

Department Of State



Long-Range Program Plan
Fiscal Year 2007-2011

DEPARTMENT OF STATE LONG-RANGE PROGRAM PLAN

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OUR MISSION...

The Department of State's mission is to serve and enhance Florida's communities by preserving and promoting Florida's rich historical and cultural heritage; by supporting local library systems; by ensuring fair and accurate elections; and by issuing corporate charters and recording financial information.

VISION

The Department of State strives to create opportunities to participate in Florida's culture, history, information, business and elections and we share a vision of a state where all Floridians have an appreciation of and are educated on the Department's mission through individual relationships and partnerships with Florida communities.

The Office of Cultural and Historical Programs encompasses the Secretary's duties as the Chief Cultural Officer, and also includes the duties of the State Historic Preservation Officer and the State Archaeologist. This office includes the programs and activities administered by the Division of Cultural Affairs and the Division of Historical Resources.

Department grant programs include meritorious grants for libraries, cultural entities, and historic preservation. The grant awarding bodies are non-political, geographically disbursed citizen advisory boards that make granting determinations by merit through published guidelines, while adhering to state and federal law. These grants help develop library and information services statewide and preserve and promote Florida's rich cultural and heritage tourism resources.

The Office of State Records encompasses the constitutional duties of State Records Custodian and the Secretary's duty as Chief Elections Officer, and includes the programs and activities being administered by the Division of Corporations, Division of Elections and the Division of Library and Information Services.

The filing and maintenance of state records includes the original statutes, the custody of the Constitution and the State Seal, resolutions of the legislature and all official state correspondence and official acts of the Governor. Further, the Department issues corporate charters, oversees elections, administers a statewide records and information management program and archives documents of historical significance.

GOALS, OBJECTIVES AND PERFORMANCE PROJECTION TABLES

Goal: Maintain high standards of service in providing public information and assistance, supporting Florida's economic and commercial growth and quality of life.

Objective: 1.1: Increase the level of customer satisfaction with the Division of Elections' services.

Outcome: Percent of survey respondents satisfied with services (quality and timeliness of response).

Baseline FY 2000-2001	FY 2006- 2007	FY 2007- 2008	FY 2008- 2009	FY 2009- 2010	FY 2010- 2011
90%	90%	91%	92%	93%	94%

Objective 1.3: Increase the number of Florida citizens and visitors attending state supported cultural events.

Outcome: Attendance at supported cultural events.

Baseline FY 1996-1997	FY 2006- 2007	FY 2007- 2008	FY 2008- 2009	FY 2009- 2010	FY 2010- 2011
25,447,992	23,000,000	23,250,000	23,500,000	23,750,000	24,000,000

Objective 1.5: Increase the number of historic and archaeological properties recorded.

Outcome: Total number of historic and archaeological sites recorded in the Master Site File.

Baseline FY 1996-1997	FY 2006- 2007	FY 2007- 2008	FY 2008- 2009	FY 2009- 2010	FY 2010- 2011
106,400	154,000	157,000	160,000	163,000	166,000

Objective 1.6: Provide free access to public libraries in 67 Florida counties and increase utilization of library, archival, and records management information resources statewide.

Outcome: Percentage increases in use/access to library, archival, and records management information resources statewide.

Baseline FY 1995-1996	FY 2006- 2007	FY 2007- 2008	FY 2008- 2009	FY 2009- 2010	FY 2010- 2011
2%	2%	2%	2%	2%	2%

Objective 1.7: Increase the number of historic properties protected or preserved.

Outcome: Total number of properties protected or preserved.

Baseline FY 1996-1997	FY 2006- 2007	FY 2007- 2008	FY 2008- 2009	FY 2009- 2010	FY 2010- 2011
217	9,900	10,300	10,700	11,100	11,500

Objective 1.8: Increase the level of customer satisfaction with the Museum of Florida History.

Outcome: Percent of Museum of Florida History visitors rating the experience good or excellent.

Baseline FY 2000-2001	FY 2006- 2007	FY 2007- 2008	FY 2008- 2009	FY 2009- 2010	FY 2010- 2011
88%	90%	91%	92%	92%	92%

Objective 1.9: Increase customer satisfaction with the Division of Corporations' services.

Outcome: Percent of client satisfaction with the division's services.

Baseline FY 1995-1996	FY 2006- 2007	FY 2007- 2008	FY 2008- 2009	FY 2009- 2010	FY 2010- 2011
89%	93%	94%	95%	95%	95%

LINKAGE TO GOVERNOR'S PRIORITIES

Our functions and program areas support Governor Bush's priorities by contributing significantly to the diversification of Florida's economy through job creation and direct spending; providing educational opportunities for improving our children's reading skills; creating a more efficient government and enhancing quality of life for Floridians.

Governor and Mrs. Bush are clearly dedicated to the Department of State's programs for economic development, lifelong learning and cultural enrichment. More than any other Governor, Jeb Bush has been an ardent supporter of these programs through his direct involvement in DOS produced projects such as the Capitol Complex Exhibition Program and exhibits at the Museum of Florida History. He is also involved with activities for historic preservation, literacy and cultural programs that are coordinated by our constituents throughout the state.

The Governor and First Lady have adopted reading and library programs as key priorities for the administration; most notable is the "Just Read, Florida!" and "Read Together, Florida" initiatives. The programs of the Department of State also address the Governor's priorities for education through after-school library, information access and cultural programs for children, as well as literacy and cultural projects that promote lifelong learning for our entire population. The increasing demand for Department of State services ensures continuing internal examination and improvement in services with little or no increase in staffing.

The Department of State's goals and objectives support Governor Bush's priorities:

1. Improving education;

Goal: Maintain high standards of service in providing public information and assistance, supporting Florida's economic and commercial growth and quality of life.

Objective 1.3: Increase the number of Florida citizens and visitors attending state supported cultural events.

Objective 1.5: Increase the number of historic and archaeological properties recorded.

Objective 1.6: Provide free access to public libraries in 67 Florida counties and increase utilization of library, archival, and records management information resources statewide.

Objective 1.7: Increase the number of historic properties protected or preserved.

Objective: 1.8: Increase the level of customer satisfaction with the Museum of Florida History.

3. Promoting economic diversity;

Goal: Maintain high standards of service in providing public information and assistance, supporting Florida's economic and commercial growth and quality of life.

Objective 1.3: Increase the number of Florida citizens and visitors attending state supported cultural events.

Objective 1.6: Provide free access to public libraries in 67 Florida counties and increase utilization of library, archival, and records management information resources statewide.

Objective 1.7: Increase the number of historic properties protected or preserved.

Objective 1.9: Increase customer satisfaction with the Division of Corporations' services.

5. Create a smaller, more effective, more efficient government;

Goal: Maintain high standards of service in providing public information and assistance, supporting Florida's economic and commercial growth and quality of life.

Objective: 1.1: Increase the level of customer satisfaction with the Division of Elections' services.

Objective 1.3: Increase the number of Florida citizens and visitors attending state supported cultural events.

Objective 1.5: Increase the number of historic and archaeological properties recorded.

Objective 1.6: Provide free access to public libraries in 67 Florida counties and increase utilization of library, archival, and records management information resources statewide.

Objective 1.7: Increase the number of historic properties protected or preserved.

Objective 1.8: Increase the level of customer satisfaction with the Museum of Florida History.

Objective 1.9: Increase customer satisfaction with the Division of Corporations' services.

6. Enhance Florida's environment and quality of life;

Goal: Maintain high standards of service in providing public information and assistance, supporting Florida's economic and commercial growth and quality of life.

Objective: 1.1: Increase the level of customer satisfaction with the Division of Elections' services.

Objective 1.3: Increase the number of Florida citizens and visitors attending state supported cultural events.

Objective 1.5: Increase the number of historic and archaeological properties recorded.

Objective 1.6: Provide free access to public libraries in 67 Florida counties and increase utilization of library, archival, and records management information resources statewide.

Objective 1.7: Increase the number of historic properties protected or preserved.

Objective 1.8: Increase the level of customer satisfaction with the Museum of Florida History.

Objective 1.9: Increase customer satisfaction with the Division of Corporations' services.

TRENDS AND CONDITIONS

The Secretary of State assumes many roles. The Secretary also serves as Florida's Chief Cultural Officer and Chief Elections Officer. Artist, archivist, preservationist, librarian, corporate officer, and voter are only some of the stakeholders that are affected by Department of State activities. All Florida residents are touched in some way by the programs, services, and activities of the Department of State.

With such a wide stakeholder base, it is necessary to consider the trends and conditions that affect Florida as a whole when formulating the strategic direction for the Department of State. The primary responsibilities have many stakeholders but important overlapping strategic dimensions: economic development; corporate registrations and filings; elections; library development; record and archive management services; state library and archives; Florida administrative weekly; Florida laws and code; historic preservation; promoting Florida's fine arts, history and culture; and funding direct local grants for libraries, museums, historic and archaeological preservation, and cultural activities.

The department facilitates access to information, events, and facilities through its Archives, Library, Historical, and Cultural program efforts. Access to cultural events and facilities through cultural grants programs, statewide access to free library and information services, and access to historic objects and sites through its museum, preservation, and archeological activities are top agency priorities. The department also provides access to campaign finance information, corporate filings, and historical public records from all three branches of Florida government.

Attendance and access to cultural facilities and events in Florida is an important part of the department's overall goal. Positive economic and tax benefits are reason enough to pursue this strategic goal, however, quality of life and the preservation and appreciation of cultural activities and fine arts are important reasons to continue cultural grants.

While the arts are a fundamental part of the human experience and individual expression, they also have a substantial economic impact on our state. Florida's not-for-profit cultural industry, by itself, exceeds \$2.9 billion and supports over 28,000 full time jobs. Florida's vital tourism industry's fastest growing segment is cultural tourists who stay longer and spend more money. The spending of cultural tourists in 2004 totaled \$4.5 billion. Add to that number the effect on other industries, such as hotels and restaurants, and the arts in Florida contributed \$9.3 billion in gross product, 150,000 jobs, and \$2.6 billion in wages.ⁱ In fact, a 2000 study out of Tampa revealed that the arts draw more visitors than sports to the community.ⁱⁱ

The economic benefits of state funding are not confined to cultural programs. State funding for local historic and archaeological preservation and history museum projects leverages financial support, as grant awards require local cost share and matching funds. While grant-in-aid programs support local activities and benefit those involved

with museum and preservation activities, they also provide a benefit to the local economy. Contractors, building material suppliers, architects, engineers and others involved in constructing buildings and museum exhibits are employed in communities throughout Florida to carry out these state-funded projects. An economic impact study commissioned by the Department of State indicates that between 1996 and 2001, nearly 10,500 jobs were created as a result of historic preservation grant funding.ⁱⁱⁱ

Tourism is one of the most important industries in Florida. When measured in terms of economic benefit, tourism generated 38 billion dollars in taxable spending in 1996.^{iv} Studies have demonstrated the importance as well as the growing interest in heritage tourism in Florida^v and in other states.^{vi}

According to the Florida Association of Museums 2003-2004 Directory, Florida museums and art galleries number over 370, reflecting a growing public interest in such resources. Forty-eight percent of U.S. adults planning a pleasure trip in Summer 2002 said they intended to visit a historic site while on vacation.^{vii} Public demand for traveling museum exhibits has increased in the last decade, as evidenced by the number of such requests to the Museum of Florida History. Individual historic sites are characterized by very small budgets, allowing little opportunity for marketing and promotion.^{viii} The agency's budget priorities will reflect this interest in heritage tourism by promoting access to museum collections statewide.

In 2004, Taxpayer Return of Investment in Florida Public Libraries, a study on public libraries' economic impact was published by Dr. José-Marie Griffiths and researchers at the University of Pittsburgh, University of North at Carolina Chapel Hill and Florida State University. They used a variety of data collection and econometric analysis methods to evaluate taxpayer return on investment in Florida's public libraries. Key findings indicated that overall, Florida's public libraries return \$6.54 for every \$1.00 invested from all sources. The study also found that for every \$6,448 spent on public libraries from public funding sources, one job is created; for every dollar spent on public libraries, the gross regional product increases by \$9.08; and for every dollar spent on public libraries, income increases by \$12.66.^{ix}

In 2003, the Legislature revised the law to allow independent municipal libraries to participate in the state aid program. The 1992 and 2003 changes have resulted in a reduction in the amount of funding available for operating grants to all who are eligible. This coupled with increased demand for traditional library services and new technology, prompted a review of State Aid. In 2005, a task force representing public libraries of different sizes and types began a process to review issues and options for change, including scenarios to show the impact of any potential changes to the State Aid to Libraries grant program. Task Force members agreed that while operating grants do not need modification, the equalization and multicounty components of State Aid may need modifications to strengthen them and to regain some balance in the funding allocated to each type of State Aid award.

Florida's public libraries continue to be in great demand. In FY 2004, libraries reported circulating over 95 million items to over 8½ million registered borrowers. The number of libraries continues to grow with the help of Library Construction Grants. Florida now has 518 services outlets, including bookmobiles. The 2005 State legislature appropriated \$10 million to assist in the construction of 16 more library buildings.

As the consultant to local and state government on records management, the Department of State assures that consistent guidelines are employed by government agencies in Florida regarding the creation, storage, migration, and destruction of public records. Each year, the public can be expected to save money by cost avoidance through the implementation of records management practices recommended by the Department. The savings for FY 2003-2004 were 101.5 million dollars, an increase of 23% over the previous year.

These savings will increase due to several factors including adding extra shelving capacity at the State Records Center. Balancing cost avoidance, destruction of obsolete records, and the preservation of historically significant records is a continuing challenge for records management professionals.

Once historically significant records are identified, the Department assumes custody of the records for the State of Florida via the State Archives. Archivists can then ensure that the historical records of the state are preserved for future generations. As important as preserving historical records and information is, the Archives also strives to provide access to its priceless materials. Through its website, <http://www.floridamemory.com/>, access to numerous historical documents and photographic images is provided. Approximately 475,000 digitized photos, historical records and audio files are currently available. The Archives on-line catalog <http://dlis.dos.state.fl.us/barm/rediscovery/default.asp> provides a searchable database of collections in the Archives.

Similar to the preservation of the information history of Florida, the Department is also engaged in the preservation of the archaeological history of Florida. On average, the Department annually receives 336.5 cubic feet of new artifacts and 20.5 cubic feet of new documents (archaeological excavation field notes, field maps, and related items) for curation and storage. The Department's current facilities in the R.A. Gray Building are almost thirty years old and no longer meet standards for proper artifact conservation and curation. Additionally, the Department's current artifact storage facility in the R.A. Gray Building is at capacity and its expansion is not feasible. The department recognizes this need and continues to investigate storage and facility alternatives.

In the Division of Elections, creation of the statewide Florida Voter Registration System (FVRS) will permit accurate and timely updates to the voter rolls on a statewide basis. Pursuant to the Help America Vote Act of 2002 (HAVA), each state must develop and implement a statewide voter registration list that complies with the requirements outlined in HAVA by January 1, 2006.

The FVRS is a compilation of voter registration records that will serve as the official state voter registration list. This will be an interactive system available for updating and use by the Division of Elections and all 67 county supervisors of elections. With 10.5 million registered voters in Florida, the accuracy of voter rolls is critical to election integrity.

Florida has received significant federal monetary support to implement Help America Vote Act (HAVA) of 2002. We continue to lead the nation in election reform and these federal dollars will assist counties in poll worker training, voter education, disabled voter access, and voting system upgrades. For FY 05-06, the Department will spend in excess of \$36 million to comply with HAVA mandates. For FY 06-07 the Department proposes to spend almost \$8 million in federal HAVA funds. The deliberate and judicious use of this federal support will provide resources to sustain and improve Florida elections for years to come. The Division will also continue its efforts to increase voter awareness and participation in the elections process.

The department continues to provide oversight and technical assistance to counties, candidates and citizens. Only through free and open access to this information can we protect and preserve the integrity of Florida elections.

The Division of Corporations maintains almost six million records and annually files over a million commercial documents to protect the public. These filing activities require the involvement of government to ensure the accuracy, consistency, and public availability of information for the protection of consumers. Our website, www.sunbiz.org receives over 1 million hits per week.

Public information about corporate and other business entity filing activity protects consumers and businesses and ensures that commerce is conducted by properly registered business entities. This public information database serves as a deterrent to unscrupulous business practices and is used by law enforcement, business entities and citizens as a resource to locate businesses operating in Florida. Without increasing the budget, the Division will continue to improve access, service and deterrence amidst increasing demand.

Corporations has piloted a privatization concept for Uniform Commercial Code filings. All activities associated with the filing process have been outsourced. Excess revenue above cost is still returned to the state, but if successful, the effort could lead to the total privatization of this activity in approximately 5 years. State government will be totally removed from what should be a private enterprise concern. This privatization will be the nation's first and it is expected that other states will follow suit. The Division began filing and indexing Judgment Liens on a statewide basis on October 1, 2001.

The heritage of Florida's diverse population is well represented by historical and archaeological sites and objects as well as folk traditions. As Florida undergoes rapid growth, a lack of public awareness results in loss of our state's heritage. New

residents mean new housing, additional transportation needs, service and retail facilities, and more workplaces; in short, more infrastructure in the landscape. More lands will be converted from forest to pasture, from agriculture to residential, from suburban to urban, from undeveloped to developed. Each intensification of land use carries with it the possibility of destroying or disturbing the archaeological and historical sites that have remained intact in or on the land for hundreds or even thousands of years.

At the same time, the amount of public interest and appreciation for such resources is also growing. The inexorable pressure of growth threatens archaeological and historical sites while government, private and non-profit efforts combine to rescue what will be lost and save what remains. The Florida Master Site File lists a total of 153,267 archaeological and historical sites in Florida of all ages and types (as of August, 2005). Only a very small proportion of these are in public ownership, which would facilitate their long-term preservation.

The majority of archaeological and historical sites are on private property and subject to future loss, particularly when such property is developed or modified for more intensive use. The demand for master site file information continues to increase. To meet this demand the department will continue to propose system improvements to the Master Site File database that will permit faster and more complete response to land use reviews.

This increasing population growth requires not only the cataloguing of sites but the funding of grants for preservation. Without funding assistance of state government, many worthwhile preservation projects would fold from lack of funding. Additionally, many of Florida's more significant historic building concentrations comprise traditional main street downtowns.

Before 1985 there was no effective program to address the growing loss of downtowns to redevelopment, abandonment, and economic deterioration. Since that time, Florida's Main Street program has reversed the trend of loss by providing 81 designated main street communities with technical and financial preservation assistance. The trend of main street preservation is expected to continue to increase.

The state's population pressure affects not only these valued resources, but also other resources and services provided by the Department. With the state's population at over 16 million people and rising, demand for agency services also increases. To meet this demand in an era of fiscal conservatism, the agency has critically examined the way it operates and continues innovating to improve the efficiency of its services. Since FY 1994-95 (841 FTEs), after eliminating the transfer of positions to other agencies, the agency has reduced its workforce by 25% or 208.5 positions to a level of 497 positions.

Much of the innovation has been the result of a department-wide effort to employ the latest technology to improve employee productivity, public access to information, and

customer service; while keeping pace with increasing demand for services and stabilizing costs. Corporations' Online provides users with easy access to filing information and data at no charge.

According to the most recent available statistics from the U.S. Department of Commerce's Census Bureau, as of September 2001, 56.5% of all U.S. households have personal computers and 88.1% of those have Internet access, up from 43% in January 2000. While it is clear that not all Florida citizens have access to a computer, recent statistics confirm that the number who do not is diminishing every day.

Public libraries in Florida continue to provide free Internet access to those without a personal computer or Internet service. Every Florida public library outlet provides public access to the Internet; however, accurate and verifiable information content is a continuing need. To this end, the Division of Library and Information Services has begun implementation and coordination of a plan to develop a "Virtual Library" with access to information and resources available through the Internet from all types of Florida libraries. This plan has matured into the Florida Electronic Library (FEL). The FEL provides a wide range of electronic information including periodicals, books, digital collections, online reference services and an online catalog of statewide library holdings. These services are currently provided to all Floridians with a public, university or community college library card. In an effort to further expand this highly successful online library the Division is using federal grant funding to extend access to online materials to the K-12 system. Access to these online periodical resources will allow public school library resources to be used for other pressing needs.

Also, under the Florida Electronic Library program, the Division had implemented a search engine that provides access to the digital library resources from Florida libraries. Called Florida on Florida, it is a catalog of digital materials related to Florida. It includes all sorts of items including maps, photographs, postcards, books, and manuscripts. The materials in Florida On Florida come from digital collections held by libraries, archives, museums and historical societies throughout Florida.

The Division continues to coordinate and provide technical assistance on public library applications for the federal "E-rate" program that has brought reduced telecommunications rates to participants. To date, Florida libraries have realized savings of over 15 million dollars.

The collections and services of the State Library and its Legislative Library Service are accessible to both on-site visitors and remote users via interlibrary loan, by telephone, and e-mail. The library offers assistance and training in library resources to state workers and the legislature as they carry out their business for Florida residents. The library also serves as the information point for the MyFlorida.com site for anyone with questions about Florida government services.

The Department is dedicated to providing access to information from and about Florida government. As manager of the State documents program, access to both electronic and printed state government documents is provided through the online public catalog

of the State Library, and copies of printed state documents are provided to the 24 depository libraries across the state. A record of published state documents, *Florida Public Documents*, is compiled regularly and made available to the public.

Other technological innovations at the Department of State include electronic commerce for business entity filer, web access to the Administrative Weekly, the Florida Administrative Code and Laws of Florida, electronic access to live chat reference service, document management systems to improve workflow and efficiency, the online notary database, electronic filing of campaign finance reports, online voter registration application, development and implementation of the Florida Voter Registration System, virtual museum collections and art exhibits. The Florida Memory Project provides a web-based structure for primary records that illustrates significant moments in the state's history, provides educational resources for students of all ages, and makes available collections for historical research. The Florida Memory Project utilizes original documents, photographs, and other materials from the collections of the State Archives of Florida. Components include the Florida Photographic Collection; Highlights of Florida History; the On-line Classroom; and Historical and Genealogical Collections.

In the coming budget year, the Department will look to continue its technological leadership, and continue service innovation. In FY 2004-2005, for a total investment of \$72.7 million dollars, the Department's programs in historic preservation, historical museums, cultural affairs and library services leveraged \$1.126 billion dollars in private support and match. Of this amount, the \$45.3 million state investment in libraries has generated 403.4 million in local support; and the \$14.2 million in cultural grants generated \$370 million in match. These combined dollars support activities that increase tourism and trade and improve the quality of life for all Florida citizens.

LIST OF POTENTIAL POLICY CHANGES

None

LIST OF CHANGES THAT WOULD REQUIRE LEGISLATIVE ACTION

None

LIST OF ALL TASK FORCES AND STUDIES IN PROGRESS

- 1. State Aid to Libraries Task Force**
- 2. Discovery of Florida Quincentennial Commemoration Commission (begins no later than January, 2007)**

ENDNOTES

- ⁱ “*The Economic Impact of the Florida Cultural Industry*”. Prepared for the Florida Department of State, Division of Cultural Affairs. Prepared by William B. Stronge, Ph.D., Florida Atlantic University. Update, 2004.
- ⁱⁱ “*The Big Business of the Arts*”, 2000, Commissioned by the Tampa Bay Committee for the Arts. Conducted by PricewaterhouseCoopers LLP.
- ⁱⁱⁱ “*Economic Impacts of Historic Preservation in Florida.*” Prepared for the Florida Department of State, Division of Historical Resources. Prepared by Center for Governmental Responsibility, University of Florida College of Law and the Center for Urban Policy Research, Rutgers University, 2002.
- ^{iv} Florida Tourism Marketing Corp., 1996, Office of Marketing Research, Tallahassee.
- ^v Florida Department of State, Division of Historical Resources, Bureau of Historic Preservation, 1988, Preservation, Florida Tourism and Historic Sites, Tallahassee.
- ^{vi} Preservation Alliance of Virginia, 1995, Virginia's Economy and Historic Preservation, Staunton, VA.
- ^{vii} Summer 2002 Travelometer, Travel Industry Association of America, Washington, D.C.
- ^{viii} Geiger & Associates, 1991, Heritage Tourism Marketing Plan for the State of Florida, Tallahassee.
- ^{ix} “*Taxpayer Return of Investment in Florida Public Libraries*”, 2004, Published by Dr. José-Marie Griffiths and researchers at the University of Pittsburgh, University of North at Carolina Chapel Hill and Florida State University.

LRPP Exhibit I: Agency Workforce Plan

Fiscal Years	Total FTE Reductions	Description of Reduction Issue	Positions per Issue	Impact of Reduction
FY 2006 -2007	0	No reductions are planned for this Fiscal Year		
FY 2007-2008	0	No reductions are planned for this Fiscal Year		
Total*	0			

*to equal remainder of target

LRPP Exhibit II - Performance Measures and Standards

Department: DEPARTMENT OF STATE

45100000 Program: Elections
 45100100 Election Records, Laws And Codes

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2004-05 (Numbers)	Prior Year Actual FY 2004-05 (Numbers)	Approved Standards for FY 2005-06 (Numbers)	Requested FY 2006-07 Standard (Numbers)
Percent of survey respondents satisfied with services (quality and timeliness of response)	90%	93%	90%	90%
Average number of days to process campaign finance reports	7	7	7	7
Percent of training session/workshop attendees satisfied (quality of content and applicability of materials presented)	98%	99%	98%	98%
Number of campaign reports received/processed	15,000	13647	5,800	13000
Number of attendees at training, workshops, and assistance events	500	755	500	500
Number of Internet website hits	15,000,000	16727110	10,900,000	15000000
Number of candidates, committees, and members of the public requesting service	150,000	169911	150,000	150000

LRPP Exhibit II - Performance Measures and Standards

Department: DEPARTMENT OF STATE

45200000 Program: Historical Resources
 45200700 Historical Resources Preservation and Exhibition

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2004-05 (Numbers)	Prior Year Actual FY 2004-05 (Numbers)	Approved Standards for FY 2005-06 (Numbers)	Requested FY 2006-07 Standard (Numbers)
Total number of properties protected or preserved	9,300	9,788	9,600	9,900
Number of preservation services applications reviewed	13,000	16,053	13,000	13,000
Number of copies or viewings of publications, including Internet website hits	4,600,000	4,737,215	3,500,000	4,000,000
Citizens served - historic properties	7,000,000	9,447,032	7,000,000	7,000,000
Total number of historic and archaeological sites recorded in the master site file	148,000	152,371	150,000	154,000
Number of historic and archaeological objects maintained for public use	265,000	282,322	315,000	318,000
Citizens served - archeological research	5,300,000	4,537,419	3,500,000	4,000,000
Percent of Museum of Florida History visitors rating the experience good or excellent	87%	98%	88%	90%
Number of museum exhibits	70	70	70	70
Number of visitors to state historic museums	140,000	93,322	140,000	120,000
Citizens served - historic museums	3,500,000	3,253,663	3,250,000	3,250,000.00
Total local funds leveraged by historical resources program	\$150 million	\$352,313,504	\$150 million	\$150 million
Percent of customers satisfied with the quality/timeliness of technical assistance provided	96%	96%	96%	96%
Number of grants awarded	100	179	160	160
Number of dollars awarded through grants	\$ 2,085,870	\$13,300,743	\$13,323,243	\$13,000,000
Number of attendees at produced and sponsored events	10,000	46,412	10,000	20,000
Number of publications and multimedia products available for the general public	57	86	57	65

LRPP Exhibit II - Performance Measures and Standards

Department: DEPARTMENT OF STATE

45300000 Program: Corporations
 45300100 Commercial Recordings And Registrations

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2004-05 (Numbers)	Prior Year Actual FY 2004-05 (Numbers)	Approved Standards for FY 2005-06 (Numbers)	Requested FY 2006-07 Standard (Numbers)
Percent of client satisfaction with the division's services	93%	94%	93%	93%
Average cost/corporate filing	4.83	4.78	4.78	4.78
Average cost/inquiry	0.005	0.005	0.005	0.005
Percent of total inquiries handled by mail/walk-ins	2%	2%	2%	2%
Percent of total inquiries handled by electronic means	98%	98%	98%	98%

LRPP Exhibit II - Performance Measures and Standards

Department: DEPARTMENT OF STATE

45400000 Program: Library and Information Services

45400100 Library, Archives And Information Services

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2004-05 (Numbers)	Prior Year Actual FY 2004-05 (Numbers)	Approved Standards for FY 2005-06 (Numbers)	Requested FY 2006-07 Standard (Numbers)
Annual increase in the use of local public library service	2%	10%	2%	2%
Annual increase in the usage of research collections (State Library)	6%	106%	6%	6%
Annual cost avoidance achieved by government agencies through records storage/disposition/micrographics	\$82,700,000	\$85,027,862	\$95,000,000	95000000
Customer satisfaction with relevancy / timeliness of research response	96% / 96%	98%/96%	96% / 96%	96% / 96%
Customer satisfaction with Records Management technical assistance / training / Records Center services	99% / 98% / 95%	100%/98%/97%	99% / 98% / 95%	99% / 98% / 95%
Customer satisfaction with accuracy and timeliness of library consultant responses	98%	96%	98%	98%
Number of items loaned by public libraries	87,920,446	95,183,134	87,920,446	87,920,446
Number of library customer visits	66,813,348	69,575,710	66,813,348	66,813,348
Number of public library reference requests	24,899,103	23,513,037	24,899,103	24,899,103
Number of public library registered borrowers	8,482,517	8,632,826	8,482,517	8,482,517
Number of persons attending public library programs	3,347,598	3,790,625	3,347,598	3,347,598
Number of volumes in public library collections	30,397,016	36,564,578	30,397,016	30,397,016
Number of new users (State Library, State Archives)	6,389	4,239	6,389	6,389
Number of reference requests handled (State Library, State Archives)	118,957	102,939	118,957	118,957
Number of database searches conducted (State Library, State Archives)	8,966,234	12,902,719	7,000,000	7,000,000
Number of items loaned (State Library)	54,701	39,508	54,701	54,701
Cubic feet of obsolete public records approved for disposal	510,000	651,601	510,000	510,000
Cubic feet of non-current records stored at the Records Center	220,000	296,578	220,000	220,000
Number of microfilm images created, processed, and/or duplicated at the Records Center	70 million	63,761,363	70 million	70 million
Number of library, archival, and records management activities conducted	231,806,309	308,778,750	231,806,309	231,806,309

LRPP Exhibit II - Performance Measures and Standards

Department: DEPARTMENT OF STATE

45500000 Program: Cultural Affairs
 45500200 Cultural Support And Development Grants

Approved Performance Measures (Words)	Approved Prior Year Standards FY 2004-05 (Numbers)	Prior Year Actual FY 2004-05 (Numbers)	Approved Standards for FY 2005-06 (Numbers)	Requested FY 2006-07 Standard (Numbers)
Attendance at supported cultural events	22,000,000	Data not avail till late October	23,000,000	23,000,000
Number of individuals served by professional associations	4,500,000	Data not avail till late October	5,000,000	5,000,000
Total local financial support leveraged by state funding	\$ 370,000,000	Data not avail till late October	\$400,000,000	\$400,000,000
Number of children attending school-based, organized cultural events	4,500,000	Data not avail till late October	4,500,000	4,500,000
Number of program grants awarded	710	Data not avail till late October	650	650
Dollars awarded through program grants	\$ 17,930,279	Data not avail till late October	\$11,926,151	\$11,779,901
Percent of counties funded by the program	83.60%	Data not avail till late October	83.6%	83.6%
Percentage of large counties (N=35; population greater than 75,000) funded by the program	83.60%	Data not avail till late October	97.1%	97.1%
Percentage of small counties (N=32; population less than 75,000) funded by the program	78.10%	Data not avail till late October	81.3%	81.3%
Number of state-supported performances and exhibits	27,000	Data not avail till late October	27,000	27,000
Number of individuals attending cultural events or served by professional associations	26,500,000	Data not avail till late October	28,000,000	28,000,000

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State

Program: Elections

Service/Budget Entity: Elections

Measure: Number of campaign reports received/processed

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
15,000	13,647	(1,353)	9%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input checked="" type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation: The estimated number of campaign reports filed during the 2004 election cycle was lower than anticipated.

External Factors (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input checked="" type="checkbox"/> Other (Identify) |
| <input checked="" type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation: Fewer candidates, political committees and committees of continuing existence filed during the 2004 election cycle than anticipated.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: of State
Program: Library and Information Services
Service/Budget Entity: Library, Archives and Information Services
Measure: Number of Items Loaned (State Library)

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
54,701	39,508	(15,193)	28%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Personnel Factors
<input type="checkbox"/> Competing Priorities
<input type="checkbox"/> Previous Estimate Incorrect
<input type="checkbox"/> Other (Identify) | <input type="checkbox"/> Staff Capacity
<input type="checkbox"/> Level of Training |
|--|---|

Explanation:

External Factors (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Resources Unavailable Problems
<input type="checkbox"/> Legal/Legislative Change
<input type="checkbox"/> Target Population Change
<input type="checkbox"/> This Program/Service Cannot Fix The Problem
<input type="checkbox"/> Current Laws Are Working Against The Agency Mission | <input type="checkbox"/> Technological
<input checked="" type="checkbox"/> Natural Disaster
<input checked="" type="checkbox"/> Other (Identify) |
|---|--|

Explanation: The State Library experienced weather-related service interruptions in August and September 2004. Power outages in other parts of the state impacted database access and Interlibrary Loan processes. Mail Delivery and DLLI (materials delivery service) were delayed.

Change in the Library Management System from Data Research Associates (DRA) to SIRSI has resulted in difference in the way statistics are gathered and reported.

Interlibrary Loan changes at OCLC (the cataloging company used by the State Library) have had and will have an impact on the ILL transactions during the next fiscal year (2006-2007). Prior to May 2005, the State Library served as a referral center for other libraries in the state of Florida. This has reduced the number of items reported as filed for other libraries.

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel

- Technology
- Other (Identify)

Changes in reporting methodology will be entered in the Long Range Program Plan. The Division is requesting that this output be changed from Number of items Loaned to **Number of Items Used**. These counts will include loaned items, but also include items used at the Library without circulation. This count will be measured by staff counting materials as they reshelve or refile. The Division requests that this methodology and these new counts be effective with the 2006-2007 fiscal year.

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: of State

Program: Library and Information Services

Service/Budget Entity: Library, Archives and Information Services

Measure: Number of New Users (State Library, State Archives)

Action:

- | | |
|--|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure
<input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure
<input type="checkbox"/> Adjustment of GAA Performance Standards | <input type="checkbox"/> Revision of Measure
<input type="checkbox"/> Deletion of Measure |
|--|--|

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
6,389	4,239	(2,150)	34%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Personnel Factors
<input type="checkbox"/> Competing Priorities
<input type="checkbox"/> Previous Estimate Incorrect
<input checked="" type="checkbox"/> Other (Identify) | <input type="checkbox"/> Staff Capacity
<input type="checkbox"/> Level of Training |
|---|---|

Explanation:

There was no registration drive for library cards during this fiscal year which is reflected in the lower number of new users.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable
<input type="checkbox"/> Legal/Legislative Change
<input type="checkbox"/> Target Population Change
<input type="checkbox"/> This Program/Service Cannot Fix The Problem
<input type="checkbox"/> Current Laws Are Working Against The Agency Mission | <input type="checkbox"/> Technological Problems
<input type="checkbox"/> Natural Disaster
<input type="checkbox"/> Other (Identify) |
|--|---|

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Training
<input type="checkbox"/> Personnel | <input type="checkbox"/> Technology
<input checked="" type="checkbox"/> Other (Identify) |
|---|---|

Changes in reporting methodology will be entered in the Long Range Program Plan.

The Division is requesting that the methodology for this measure be changed to report both the number of new users that request a library card and those users that do not request a card but still use the services of the library.

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: of State
Program: Library and Information Services
Service/Budget Entity: Library, Archives and Information Services
Measure: Number of Public Library Reference Requests

Action:

- | | |
|--|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure Measure
<input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure Measure
<input type="checkbox"/> Adjustment of GAA Performance Standards | <input type="checkbox"/> Revision of
<input type="checkbox"/> Deletion of |
|--|--|

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
24,899,103	23,513,037	(1,386,066)	6%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Personnel Factors
<input type="checkbox"/> Competing Priorities
<input type="checkbox"/> Previous Estimate Incorrect
<input type="checkbox"/> Other (Identify) | <input type="checkbox"/> Staff Capacity
<input type="checkbox"/> Level of Training |
|--|---|

Explanation:

External Factors (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Resources Unavailable Problems
<input type="checkbox"/> Legal/Legislative Change
<input type="checkbox"/> Target Population Change
<input type="checkbox"/> This Program/Service Cannot Fix The Problem
<input type="checkbox"/> Current Laws Are Working Against The Agency Mission | <input type="checkbox"/> Technological
<input checked="" type="checkbox"/> Natural Disaster
<input type="checkbox"/> Other (Identify) |
|---|---|

Explanation:

Parts of the state of Florida experienced weather related service interruptions in August and September 2004.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Training
<input type="checkbox"/> Personnel | <input type="checkbox"/> Technology
<input checked="" type="checkbox"/> Other (Identify) |
|---|---|

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: of State

Program: Library and Information Services

Service/Budget Entity: Library, Archives and Information Services

Measure: Number of Reference Requests Handled (State Library, State Archives)

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
118,957	102,939	(16,018)	13.5%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

External Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input checked="" type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation: A number of State Library and Archives users are now using State Library databases and Archives' online collections now available on the State Library and Archives Web site and from different agencies and organizations. This has reduced the number of walk-in, email and hone requests. The Legislature's Online Sunshine web site offers the last six years of legislative staff analysis on committee bills. There are a multitude of years of legislative staff analysis on committee bills. There are a multitude of genealogical resources available online that before could only be found on microfilm.

The State Library experienced weather related service interruptions in August and September of 2004 because of four hurricanes last year. Parts of the state were without power impacting electronic reference services.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

State Library staff continues to populate and update the knowledge base for the FAQs on the myFLorida.com page for queries about Florida and Florida state government. The goal of this database is give the user access to clear information 24 hours a day, thus reducing the number of walk-in, email, phone and electronic requests. State Library and Archives also continues to develop and expand online collections.

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Historical Resources
Service/Budget Entity: Historic Resources Preservation & Exhibition
Measure: Number of Visitors to State Historic Museums

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
140,000	93,322	-46,678	33

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input checked="" type="checkbox"/> Other (Identify) | |

Explanation: A former museum site, Mission San Luis, was transferred to another bureau. This accounted for 10,619 visitors in FY 2003/2004. The fall quilt exhibit, which brings in high visitation, closed one week early due to construction of café.

External Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation: National trend of museum visitation decline since 9/11/2001. Schools have less time and money for field trips.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

Recommendations: Outreach to schools to take programs to constituents and encourage visitation where possible. Increased marketing and special programs (jazz series; trolley tours).

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State
Program: Historical Resources
Service/Budget Entity: Historic Resources Preservation & Exhibition
Measure: Citizens Served/Historic Museums

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,500,000	3,253,663	-246,337	1%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| X Other (Identify) | |

Explanation: A former museum site, Mission San Luis, was transferred to another bureau. This accounted for 10,619 visitors in FY 2003/2004. The fall quilt exhibit, which brings in high visitation, closed one week early due to construction of café.

External Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation: National trend of museum visitation decline since 9/11/2001. Schools have less time and money for field trips.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

Recommendations: Outreach to schools. Increased marketing and special programs (jazz series; trolley tours). Creating more exhibits for statewide circulation.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: State

Program: Historical Resources

Service/Budget Entity: Historic Resources Preservation & Exhibition

Measure: Citizens Served—Archaeological Research

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,300,000	4,537,419	-762,581	14%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input checked="" type="checkbox"/> Other (Identify) | |

Explanation: This measure includes website hits. The DHR website is in the process of being redesigned—3,000+ webpages have been condensed to less than 1250 pages.

External Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation: The web redesign allows easier user access to information and requires less searching for the desired information. The lower number of hits reflects the more efficient, organized and accessible design.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

Recommendations: Lower number of hits reflects streamlining of website. Further decrease in this measure should be anticipated as the website is made more user friendly and efficient.

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State

Program: Cultural Affairs

Service/Budget Entity: Cultural Support and Development Grants

Measure: Attendance at supported cultural events

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
22,000,000	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State

Program: Cultural Affairs

Service/Budget Entity: Cultural Support and Development Grants

Measure: Number of individuals served by professional associations

Performance Assessment of Outcome Measure Revision of Measure

Performance Assessment of Output Measure Deletion of Measure

Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
4,500,000	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State

Program: Cultural Affairs

Service/Budget Entity: Cultural Support and Development Grants

Measure: Total local financial support leveraged by state funding

Action:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$370,000,000	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State
Program: Cultural Affairs
Service/Budget Entity: Cultural Support and Development Grants
Measure: Number of Children attending school-based, organized cultural events

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
4,500,000	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State
Program: Cultural Affairs
Service/Budget Entity: Cultural Support and Development Grants
Measure: Number of program grants awarded

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
710	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State

Program: Cultural Affairs

Service/Budget Entity: Cultural Support and Development Grants

Measure: Dollars awarded through program grants

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$17,930,279	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State

Program: Cultural Affairs

Service/Budget Entity: Cultural Support and Development Grants

Measure: Percent of counties funded by the program

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
83.6%	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State

Program: Cultural Affairs

Service/Budget Entity: Cultural Support and Development Grants

Measure: Percent of large counties (N=35; population greater than 75,000) funded by the program

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
83.6%	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State

Program: Cultural Affairs

Service/Budget Entity: Cultural Support and Development Grants

Measure: Percent of small counties (N=32; population less than 75,000) funded by the program

- | | |
|--|--|
| <input checked="" type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
78.10%	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State

Program: Cultural Affairs

Service/Budget Entity: Cultural Support and Development Grants

Measure: Number of state-supported performances and exhibits

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
27,000	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Department of State

Program: Cultural Affairs

Service/Budget Entity: Cultural Support and Development Grants

Measure: Number of individuals attending cultural events or served by professional associations

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
26,500,000	Data not complete		

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable Problems | <input type="checkbox"/> Technological |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Not all final reports from grantees have been received. Data should be available by late October 2005

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: of State

Program: Elections

Service/Budget Entity: Elections Records, Laws and Codes

Measure: Number of Internet Website Hits

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure nor previously approved or for which validity, reliability and/or methodology information has not been provided.

Data Sources and Methodology:

This measure represents the number of web hits on the Division's web site. The Division of Elections provides online access to information on the elections records, campaign finance reports, initiative procedures and voting systems. The web site has a means of collecting information based on web visits in place to detect the number of times Division information is accessed.

Validity:

This measure can be problematic if the Division's web site is not maintained in a timely fashion. The Visit Detail Report captures information about the number of individuals who visit the site, the number of requests generated by those individuals and the total number of web hits for the Divisions' web page.

Reliability:

This measure is automatically captured by the web site activity report. Data is captured based on visits and requests so that activity can be accurately reported.

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: State
Program: Library and Information Services
Service/Budget Entity: Library Archives and Information

Measure: Number of Library, Archival and Records Management Activities Conducted

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure nor previously approved or for which validity, reliability and/or methodology information has not been provided.

Data Sources and Methodology:

Existing Measures:

- **Number of New Users:** The State Library compiles this data from the number of library card registrations recorded in the SIRSI system. Data is generated by the SIRSI system and reported monthly. Refers to registered patrons of the State Library, either the public or state and local government units or employees. (SIRSI is a division automation systems that provides access to the collections of the State Library. The materials are organized and accessible to both state government staff and the public to meet their research needs.)
- **Number of Reference Requests Handled:** This category includes the number of reference transactions recorded on monthly tally sheets at public service desks (telephone, in-person, fax, U.S. Mail and interlibrary loan subject requests which are handled by Reference staff) as well as the number of reference questions received by e-mail and reference transactions handled through the Lending Services Unit. Reference Request defined: Any request by the public or State and Local Government for information directed to the State Library either through in - person contact or by contact through telephone, fax, letters or other forms of communication that is handled by staff members.
- **Number of Database Searches:** Data has been compiled from vendor-supplied statistics (EBSCO and OCLC/First Search) and from Web server logs (Florida Government Information Locator Service and SIRSI online catalog). **The Florida Government Information Locator Service** (<http://dlis.dos.state.fl.us/fgils>): A searchable index to information from and about state government, connecting searchers with state government web sites, specific pieces of information embedded in web sites, full text electronic publications, and information about non-electronic information resources within state government.

- **Number of Items Loaned:** Includes direct circulation (generated by SIRSI system); Audio Visual Circulation (generated by SIRSI); and interlibrary loan (ILL) circulation (generated by the OCLC system)
- **Library Development Technical Assistance:** Contact logs were collected during two months, to determine the number of requests for information or assistance and to measure an indicator in Access for All: Goal II Strategic Direction II.1, Objective 1B: *Public libraries and multitype library cooperatives will receive two planned consulting visits each year, and all libraries will receive a response or referral to 80% of their information requests within three days.*
Evaluation method: Sample response rates to information and assistance requests.

Number of requests for assistance or information:

Number responded or referred within 3 days

% responded or referred within 3 days

- **Number of New Users:** This data is compiled from patron registrations generated by the software system in the Florida State Archives, the ReDiscovery automation system. Data is reported monthly. The term refers to registered patrons of the State Archives, either the public or state and local government units or employees. (ReDiscovery: Division Automation System that provides access to the collections of the State Archives. The materials are organized and accessible to both state government staff and the public to meet their research needs.)
- **Number of Reference Requests Handled:** Determined by the average number of reference actions per reference request. This is further divided by the different groups using the Archives: Genealogy - 8 actions per patron, Legislative - 5 actions per patron and Other - 5 actions per patron. Actions include logging patrons into AIMS, pulling and refiling archival boxes, logging records in and out of ReDiscovery, refiling microfilm and books, answering informational and directional questions, assisting patrons with equipment, photocopying of paper records and duplication of cassette tapes, answering correspondence and phone calls, and any other actions required to assist the patron. Each law or bill requested by legislative patrons is considered a separate action.
- **Cubic feet of material received/processed:** Determined by the amount of public records material transferred from government agencies and personal items donated by individuals. It is in the form of paper, film, photographs, bound volumes, microfilm reels, single items etc. It is all converted to cubic feet for reporting purposes. The process includes arranging, describing, creating finding aids and housing in archival standard containers for storage. Any preservation, conservation needs are noted on the case file for future conservation work.
- **Number of Database Searches:** Database searches are compiled using page statistics provided by Web Trends.
- **Number of items loaned by public libraries:** Local public libraries annually report the number of circulation transactions (items loaned) for the most recent local fiscal year.
- **Number of library customer visits:** Local public libraries report the number of library customer visits for the most recent local fiscal year. All members of the public entering the library, for whatever purposes, are counted. A common method used for sampling is outlined in Output Measures for Public Libraries: A Manual of Standardized Procedures, second edition, American Library Association, 1987.
- **Number of public library reference requests:** Local public libraries report the number of reference transactions (requests) completed during the most recent local fiscal year.

- **Number of public library registered borrowers:** A library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow. Registration records need to be updated regularly to provide an accurate count. It is recommended that public libraries update their files of registered borrowers every three years to ensure validity.
- **Number of persons attending public library programs: Program attendance:** Count the audience at all programs during the entire year. **Program:** Any planned event which introduces those attending to any of the broad range of library services or activities, or which directly provides information through the presentation of talks, films, dramas, etc. Programs need not take place in the library, but the library must be the primary contributor of time, money, or people in the planning or presentation.
- **Number of volumes in public library collections:** Public libraries report the number of volumes of books and serials held at the end of the most recent local fiscal year.

Book: A nonperiodical printed publication bound in hard or soft covers, or in loose-leaf format, of at least forty-nine pages, exclusive of the cover pages; or a juvenile nonperiodical publication of any length bound in hard or soft cover.

Serial: A publication issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals (magazines), newspapers, annuals (reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies. Except for the current volume, count unbound serials when the library has at least half of the issues in a publisher's volume.

- **Actual cubic feet of records approved for destruction multiplied times the cost to maintain one cubic foot of records in an office environment:** The number of cubic feet approved for destruction is maintained in the Total Recall records management system.
- **Actual cubic feet of records stored in the State Records Center multiplied times the cost to maintain one cubic foot of records in an office environment, less the cost to store in the records center**
- **Number of Workshop Attendees, Records Management Services:** Determined by the number of individuals trained by the Records Management staff through regional, special interest groups, and specific agency requests. This includes state and local government. These training sessions are in accordance with section 257.36(1)(g), F.S. and include requirements relating to access to public records; and current practices, methods, procedures, and devices for the efficient and economical management of records.
- **Number of Accessions/Pickups, State Records Center:** Determined by the number of individual scheduled pickups for records to be stored at the State Records Center. It is not the total number of boxes picked up. Each pickup (trip) has a unique number of boxes that are contained in the group transferred for storage and is ultimately calculated in the total number of boxes stored.
- **Number of boxes stored in State Records Center:** This is the actual number of boxes stored in the State Records Center for state agencies. The annual total is the average holdings based on individual monthly statistics.
- **Technical Assistance Conducted, Records Management Services:** Technical Assistance is determined by the number of requests for technical advice and expertise in

regards to matters pertaining to records management practices, including the use of space, equipment, technology, supplies, and personnel in creating, maintaining, and servicing public records. Technical Assistance normally results in the rendering of an analysis, proposal, recommendation or instructions for implementation of specific procedures or processes. Advice rendered by and limited to telephone communication does not fall within the realm of technical assistance. Technical Assistance also does not include fulfilling information requests, i.e. requests for publications, general records management compliance and procedural questions, etc.

- **Number of Records Dispositions:** Determined by the number of cu. ft. approved for destruction by the Records Management Program for records that have met their legal, fiscal, administrative and archival value in accordance with approved records retention schedules established by the Program. These figures include records disposition authorizations to all state and local government agencies.
- **Number of Microfilm Rolls Processed, Records Management Services:** This is determined by the sum of all source document and computer output microfilm images that have been produced on microfilm by filming, computer output microfilming, processing, duplicating on fiche and rolls, on 16mm, 35mm, or 105mm. On silver original film, silver duplicate film, or diazo film. The total images from all processes is divided by 2,000 images, which is the average number of pages in one cu. ft. of paper records and the average number of images on a roll of film.
- **Number of Items Processed through the Communications Tracking System Originated by Other Offices.** These consist of the number of letters, e-mails, reports, white papers, talking points, speeches, articles, promotional items such as brochures and rack cards and other written communications written by staff of other offices and processed by the Communications Office. Data collected from Communications Tracking System.
- **Number of Items Processed through the Communications Tracking System Originated by the Office of the Director or the Communications Office.** These consist of the number of letters, e-mails, reports, white papers, talking points, speeches, articles, promotional items such as brochures and rack cards and other written communications requested by the State Librarian and administrative staff, or the Communications Manager and Communications Staff, and processed by the Communications Office. Data collected from Communications Tracking System.
- **Number of Events Implemented or Attended:** Includes number of events that are developed, planned, organized, executed, and evaluated by the Communications Office, as well as attendance at events planned by other organizations but attended by staff. Data collected from various calendars.
- **Number of promotional items distributed:** Consists of the number of items distributed to increase knowledge and use of the agency's resources. Includes brochures, rack cards, e-mail, magnets, bookmarks, pathfinders, key chains, t-shirts, etc. Data collected from inventory list as compared to purchase orders.
- **Technical Assistance Contacts:** These consist of consultative services to government agencies, and other organizations and individuals regarding archival, library, and records management practices and procedures. They include personal visits, telephone calls, e-mails, or other contacts in which assistance is provided (this includes retention schedules and compliance statements). Data collected from monthly individual monthly reports.
- **Number of Archival Files Processed:** Includes number of items appraised, arranged and described. This includes the evaluation of series or systems of records to determine archival value, i.e. sufficient historical, legal, fiscal, or administrative value to warrant permanent preservation of the records in the State Archives. Establishing intellectual and physical control over and order to records, including re-housing in archival containers, compiling descriptive information about the records, and entering descriptive information into automated systems and generating reports and indexes from automated systems to facilitate access to the records. (Accession statistics are included below in existing

measures) Data collected from monthly activity reports. Quantity for this measure is obtained by multiplying the cubic ft. processed times 30 (average number of folders in one cubic ft.).

- **Library Collection Actions:** Includes number of library materials acquired, processed, and cataloged. Data collected from monthly activity reports
- **Archival Conservation/Preventive Treatments:** Includes number of documents receiving conservation treatments (mending, cleaning, flattening, and encapsulation). Data collected from monthly activity reports

The Library, Archives and Information program proposes the following new components to this measure for fiscal year 2006-2007:

- **Number of New Users (revision)** This data is compiled from patron registrations generated by the software system in the Florida State Archives, ReDiscovery automation system. Data is reported monthly. The term refers to registered patrons of the State Archives, either the public or state and local government units or employees. (ReDiscovery: Division Automation System that provides access to the collections of the State Archives. The materials are organized and accessible to both state government staff and the public to meet their research needs.) The State Library compiles this data from the number of library card registrations recorded in the SIRSI system. Data is generated by the SIRSI system and reported monthly. Refers to registered patrons of the State Library, either the public or state and local government units or employees. (SIRSI is a division automation systems that provides access to the collections of the State Library. The materials are organized and accessible to both state government staff and the public to meet their research needs.) In addition the Division proposes to count the number of new users to the State Library who do not register for a card in the SIRSI system. Staff will query visitors upon entry to the library when the visitor signs in to use the collection.
- **Number of Items Loaned:** Includes direct circulation (generated by SIRSI system); Audio Visual Circulation (generated by SIRSI); and interlibrary loan (ILL) circulation (generated by the OCLC system). The Division proposes changing this measure to the **Number of Items Used**. In addition to the above counts, the Division will count materials used in the reference rooms and not borrowed. This will be counted each day by staff when they refile or reshelve documents. Materials used will include books, periodicals, microfilm, microfiche, documents, maps, archives and manuscript collections and ephemera (vertical file).
- **Number of Florida Electronic Library uses: (new output) This measures ties to the outcome Annual increase in use of Research Collections (StateLibrary, State Archives)** The Florida Electronic Library offers an array of Web based library services to all of the residents of Florida. Those services include access to subscription databases, Florida on Florida (a union catalog of digital resources unique to Florida), and the Ask a Librarian service (a chat based virtual reference service). Data is routinely compiled and analyzed from 1) vendor-supplied statistics (Thomson-Gale database products, OCLC/First Search, etc.) and 2) from Web server logs.

Data sources compiled includes the following data outputs:

Page Views - Technically, a page that is displayed by a browser. This term is often used loosely to also include page files that are delivered to a browser, whether or not they are displayed on the screen. An example of a Page View that is not actually displayed is a Redirect Page.

Visits - All the activity of one visitor's browser to a web site, within certain time constraints. A visit is a series of page views, beginning when a visitor's browser requests the first page from the server, and ending when the visitor leaves the site or remains idle beyond the idle-time limit.

Sessions: Cycle of user activities that starts when a user connects to a database and ends by connecting to another database or leaving the service through a logout or timeout due to user inactivity

Full Text Downloaded: Sum of only full text records examined downloaded or otherwise supplied to user to the extent these are recordable and controlled by the vendor server rather than the browser.

Retrievals: Sum of all full text abstract and extended citation records examined downloaded or otherwise supplied to user to the extent these are recordable and controlled by the Gale server rather than the browser.

Number of Searches

A specific intellectual query submitted through a search form to the database.

- **Number of Archival Files Processed:** Includes number of items appraised, arranged and described. This includes the evaluation of series or systems of records to determine archival value, i.e. sufficient historical, legal, fiscal, or administrative value to warrant permanent preservation of the records in the State Archives. Establishing intellectual and physical control over and order to records, including re-housing in archival containers, compiling descriptive information about the records, and entering descriptive information into automated systems and generating reports and indexes from automated systems to facilitate access to the records. (Accession statistics are included below in existing measures) Data collected from monthly activity reports. Quantity for this measure is obtained by multiplying the cubic ft. processed times 30 (average number of folders in one cubic ft.).
- **Number of Library Collection Actions:** Includes number of library materials acquired, processed, and cataloged. Data collected from monthly activity reports
- **Archival Conservation/Preventive Treatments:** Includes number of documents receiving conservation treatments (mending, cleaning, flattening, and encapsulation). Data collected from monthly activity reports