: Indiana newspapers, state and federal documents and publications, Indiana maps, Indiana history, Indiana science, Indiana manuscripts and Indiana Census demographic and economic data.

It would be difficult to cut one State Library program without it affecting several other programs or functions. If monetary cuts are required, it would be better to consider cutting parts of several programs and merging programs, rather than the complete elimination of a few programs. Some services that ISL offers to other libraries could potentially save money by decreasing state subsidies and become more self supporting, or internal programs may find funding support through federal or other types of grants.