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IMPROVING EFFICIENCIES IN STATE LIBRARY USE OF PHYSICAL AND ELECTRONIC INFRASTRUCTURE

Statement of the Issue

State libraries provide access to information at physical locations and via electronic resources. Certain requirements in existing law, however, may not reflect current budgetary and technological realities of the State of Florida. The growth of and increased access to the internet has changed the needs of Florida citizens. The Department of State (the “department”) reports that libraries have begun to take action to respond to these changed circumstances, but changes to the law could aid the process.

The purpose of this issue brief is to evaluate ways in which the Department of State Division of Library and Information Services and public libraries have altered use of physical and electronic infrastructure to adjust to changing budgetary constraints and changes in the way information is accessed and to identify areas that merit additional research for potential increased efficiencies.

Discussion

Background

The Division of Library and Information Services (the “division”) provides library, records management, and archival services at the state and local level. The division has four functional areas:

- Information Resource Management;
- Information Access Services, which includes
 - The State Library, including the Capitol Branch;
 - The State Archives; and
 - The Florida Administrative Code, Weekly, and Laws;
- Development; and
- Information Systems.

The division provides direct library services to state government; develops statewide library services; and provides archival and records management services, technical assistance, education, financial aid, and cooperative services.¹

The division plans, develops, implements, monitors, and evaluates all activities and services relating to the identification, collection, storage, preservation, cataloging, and overall collections management of the published and unpublished documentary history of Florida. The division maintains a library for state officials and employees, especially of informational material pertaining to their work; provides research and information services for all state agencies; and provides informational access for the public.²

¹ Section 257.04, F.S.

² Section 257.04(1)-(4), F.S.

Changes Implemented by the Department of State and by Public Libraries

Electronic Resources and Infrastructure

The division makes many resources available to government employees and to the public online, including, but not limited to:

- Catalogs for the State Library and Archives;
- A Florida Electronic Library;
- The Florida Government Information Locator;
- The Florida Memory Project; and
- *The Florida Administrative Code and Weekly*.³

The division has also worked with the Joint Administrative Procedures Committee⁴ to revamp the electronic system for rulemaking information to make its online availability more complete and usable.⁵

Many public libraries also make resources available online, such as:

- The ability to request materials and search the library catalog;⁶
- Community assistance tools and resources;⁷ and
- Direct assistance from library staff.⁸

Physical Resources and Infrastructure

The division has ceased to maintain a popular reading collection.⁹ Now, the focus of the division is to maintain a collection of resources with the aim to assist state agency personnel in their day-to-day work and collect and preserve the published and unpublished history of Florida.

The division maintains physical storage space for the preservation of certain materials, such as historic state government records. According to the division, such resources require specific conditions for their ongoing preservation, and the area in which they are stored was built and configured for that purpose.¹⁰

Areas That Contain Potential for Improvement

Current law requires each state official, state department, state board, state court, or state agency issuing public documents to furnish the division 35 copies of each of those public documents for deposit in and distribution by the division.¹¹ The purpose of this law is to allow the division to distribute copies of such documents to libraries around the state for use by the public. The division now makes public e-documents available online as they become available from the state agencies.¹² Since many, but not all, documents are being published electronically and are available online and availability of internet access is now widespread, the Legislature may wish to

³ Florida Department of State, State Library and Archives, <http://dlis.dos.state.fl.us/> (last viewed September 23, 2010).

⁴ The Joint Administrative Procedures Committee (“JAPC”) is a joint committee of the Florida Legislature that “conducts continuous oversight of executive branch actions implementing legislatively delegated powers, ensuring that each action has an adequate statutory basis, that all applicable procedures are followed, and that no illegal rules are imposed on the people of Florida.” See JAPC’s website, <http://www.japc.state.fl.us/> (last viewed September 23, 2010).

⁵ Meeting with Department staff (July 15, 2010); see also the Florida Administrative Weekly and Florida Administrative Code website, <https://www.flrules.org/Default.asp> (last viewed September 23, 2010).

⁶ LeRoy Collins Leon County Public Library System, <http://www.leoncountyfl.gov/library/> (last visited September 23, 2010).

⁷ Marion County Public Library System, *Tools to Help During Tough Economic Times*, http://24.248.52.224/Library/Economic_Resources.aspx (last viewed September 23, 2010).

⁸ Miami-Dade Public Library System, *Ask a Librarian*, <http://www.askalibrarian.org/local.php?LibraryName=Miami-Dade%20Public%20Library&DepartmentNumber=22865&Secondary=23217&LibraryType=Public> (last viewed September 23, 2010).

⁹ Meeting with Department staff (July 15, 2010).

¹⁰ *Id.*

¹¹ Section 257.05(2), F.S.

¹² Meeting with Department staff (July 15, 2010). see also the division website, <http://dlis.dos.state.fl.us/> (last viewed September 23, 2010).

consider lowering the number of copies required. A provision to do so was included in the Senate's 2010 agency sunset review legislation for the Department of State, but the bill did not become law.¹³

As state government transitions to more e-government resources the division must plan for long-term accessibility and storage of public documents and records acquired by the State Library and Archives pursuant to statute and rule.¹⁴ The division presented information to the Agency for Enterprise Information Technology¹⁵ and the state Agency Chief Information Officer Council¹⁶ on these issues and is participating in a federally-funded pilot program¹⁷ to consider the most efficient and effective way to address the issues involved in accessibility and storage.¹⁸ Because of the complexity of the factors and the number of stakeholders involved, however, the Legislature may wish to monitor progress or to designate an entity to coordinate planning efforts.¹⁹

The division currently operates two locations: the State Library and Archives are in the primary location in the Department of State's R. A. Gray Building and in a branch location in the Capitol. While both locations serve the information needs of governmental entities and the general public, the Capitol Branch "provides priority information and research services to the members and staff of the Florida Legislature."²⁰ The division reports, however, that the primary location could continue to provide those services if the Capitol Branch was eliminated.²¹ The expenses incurred to operate the Capitol Branch for the 2009-2010 fiscal year were \$278,930.²²

¹³ Senate Bill 2330 by the Committees on Transportation and Economic Development Appropriations, Governmental Oversight and Accountability, and Commerce passed the Senate but died in House messages.

¹⁴ Section 257.05(2), F.S., requires all state officials and governmental entities to provide copies of all state publications to the division. Section 119.021(2), F.S., requires the division to adopt rules regarding retention and disposal of public records and requires agencies as defined in the Public Records Act to comply with the rules. Rules 1B-24 and 1B-26, F.A.C., contain the division's rules on public-records management, retention, and disposal. Because the division receives and stores public records and state publications from other governmental entities, its digital storage requirements grow each year (phone calls with Department staff, September 23 and 29, 2010).

¹⁵ The Agency for Enterprise Information Technology is responsible for making recommendations relating to development of enterprise information technology services (section 14.204, F.S.).

¹⁶ The Agency Chief Information Officer Council ("council") is tasked with enhancing communication and collaboration among the Agency Chief Information Officers and the Agency for Enterprise Information Technology ("AEIT"); identifying and recommending best practices and efficiency opportunities; and making recommendations to and assisting the AEIT in identifying and solving efficiency and enterprise information technology issues (section 282.315(1), F.S.). Members of the council include the Agency Chief Information Officers, including the Chief Information Officers of the Agencies and governmental entities, except that there will be one Chief Information Officer selected by the state attorneys and one Chief Information Officer selected by the public defenders (section 282.315(2), F.S.).

¹⁷ Florida is one of six states participating in a pilot program funded by the Library of Congress.

¹⁸ Phone calls with Department staff, September 29, 2010.

¹⁹ The factors include both technical and policy issues. For example, decisions that must be made include a determination of the best technological option for making maps and blueprints electronically available and the reconciliation of electronic document management practices and public records requirements (phone calls with Department staff, September 29, 2010).

²⁰ See the website for the State Library and Archives, Capitol Branch, <http://dlis.dos.state.fl.us/leglib/> (last viewed September 23, 2010).

²¹ Meeting with Department staff (July 15, 2010).

²² Costs information provided by Department staff (September 28, 2010).