

# Department of Administration and Information

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## ❖ *Mission and philosophy*

The mission of the Department of Administration and Information is to provide quality services to our customers, in a cost-effective, timely manner.

## ❖ *Results of outcomes*

The Director's Office processed 26,923 documents during the year, including 1,151 for the Governor's Office, 261 for the Wyoming Business Council and 147 for the Governor's Residence. The office has also seen the impact in the volume of documents for the new State Prison Project and construction at the State Hospital in Evanston. The new payroll system has had a marked increase in time and effort devoted to learning the new system and entering the data into the system.

See specific division reports for report on outcomes.

## ❖ *Strategic plan changes*

The Department of Administration and Information was, at the time of writing of this report, in the process of developing a completely revised strategic plan. This change came about due to appointment of a new director.

### **General information**

Art Ellis, Director

### **Agency contact**

Art Ellis  
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### **Other locations**

Services provided statewide

### **Year established and reorganized**

Established July 1, 1971, reorganized April 1, 1991

### **Statutory references**

W. S. 9-2-1001 et seq

### **Number of authorized personnel**

343 full-time, two part-time, 15 at-will employee contract (AWEC)

### **Organizational structure**

Seven divisions, including the Office of the Director, make up the department. An accounting section is placed within the Director's Office to serve all divisions of the department. In addition to the Director's Office, the other six divisions are Budget, Information Technology, Economic Analysis, General Services, Human Resources and State Library.

### **Clients served**

All state and local government agencies, libraries, legislators and private citizens.

### **Budget information**

General funds	\$16,641,845
Federal funds	671,983
Trust and agency funds	27,071,843
Other	7,645,404*
<b>Total</b>	<b>\$51,631,075</b>

*\*Other funds include \$2.5 million for Y2K and \$2.7 million for the new state prison security lights and fencing.*

## Budget Division

### General information

Arthur Burgess, Administrator

### Agency contact

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### Year established and reorganized

Established July 1, 1971, reorganized April 1, 1991

### Statutory references

W.S. 9-2-1002, 9-2-1004 to 9-2-1008, 9-2-1010 to 9-2-1013  
W.S. 9-4-201 through 9-4-217  
W.S. 28-1-115 and 28-1-116

### Number of authorized personnel

Nine full-time

### Clients served

Governor, legislators, elected officials and state agencies

### Budget information

General fund \$630,887

## ❖ *Mission and philosophy*

Provide assistance and technical support to the Governor, the Legislature and state agencies on the allocation of state resources to best accomplish the goals and objectives of government programs.

## ❖ *Results of outcomes*

All agency supplemental budget requests for FY99-00 were developed in accordance with the agency plans prepared according to W.S. 28-1-115 & 28-1-116.

## ❖ *Strategic plan changes*

The strategic plan for FY00 has been updated and is on the Internet at <http://www.state.wy.us/ai/budget.html>.

## Division of Economic Analysis

### General information

Buck McVeigh, Administrator

### Agency contact

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### Year established and reorganized

Established 1971, reorganized 1991

### Statutory references

W.S. 9-2-1001, W.S. 9-2-1022 (a)(x), W.S. 9-2-1024, W.S. 9-3-419 (b)(i), W.S. 9-3-610 (d)(i), W.S. 9-3-707 (b)(i), W.S. 9-4-601 (a)(v)(A), W.S. 21-13-309 (c)(ii), W.S. 21-15-109 (c)(v), W.S. 39-13-107 (b)(iii)(M), W.S. 39-13-109 (c)(iii)(B) and W.S. 39-15-211 (a)(ii)(D-G)

### Number of authorized personnel

Six full-time, two at-will employment contract (AWEC)

### Organizational structure

Economic Analysis: Administrator - Buck McVeigh;  
Executive Secretary - Sharon Lamb; Senior Economists - David Black, Wenlin Liu and Jim Robinson; Economist - Justin Ballard.  
Office of Geographic Information Systems (OGIS): GIS Analyst - Ben Saunders  
Wyoming Housing Data Base Partnership (WHDP): Senior Economist - David Chaplin

### Clients served

Governor, elected officials, state government agencies, legislators, Wyoming local governments, Wyoming businesses and residents, federal government, government agencies, businesses and residents from other states and countries.

### Budget information

General fund \$353,556

## ❖ *Mission and philosophy*

To coordinate, develop and disseminate economic/demographic research and information.

## ❖ *Results of outcomes*

**Goal 3:** To support and enhance the information content and information transfer needs of the state.

**Objective A:** Complete the Integrated Wyoming Information Infrastructure so that it will be accessible to 90 percent of Wyoming residents by the year 2000.

**Outcome A.02:** A structure that ensures information in and around the state is easily accessible and usable by Wyoming residents.

**Strategy A.7, (Output A.7.01 - A.7.06):** The Office of Geographic Information Systems (OGIS) has served as the central point of contact for Wyoming GIS users, both public and private. Through coordinated efforts with the Wyoming Geographic Information Advisory Council (WGIAC), the WGIAC Standards Committee and the WGIAC Policy Committee, the OGIS has helped in the development and implementation of the state Geographic Information Systems (GIS) policy that was signed by the Governor in January and has worked to ensure GIS standards are kept current with changing technology. It maintained and enhanced the WGIAC Web site, which received a total of 1,251,651 successful hits from close to 29,000 unique users between July 1, 1998 and June 30, 1999 on the Internet. In the area of base theme generation and acquisition, the OGIS made 1:100,000 scale base theme data available to users free of charge. The OGIS maintained the Wyoming Spatial Data Clearinghouse on the Internet. The United States Geological Survey Digital topo maps (DRGs) and the DRGEs, enhanced versions of the DRGs with borders removed, were made available through the clearinghouse. During FY99, the OGIS began the process of collecting and compressing digital ortho quarter quadrangle photographs (DOQQs) and made these available through the clearinghouse, as well. The clearinghouse contains 24 different themes (2,748 different layers of information), five different formats and 3,451 files. The OGIS program was budgeted for one AWEC GIS analyst position.

**Objective C:** Produce economic and demographic information databases serving Wyoming.

**Outcome C.01:** The Department of Administration and Information will provide a state point of contact for residents, businesses, organizations and governmental entities for economic and demographic information. They are satisfied that reasonable efforts are made to respond to their requests in a timely manner with the best information available.

**Strategy C.1, (Output C.1.01 - C.1.08):** The division conducted research and analytical work on regular projects and published standard division reports and news releases for FY99. In addition, the division was involved in many external agency projects.

Regular projects included:

- 1) October 1998 and January 1999 CREG revenue forecasts and reports;
- 2) monthly CREG monitoring, report preparation and presentations to the Governor;
- 3) monthly sales, use and lodging tax monitoring and analysis, and the annual Wyoming Sales, Use and Lodging Tax Revenue Report;
- 4) Wyoming State Data Center operations and Wyoming State Data Center (WSDC) newsletters;

- 5) annual Equality State Almanac report;
- 6) Wyoming Economic Forecast Model and annual Wyoming Economic Forecast Report;
- 7) bi-annual Wyoming Cost of Living Index (WCLI) survey and reports;
- 8) Wyoming Population Projection Model and county/municipal population projections, the U.S. Census Bureau's Federal State Cooperative Population Estimates (FSCPE) program;
- 9) Monthly Wyoming Economic Conditions Reports; and
- 10) Quarterly Wyoming Housing Data Base Partnership (WHDBP) and quarterly reports.

**Strategy C.2, (Output C.2.01 - C.2.03):** All active division databases were updated and include data for the latest time period available.

■ WCLI - completed modification of data programs, per W.S. 21-13-309 (o) (iv), to include 27 cities/towns, or all 23 counties.

■ CREG - updated general fund database and inter-linked revenue spreadsheets with related databases and cross-checked forecast results with Legislative Service Office.

■ Wyoming Economic Forecast Model - completed model and database transition from WEFA Group, Inc. to Regional Financial Associates (RFA).

■ WHDP - developed data bases to calculate the Wyoming Housing Index.

**Strategy C.3, (Output C.3.01):** The effectiveness and quality of services and products provided by the division are determined by customer survey. A survey questionnaire is routinely included with all mailed and faxed information. In addition, customers submit electronic comment on services through the division Web page. The survey results for FY99 yielded an overall 99.5 percent favorable rating for the division. The remaining 0.5 percent of the responses were still favorable overall, but contained a concern or suggestion for improvement. These have been reviewed, and corrections and suggestions have been implemented where possible.

**Strategy C.4, (Output C.4.01 - C.4.05):** The division established a working relationship with the Wyoming Business Council and further improved relationships and communication with the Department of Employment, the Wyoming Community Development Authority and other agencies. The OGIS continued in its efforts to coordinate GIS applications; however, funding shortage and staffing constraints limited the workload it could handle in this area.

All division reports and other economic/demographic data were posted to the Web site in a timely manner.

## ❖ *Strategic plan changes*

It is anticipated that the division will no longer house the Office of Geographic Information Systems after this year.

# General Services Division

## General information

Michael E. Abel, Administrator

## Agency contact

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801 West 20th St.  
Cheyenne, WY 82002  
mabel@state.wy.us

## Other locations

State Capitol, Copy/Wyott Building, Emerson Building, Herschler Building, Hunt Building, MVMS Building, Pacific Building, Surplus Property Building

## Year established and reorganized

Established 1990, reorganized 1996

## Statutory references

W.S. 9-2-1016, 9-2-1017, 9-2-1026, 9-2-1027 et seq., 9-2-1023, 16-6-101 et seq., 16-6-201 et seq., 16-6-301, 16-6-401 et seq., 16-6-602, 27-4-401 et seq., 1-39-101 et seq., 1-41-101 et seq. and 1-42-101 et seq.

## Number of authorized personnel

135

## Organizational structure

Central Mail, Copy/Forms Program, Facilities Management Maintenance, Facilities Management Planning and Construction, General Services Administration, Motor Vehicle Management, Procurement, Risk Management/Self Insurance and Surplus Property

## Clients served

State agencies, local and county government and school districts

## Budget information

General fund	\$12,038,511
Internal fund	7,957,966
Special revenue	2,085,916
Capitol outlay	5,124,056
<b>Total</b>	<b>\$27,206,449</b>

## ❖ Mission and philosophy

To repair and maintain all state-owned Cheyenne Capitol Complex facilities. To operate the state motor pool. To provide fair and equitable distribution of federal and state surplus property. To provide management of the statewide Wyoming public buildings construction program. To provide management of the statewide leasing program. To provide copier/forms

services to state agencies. To provide quality procurement and contracting services for state agencies. To serve the insurance needs of the State of Wyoming for property and liability coverage. To provide central mail services to state agencies.

## ❖ Results of outcomes

General Services Division is responsible for and provides for care and management of state owned facilities in the Cheyenne Capitol Complex; operation of the state motor pool; operation of the state and federal Surplus Property programs; operation of Central Mail; operation of the State Copy/Forms Shop; provision of purchasing oversight and contract services to all executive branch state agencies; administration of the Risk Management and State Self Insurance Programs; construction management and oversight of all state building/renovation projects; and management of leases for facilities throughout the state.

Statutory directives set forth in Title IX (Enrolled Act Number 56) continue to impact the entire division. This legislation was passed without the resources needed to accomplish directives. Additionally, total funding for the division was reduced by \$800,000, and four positions were eliminated during the last biennium. The combination of these factors has severely impacted all phases of division operations. Funding alternatives to perform directives are being explored. Alternatives include requesting assistance, i.e. funding or agency expertise, from other agencies and redirection of existing funds.

## Central Mail

The Central Mail Section is responsible for providing comprehensive mail service to all branches of state government — legislative, judicial and executive — and the general public in the Cheyenne area. All incoming and outgoing U.S. Mail, inter-agency and United Parcel Service mail for Cheyenne area state government offices is delivered, picked up, prepared, processed and loaded for pickup by the U.S. Postal Service. As a means of providing efficient and effective service to state government agencies, mail is sorted and delivered twice daily via seven routes.

Other services provided include bulk mail preparation and first class pre-sort. All Central Mail's postal and accounting systems are Y2K compatible.

A total of 3,063,209 pieces of incoming mail was sorted and distributed to state government agencies in the Cheyenne area during FY99. A total of 3,343,681 pieces of outgoing mail was prepared and processed for the U.S. Postal Service and United Parcel Service. A total of 289,437 pieces of bulk mail was prepared and processed, and 1,063,834 pre-sort pieces were sorted and processed. Central Mail now takes care of the folding and inserting. In FY99 Central Mail folded 1,264,689 sheets, and 1,246,922 pieces were inserted. All Central Mail's postal and accounting systems are Y2K compatible.

### **Copy/Forms Program**

This entire program was re-evaluated in FY99. The contract with IKON for convenience copiers for agencies was amended. The copy shop portion of the program was discontinued in June 1999 for reasons of efficiency and marketplace service availability. New contracts were initiated by Procurement to assist with agency needs.

### **Facilities Management Maintenance**

FM Maintenance Services staff are responsible for maintaining and repairing buildings and grounds within the Cheyenne Capitol Complex. Services provided include care of the lawns, gardens, trees and shrubs around the buildings; preventive maintenance, repairs and remodeling of the buildings and their internal systems (electrical, HVAC, plumbing, etc.); and oversight of construction of maintenance/repair projects performed by non-FMD workers. Facilities Management (FM) Maintenance is comprised of four work units: Building Maintenance, Custodial Services, Grounds Maintenance and MEP (Mechanical, Electrical, Plumbing) Maintenance. Reports for each work unit are included below.

#### **FM Building Maintenance**

The following projects were completed during FY99:

- 1) Inspection/walk-through on new roofs in the Capitol Complex;
- 2) Relocation and/or construction of various walls in buildings throughout the complex;
- 3) Renovation and refinishing of doors at various buildings;
- 4) Installation of ceiling tiles and carpet and painting of walls in buildings throughout the Capitol Complex;
- 5) Assistance with coordination of work on the Emerson Renovation project; and
- 6) Completion of more than 1,600 service requests.

#### **FM Custodial Services**

FM Custodial Services provides housekeeping services for offices and common areas within the 22 state owned buildings in the Capitol Complex and surrounding Cheyenne area. New carpet cleaning systems and new restroom renovation programs continue to be implemented. In addition, Custodial Services continues to implement the new management operation system started in FY96. Custodial Services continues to partner with the private sector for staffing services. The section has also initiated measures to develop and present a more confident, professional image. All facilities have been maintained so as to provide a clean, healthy and safe environment for employees and residents of the state.

#### **FM Grounds Maintenance**

The following projects were completed:

- 1) Renovation and upgrade of irrigation systems across the complex;
- 2) Planting of trees throughout the Capitol Complex, using Centennial Endowment and Exxon Grant monies;

3) Preparation and monitoring of more than 45 special functions at the State Capitol and Herschler Building;

4) Completion of more than 245 miscellaneous work order responses;

5) Maintenance of parking lots, including reseal and striping; and

6) Maintenance of 18 acres of ornamental turf and nine acres of native turf. Turf maintenance includes irrigation start-up, repair and winterization; fertilization, tree trimming and removal and planting/maintenance of flower beds.

### **FM Mechanical, Electrical, Plumbing (MEP) Maintenance**

Technicians continue to use 70 percent to 80 percent of their time to complete preventive maintenance tasks and 20 percent to 30 percent to complete work orders and/or complete equipment modifications that enable agencies to perform program assignments. More than 675 work orders were completed in FY99.

Other accomplishments:

1) Completed various moves in all buildings that required assistance from HVAC, plumbing and electrical staff;

2) Completed the Capitol Chilled Water Plant project in FY99. This project also involved installation of a screw compressor system to supply temperature control air to the Hathaway, Supreme Court, Barrett, Capitol and Herschler Buildings;

3) Assisted with project design review on the Barrett renovation, temporary heating from the main steam plant, supply of chilled water from the main chilled water plant and assessment of specialized environmental systems;

4) Completed the Emerson renovation project; and

5) Continued progress on the preventive maintenance software program.

### **Facilities Management Planning and Construction**

The Planning Section of FM was developed in FY96 to implement the new policy that directs GSD to deal with management of facilities statewide. The section continues to gather information on existing state facilities by the development of a building assessment survey. The actual assessment is under way, and over 40 state buildings have been surveyed. The section will use this information to develop a statewide database that will be used to predict statewide facility needs on an ongoing basis. Major projects completed are the Boys School Administration Building and various Americans With Disability Act (ADA) projects throughout the state. Ongoing projects include the renovation of the Barrett Building and statewide ADA projects. New projects just under way include the Capitol roof replacement, an addition and multiple facility renovations at the Wyoming Girls School and construction of a new hospital facility at the Wyoming State Hospital.

### **General Services Administration**

The division serves as the administrative arm of the State Building Commission (SBC) and has extensive responsibilities for developing and implementing a statewide facilities maintenance/management program. New rules for SBC were written, filed, considered and approved by LSO Management Council in November, 1997. SBC goals/responsibilities were incorporated in the strategic plan for A&I.

The Capitol Information Desk staff assisted and/or gave tours to over 20,736 guests in FY99. This figure does not include visitors who stopped during the 1999 legislative session. Specialized school tours were given to over 65 groups. The Herschler Information Desk responded to over 20,800 switchboard calls, assisted approximately 6,500 walk-in customers and provided room reservation services for 1,300 meetings. Leases managed in FY99 numbered over 160. A daily average of 17 service requests were received from Cheyenne agencies and processed on the computerized system. A similar procedure for processing of service requests for agencies in leased space was developed and implemented in FY99. Student interns from Laramie County Community College (LCCC) were used to provide technical, research and resource assistance at the Capitol Information Desk. LCCC and GSD staff have initiated a joint effort to acquire grant monies to pay wages for the student interns.

### **Motor Vehicle Management System (MVMS)**

MVMS provides reasonably priced motor vehicles, on a per trip basis and on a permanently assigned basis, to state employees and state agencies for use in the conduct of state business. MVMS manages and maintains approximately 770 vehicles that travel more than 9,000,000 miles per year. Of these, 108 are located in Cheyenne at the Motor Pool for use by state employees on a per trip basis. The remaining vehicles are located throughout the state as permanently assigned vehicles for other state agencies. The Motor Pool staff performs in excess of 2,800 repair and preventive maintenance procedures annually on vehicles owned by MVMS and other agencies. MVMS continues to maintain a local area network and has acquired state-of-the-art fleet management software to improve reporting capabilities. It has also streamlined the reservation and dispatch of Motor Pool vehicles. The automated refueling system implemented by MVMS in conjunction with the Department of Transportation is in use throughout the state. There are 16 sites in operation to date with several more scheduled to open in the future. Customer service has been improved while administrative and accounting overhead costs have been reduced. MVMS has also partnered with WYDOT, Game and Fish Department and the University of Wyoming to form a Statewide Vehicle Team. By joining forces, the team will reduce vehicle acquisition and disposal costs. MVMS continues to provide safe and clean vehicles for lower rates than could be provided by the private sector.

### **Procurement**

Major accomplishments of the Procurement Section have included the completion of several significant RFPs and bids. These projects required a considerable amount of time but are expected to result in a quality product at a substantial savings to the taxpayer. In spite of budget and staffing restrictions, Procurement staff has managed to remain active in purchasing issues on the national and regional levels. Staff participation has included joint contract discussions with the Western States Contracting Alliance, speaking engagements at economic development and other professional conferences, along with normal communications with other political subdivisions and neighboring states. Procurement staff continues to participate on various governmental committees involved in contract requirements, preference issues, electronic commerce, etc., as well as providing various training sessions to state agencies.

### **Risk Management/Self Insurance**

The Risk Management Section purchases insurance, manages the State Self-Insurance Program, administers third party liability, property loss and subrogation claims on behalf of the State of Wyoming and provides loss control assistance to state agencies. Additionally, the section administers police liability claims filed against local and state law enforcement officers in their individual capacity. An important component of this process is the Risk Management Section's participation in the State Building Assessment with Facilities Management and the State Building Commission. Risk Management continues to obtain valuable information from the assessment to prepare a comprehensive property insurance schedule for prospective property insurers. A new property insurance package with more comprehensive coverages was purchased in FY99.

A total of 767 liability claims and automobile physical damage claims was filed with Risk Management during FY99. Since the claims reporting period for liability claims in Wyoming is two years from the date of occurrence, there could be outstanding claims from fiscal 1999 until June 30, 2001.

Risk Management continues to work with the Attorney General's Office to update all insurance requirements in the State Contract Manual. The Risk Management Section advised the project managers on the Wyoming State Penitentiary project on insurance issues. Risk Management also procured Builder's Risk Insurance for the Wyoming State Penitentiary project at a significant savings. The section also coordinates litigation management efforts with the Tort Litigation Division.

### **Surplus Property**

The Surplus Property Section continues efforts to implement more efficient and cost-effective methods of receiving and reporting on the availability of surplus state property. Wyoming Surplus Property (WSP) does so by utilizing the Property Disposal Request (PP-4) form on SYSM (a statewide electronic communication

system). Surplus Property has continued to provide better visibility of the surplus federal property through publication of the Surplus Saver News flier. The flier is distributed to eligible agencies and institutions.

The federal surplus property program completed two inventory reduction auctions and conducted compliance checks state-wide. The automation of the federal surplus program was completed. A total of \$2.1 million (based on federal acquisition cost) worth of property was distributed to eligible programs within the state for a cost savings of 92 cents for each dollar spent. State agencies acquired \$314,214, local public agencies acquired \$1.3 million, and non profit agencies acquired \$161,075 worth of federal property based on the federal acquisition cost.

A total of \$108,275 was redistributed to the general fund in state surplus property revenues. On-site bid and retail property sales were conducted, grossing \$106,700 and returning \$32,485 to the general fund and \$4,514 in sales tax revenue to the state.

The section coordinated and processed the distribution of \$130,484 (based on federal acquisition cost) to state and local law enforcement agencies through the federal excess 1033 law enforcement property program for a cost savings of 99.6 cents on the dollar.

## ❖ *Strategic plan changes*

Refer to strategic plan submitted September 1997.

# Information Technology Division

## General information

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## Other locations

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## Year established and reorganized

Established March, 1974, reorganized July, 1990

## Statutory references

W.S. 9-2-1018, 9-1-1005, W.S. 9-2-1026.1/2 and W.S. 9-2-1101-1106

## Number of authorized personnel

132 full-time

## Organizational structure

Administration, MIS Support, Systems Development, Computing Center, Telecommunications

## Clients served

Primary clients served are legislative, judicial and executive branches of state government including University of Wyoming. Other clients include community colleges, K12 education, counties, municipalities, law enforcement, Army National Guard, Air Guard, Camp Guernsey and private industries statewide.

## Budget information:

General fund	\$1,166,081
Intergovernmental fund	15,690,679
Trust and agency funds	1,392,926
<b>Total</b>	<b>\$18,249,686</b>

## ❖ *Mission and philosophy*

To provide computer technology leadership and services. To support and enhance the information content and information transfer needs of the state. To meet the service needs of our customers, through internal and external partnerships.

## ❖ *Results of outcomes*

### Y2K Project

The Y2K Project served as the coordinating center for all information technology year 2000 projects. The project conducted statewide inventories on systems, secured the services of outside contractors for testing and remediation of systems for use at the discretion of state agencies and monitored the progress toward compliance. The inventory identified that the state had 396 PC and client server applications and 132 mainframe applications that could be potentially affected by Y2K issues. Based upon a criticality rating from one to five, with five being the highest applications, as of the time of writing of this report, type four and five applications should function adequately in January of 2000 with few or no exceptions.

### MIS Section

The Equipment Service Center processed 6,036 requests for repair of personal computers, related hardware and office equipment and utilized 13, 947 staff hours. As compared to the previous year, service requests were up 17 percent, and staff hours increased 14 percent, resulting in a net increase in productivity.

The Management Information PC Support Section processed 1,727 support requests for software, hardware, local area network and wide area network assistance and 10 needs analysis requests from state agencies. Response time on trouble calls was 53 percent of calls resolved within one day, 24 percent resolved from one day to seven days and 23 percent of calls requiring greater than one week to resolve. In addition, this section provided support to the statewide email system, covering more than 6,000 employees, and maintained the state's Internet home page and links.

Computing Center Operations processed 632,243 batch jobs, system tasks and TSO sessions during FY99. Mainframe availability was 99.46 percent of 24 x 7 x 365 for on-line users. Removable storage of 22,300 tapes was cataloged and tracked. An average of 275 backup volumes were rotated to off-site storage weekly.

*Note:* This number is down from FY98 and output projection in strategic plan due to increased density on new tape drives, actually backing up more data.

Direct access storage administrators managed 544 billion bytes of disk storage. Average seek time for direct access devices was 10 milliseconds. Security requests numbering 5,880 were processed for access to 70,069 direct access and 18,906 tape files. RACF commands were issued numbering 5,880 to maintain security access levels.

There were over 100 transactions to administer 350 active electronic card keys, and 50 requests for access by conventional key were serviced. Wide Area Network Management was provided for state agencies to connect over 7,500 IP/IPX nodes. Modules moved from test to production was 494. PSS performed maintenance on 50 production JCL libraries. This number is down from 117 due to consolidation and Y2K cleanup. Off-site backup and hot site plans are in progress. Partnership and letter of intent has been established with University of Wyoming (UW). Actual implementation of "hotsite" portion will require a combined package of mainframe replacement, DASD replacement, off-site tape libraries and network connectivity. RFP and further progress on hold pending decision on mainframe replacement.

Mainframe operating system and all program products were upgraded in November 1998 to Y2K ready as listed by each vendor. Platform operating system will be stabilized until all agencies have completed Y2K efforts and production has been experienced.

Major projects completed:

- Computing Center personnel and network managers participated in installation, implementation and ongoing operation of the Wyoming Equality Network.

- The DCI message switcher was converted to CICS 4.1, Y2K readiness and other upgrades. All CICS regions now at 4.1 level.

- PSS responded to 1,696 requests for assistance of which 562 were repair/restarts on after-hours calls.

- OS/390 2.4 and all associated program product upgrades were installed and placed into production in November 1998.

- Computing Center, Systems Programmers, PSS and Operations supported contractors and offshore developers in development and conversion of new WINGS system.

- A major scheduled shutdown affecting the entire state was executed to allow electrical upgrades and replacement of utility transformer.

- A major project was completed to replace the aging UPS batteries.

- One of the network managers for the state network was relocated to Gillette as ITD's first experience at telecommuting.

- Network utilization and statistics were made available on the Web to ITD customers.

- Beginning in April, ITD negotiated a DS-3 upgrade to Internet. Installation is not complete due to lack of carrier provided facilities.

- TEXTDBMS was eliminated as a major mainframe text processing and telecommunication system.

- A combined committee of ITD and UW IT personnel was formed to develop a disaster recovery plan for ITD and UW mainframe installations.

- Investigation and justification was prepared for three presentations to ITOP and one to Governor Geringer on feasibility of mainframe and DASD replacement.

- New RACF security administration software was evaluated and placed into production.

### Systems Development

Systems Development Section processed 200 service requests during FY99. These requests covered the following activities:

#### *Projects started:*

- State Land Office Systems

- Crime Victim's Compensation Commission (CVCC) phase II

- Maternal Children's Health

- CPA Web Training

- Domestic Violence/Protection Orders System

- State Hospital Fixed Assets FoxPro to Geac

#### *Projects in progress*

- Corrections Information and Demographic System

- BYIN (system pays Medicare premiums for the state)

- E-forms (Internal)

- WOLFS interfaces from Treasurer, Game and Fish

- Workers' Compensation System Conversion

- Fixed Asset Bar Code Scanner Programming

- Retirement Payroll conversion

- Geographic Information Systems (GIS) census data, NSGIC upgrades, WGIAC Updates, reapportionment system

#### *Projects completed:*

- G&F License Accounting

- A&I Budget B11 System

- EMS Registry Powerbuilder Upgrade

- DCI Uniform Reporting System

- Recman Web Site Update and conceptual design

- CVCC Phase I

- SR17 System (internal)

- DFS Access to Criminal History

- SAO Payroll Conversion

- Payroll W2 Processing

- WOLFS / DVR interface

- Wage Determination/DOT



*Year 2000 Conversions In Progress:*

- Telecom Video Conference Scheduling
- Insurance Dept Agent, Company, Education Tracking

- DOT Equipment Management

- Vital Records Receipting

- Fire Prevention Emergency Services

*Certification*

- Treasurer's Unclaimed Property system

- Education's School Food Services system

- Criminal History - III Synchronization

- Commerce Records Management system

- Bd of Pharmacy Physician tracking system

*Year 2000 Conversions Completed:*

- A&I Vacation/Sick Program

- State Lands Grazing Leases

- Secretary of State Voter Registration system

- DFS Possee (one module)

- Criminal History System

- Wyoming Warrants System

- Concealed Firearms Permit System

- Wyoming Message Switch

- Vital Records - Federal Interface

*Other Development/Enhancements/Maintenance:*

- G&F Landowner Coupons, License Draw,

*License Accounting*

- Emergency Medical Technician System

*and Commission Systems*

- Treasurer's Unclaimed Property, Collateral Deposit Banking

*Telecom Billing, Personnel Management, Purchasing Liability Claims Pool and Fixed Assets Systems*

*Health's Public Health Nursing Time Accounting, Senior Citizen Tax Refund, Letter of Credit Draw*

*Auditor's WOLFS system Interfaces and Focus Files, Payroll*

*Education's School Food Services, Commodities and GED Systems*

*DOT's Equipment Management System, Accident Records and Outdoor Sign Inventory system*

- Group Insurance WOLFS Interface

*Workers' Compensation/Vocational Rehabilitation System*

- Professional Teachers' Standards Board system

- Administrative Hearings Case Tracking System

- WIC System

- Agriculture Licensing Systems

*Retirement Volunteer and Paid Fireman, Payroll and Contributions systems*

*DFS Possee/SDX and Seniors Low Income Energy System*

*State Lands Subsurface Leasing, Grants & Lonas, Grazing Leases, Farm and Irrigation Loans*

*Secretary of State's Central Filing and Random Jury Selection systems*

## Telecommunications

The Telecommunications section coordinated, enhanced and expanded the statewide network that supports voice, video and data communications. Frame relay utilization was expanded during the past year as state agencies were shifted to the less expensive technology. Circuit upgrades from 56kps to 1.5mps were common as the need for faster bandwidth continues to grow.

There was no new growth experienced in the existing compressed video system. It did provide scheduling services and coordination for 21,614 hours of video connectivity during this reporting period. The section has worked to install PBX phone systems in three buildings, the Woodson and two locations for the Business Council. Ten phone PBX systems were upgraded with software and hardware to assure year 2000 compliance. The section is heavily involved in the Wyoming Equality Network. Support has been given in the areas of project management, site survey visitations and billing. The first phase of this system has been deployed; all of the schools in the state are connected to the network. The second phase is well under way with personnel from the section providing assistance in leading the Video RFP committee, project management and in video site surveys.

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## Human Resources Division

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### General information

Darald L. Dykeman, Administrator

### Agency contact

Darald L. Dykeman

307/777-6713

2001 Capitol Ave.

Emerson Building Room. 128

Cheyenne, WY 82002-0060

ddykem@state.wy.us

### Year established and reorganized

Established 1971, reorganized 1991

### Statutory reference

W.S.9-2-1019, 9-2-1022 and 9-2-1034

### Number of authorized personnel

21 full-time

### Organizational structure

Administrative Section, Classification Section, Selection Section

### Clients served

Executive branch agencies, boards and commissions, state employees, the State Legislature and residents of Wyoming.

### Budget information

General fund	\$910,188
Trust and agency	199,415
<b>Total</b>	<b>\$1,109,603</b>

## ❖ *Mission and philosophy*

To develop and administer uniform personnel policies procedures and programs.

## ❖ *Results of outcomes*

### Administration Section

The Human Resources Division (HRD) completed a customer satisfaction survey of state agencies. Surveys were sent to 105 agency personnel with a response rate of 61.4 percent. The survey evaluated satisfaction and importance of services. The overall rating showed 85.5 percent percent of those responding were satisfied with the division as a whole in providing quality services on applicable statutes, regulations, procedures and programs.

The Human Resource Division referred 14 Personnel Review Board hearings to the Office of Administrative Hearings according to W. S. 9-2-1019.

Supervisory development courses were conducted quarterly to provide state supervisors a foundation upon which to administer effective personnel management principles in accordance with state and federal laws and the state personnel rules, thus reducing the risk of lawsuits, grievances, appeals and allegations of unfairness. During FY98-99 there were nine grievance committees established to hear grievances.

General activity completed during FY99 in support of payroll and personnel actions:

- Payroll action process, 16,449;
- Personnel files established and purged, 3,794;
- Service awards prepared, 875;
- Employment verifications, 1,537; and
- Imaged documents, 109,350.

### Selection/Training Section

The HRD participated in job fairs at the University of Wyoming and Laramie County Community College (LCCC). Members of the selection staff participated on employer advisory panels at the special request of LCCC. Members actively participate and provide advice on the Business Office Technology Advisory Committee through LCCC.

The HRD provided specialized selection and interviewing training and was an active advisor to the State Library Board and other selected members in the recruitment for the state librarian.

All open competitive employment opportunities released through a State of Wyoming position vacancy announcement were posted on an electronic job

bulletin board on the Human Resources Division's Web site at <http://personnel.state.wy.us>.

A screening process was continued that allowed state agencies to review and screen applications for meeting the minimum qualification requirements on 22.23 percent of their vacancy announcements. The section modified internal applicant screening documentation and trained agency staff as needed.

The section received and processed 6,623 employee and probationary employee performance appraisals. All of the appraisals were entered into a master database and then electronically imaged for permanent record storage. The section provided five training sessions on the performance appraisal system for supervisors. There were two performance appraisal appeals received and reviewed for compliance as to the purpose and intent of the performance appraisal system and as to adherence to the procedures of the performance appraisal system.

The section coordinated 227 training sessions that consisted of 179 various types and levels of computer classes and 48 specialty workshops with a total of 2,209 employees attending.

The Human Resources Division coordinated and presented a two day Support & Technical Staff Conference at Little America with 759 participants attending. They also coordinated and contracted with the Mountain States Employers Council, Inc. to present a one day workshop on FMLA: A Guide for Human Resources. This workshop was directed at state agency human resource personnel and the Human Resources Division.

The section coordinated three employee orientation sessions for new state employees with approximately 120 employees attending.

The section made considerable progress in the backlog conversion of paper documents to electronically imaged documents. The imaging system was purchased from savings derived through outsourcing the section's traditional training function. To date, 26,072 performance appraisal records and 36,712 employment applications have been converted to the Liberty Imaging system.

The staff of the Human Resources Division attended the Labor Law Training provided by the Wyoming Labor Standards Division and the U.S. Department of Labor in Casper. They also attended the various training sessions provided by the State Auditor's office on the new payroll/human resource information system.

Other activities of the Selection, Recruitment & Training Section consisted of receiving, processing and screening 16,524 employment applications and 1,272 official requests for recruitment; developing and distributing 660 certificates of eligible applicant lists to state agencies; administering and/or scoring 2,291 employment examinations; and producing and distributing 320 official state vacancy announcements.

Position description questionnaires were reviewed and minimum qualification requirements were written for approximately 67 new classifications.

### Classification and Compensation Section

Representatives of the HRD met with the following field locations to meet with agencies regarding human resource issues and conduct reviews relating to occupational studies:

- Dept. of Employment in Casper;
- Dept. of Corrections, Honor Farm, Riverton;
- Dept. of Health, Training School, Lander;
- Dept. of Corrections, State Penitentiary, Rawlins;
- Dept. of Employment, Disability Evaluation Section, Cheyenne;
- Dept. of Employment, Vocational Rehabilitation field office, Cheyenne;
- Dept. of Family Services, economic assistance and social workers, Laramie; and
- Dept. of Corrections, Probation and Parole field office, Cheyenne.

At the request of the Compensation Commission, the HRD contracted with Mountain States Employers' Council in Denver to conduct an attitude survey of all information technology employees in the executive branch of state government excluding the University of Wyoming. This survey had a response rate of 80 percent (179 out of 225). The survey evaluated supervision, hours and working conditions, benefits, job satisfaction, training, management and pay.

The HRD completed a regional salary survey of executive level positions. The survey states included South Dakota, Nebraska, Colorado, Montana, Utah and Idaho. Results of the survey were used to update the Wyoming Directors' Pay Plan.

The Compensation Commission met several times to review market issues and reversion funding distribution methods. A formula for distribution of funds to agencies was developed by the Budget Division and approved by the Compensation Commission. Reversion funds were distributed to agencies in April.

Data was compiled from the Central States Compensation Association and the Department of Employment salary survey for determination of target market. These data sources were used to move employees toward market in April with compensation pool funding.

Statewide occupational studies of human services positions were completed. Positions involved included 500 nurses aides, 245 registered nurses, 1,000 social workers and counselors, 160 food service workers, 200 economic assistance workers/workers compensation, and 200 employment services for a total of 2,305 positions.

The HRD worked with the State Auditor's Office on data needs for the new payroll/human resource information system. The new system provides for agency direct access and input to the centralized personnel databases.

The HRD conducted a re-engineering project for the state suggestion awards program. This included researching successful programs; proposing new policies, procedures and reward formulas; and working

through the Legislature to revise W.S. 9-2-1034.

The HRD presented its annual statewide personnel conference to provide information and educational opportunities to 125 agency business managers, human resources professionals and supervisors. The conference focused on improving interviewing skills and *The Seven Habits of Highly Successful People*.

To improve communications with agencies, the Classification and Compensation Section developed a periodic newsletter called "What's Up." This newsletter provides agencies with up-to-date information through an e-mail list of 125 agency human resources, business management and agency directors.

## Information Planning and Coordination Office

### General information

Larry H. Stolz, Chief Information Officer

### Agency contact

Larry Stolz  
307/777-6410  
Fax 307/777-3696  
2001 Capitol Ave., Room 214  
Cheyenne, WY 82002-0060  
lstolz@state.wy.us

### Year established

1995

### Number of authorized personnel

11 full-time

### Organizational structure

Business Recovery Section, Planning and Coordination Section, Administration

### Clients served

State, county and local government entities; educational entities K-college; private vendors; general public.

### Budget information

General fund	\$1,096,612
Internal fund	230,063
<b>Total</b>	<b>\$1,278,126</b>

## ❖ Mission and philosophy

To provide organization and facilitation for state enterprise activities such as reorganization (IT), Business Recovery (State of Wyoming and the University of Wyoming), On-Line Government, electronic commerce, strategic planning, "single-point-of-contact-review" for federal grants, evaluation of agency work flows and processes; to analyze risk; to

identify purchase alternatives; and to establish vendor evaluation criteria.

Agency philosophy is to share common goals, problems and solutions across agency lines in an effort to increase efficiency, reduce duplication and save dollars by sharing systems where possible.

## ❖ *Results of outcomes*

Information Planning and Coordination (IPC) projects are basically divided into two categories - defined and ongoing:

Wyoming Insurance Department Project (defined) included 14 months of analysis and process documentation for the replacement of their previous application software and procedures. IPC facilitated sessions, wrote the requirements, interviewed vendors, helped during negotiations and remains active in the implementation of the new, single database system. The new system will meet the Y2K requirements, and it will be operational by year 2000.

Wyoming Liquor Division (defined) included five months of analysis and process documentation for the replacement of their old system. IPC has remained the WLD's business advocate throughout the analysis and search. WLD is implementing their new system and will have it up and running by the first of year 2000.

Game and Fish Department (defined) approached IPC with the challenge of identifying work processes and work flows to find out what tasks are required (high priority) and which tasks have evolved (low priority). IPC provided the final document that prioritized responsibilities of the job(s) along with definitions and will graphically depict critical/required work requirements for G&F.

Information Technology Division requested help with a disaster recovery plan (ongoing) for the mainframe (Emerson Building) and for the mainframe (University of Wyoming). IPC analyzed and documented the various stages of building a recovery plan. IPC facilitated sessions with both the state and the University of Wyoming. A document that clearly depicts emergency procedure and a video of an actual shut-down and the steps that were taken are now a matter of record.

The state mainframe upgrade justification (ongoing) diagrams and rationale were developed within IPC in partnership with ITD personnel. The additional requirements for the mainframe upgrade are being developed through agency surveys about needs and growth ideas.

Electronic Commerce/On-Line Government (ongoing) is being developed under the direction of IPC. The Governor and various committees have relied on IPC to identify the opportunity and to formulate a plan of action. IPC is writing the RFP for On-Line Government.

The consolidation of services (ongoing) through agency partnerships is about to happen as a result of IPC laying the groundwork for a strategic workshop.

This workshop will prioritize needs and opportunities while identifying projects that multiple agencies can share.

IPC acts as a special liaison to the Governor (ongoing) in addition to working on special projects such as WEN, NetDay and CERA.

IPC is coordinating the effort to reorganize IT (ongoing) for the Enterprise and is involved as support staff for telecommunication issues.

## ❖ *Strategic plan changes*

The objectives (goals) for the Information Planning & Coordination Office include:

- To assist the Governor and/or CIO in coordinating a successful effort to reorganize Information Technology across agency lines.

- To assist the Governor and/or CIO in helping to facilitate a common vision and direction in the area of On-Line Government.

- To assist the Governor and/or CIO in identifying opportunities for the partnering and sharing of both tangible and intellectual resources.

- To organize and facilitate Business Recovery procedures (RFP development, bid review, etc.) that enable reciprocal hot-sites at both the Emerson Building and the University of Wyoming Data Center.

- To facilitate the solving of agency problems such as business analysis, workflow analysis, risk analysis, purchase alternatives and vendor qualifications through the full utilization of IPC's new CASEwise modeling application.

- To provide project leadership for the special project needs of the Governor and/or the director of Administration and Information.

- To provide assistance to the Telecommunications Council and to provide assistance to the Wyoming Business Council (if requested).

- To partner with Wyoming communities and agencies to complete the information infrastructure, including the activities of NetDay and CERA.

- To investigate and identify the opportunity for the development of a data warehouse (central repository) that would allow data sharing.

- To continue to review federal grant applications.

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# State Library Division

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## **General information**

Lesley Boughton, State Librarian

## **Agency contact**

Linn Rounds

307/777-5915

Supreme Court/State Library Building

2301 Capitol Ave.

Cheyenne, WY 82002-0060

lround@state.wy.us

### **Year established and reorganized**

Established, 1871; reorganized into the Department of Administration and Information, 1991

### **Statutory references**

W.S. 9-2-1026.3 to 9-2-1026.7

### **Number of authorized personnel**

28.25 full-time

### **Organizational structure**

Fiscal and Technical Services; Network Coordination; Public Programs, Publications and Marketing; Statewide Information Services; Library/Information Systems and Development

### **Clients served**

Elected officials, state employees, local governments, directors, boards and staff of the 23 county libraries; academic librarians and staff; special librarians and the residents of Wyoming

### **Budget information**

General fund	\$1,631,981
Federal	461,611
Trust and agency fund	994,765
<b>Total</b>	<b>\$3,088,357</b>

## **❖ *Mission and philosophy***

To anticipate and respond to the needs of the people of Wyoming for information and library services in partnership with libraries, government agencies and other information providers.

The state library supports A&I's Goal 3 to support and enhance the information content and information transfer needs of the state by focusing its activities and resources in these major areas:

- networking;
- interlibrary loan and cooperative collection development;
- training and staff development for its primary constituencies, the libraries and information providers; and
- information development and delivery.

The Wyoming State Library (WSL) works in partnership with other agencies and information providers to accomplish its goals.

## **❖ *Results of outcomes***

**Objective A:** Complete the integrated Wyoming Information Infrastructure so it will be accessible to 90 percent of Wyoming residents by the year 2000

The WYLD (Wyoming Libraries Database) System is designed to assist libraries in performing circulation functions and sharing resources through a bibliographic database. Its purpose is to make informational resources more accessible and usable to Wyoming residents. The WYLD system underwent a

phenomenal year of growth and development. All of the developments bring WYLD closer to its stated vision for "Wyoming people seeking information to think first of WYLD."

A new Web-based interface for library users, or "public access catalog" (PAC), was adopted by the WYLD System to make searching easier for patrons. Called "WYLD Cat on the WEB," the new PAC uses color and graphics to help patrons locate books in Wyoming libraries, find the full text of articles in magazines and find other information resources on the World Wide Web. Implementation of WYLD Cat on the WEB was accomplished with installation of new software, a new large statewide server, an upgrade of telecommunications between libraries statewide and extensive training in the configuration and use of the new interface.

Telecommunications upgrades to most of the WYLD user libraries involved the migration to frame relay connections, a technology much less susceptible to traffic slowdowns. A dozen of the larger libraries also increased the size of their telecommunication line to accommodate over 20 times the amount of data capacity. Accomplished in cooperation with the ITD's Telecommunications section, these new connections have made possible the change to the new graphical PAC and accommodated increased use.

A number of valuable external databases were licensed during the year by the State Library for use by all WYLD libraries. Through this group purchase, libraries have realized a tremendous cost savings and the ability to access a greatly expanded number of information resources. Altogether, these resources give access to full text for more than 1,000 magazines, newspapers, radio and television broadcast scripts; an entire encyclopedia; and guidance in locating tens of thousands of fiction books, helping library users find recreational reading to match their reading tastes.

Training in the configuration and use of all of these sources of information was offered regionally to the personnel working in WYLD libraries by State Library staff. To assist them to help build path finders in the Web environment for their patrons locally, training sessions were also offered on the planning and building of Web pages.

Anticipating that WYLD libraries would also be faced with questions of appropriate use of Internet resources, the State Library offered seminars on Internet filtering to help local public library boards develop policies in keeping with the standards and philosophy of their local communities, once the broad world of the Internet became easily accessible.

General assistance in the use of the new tools of technology was offered throughout the year as the WYLD system grew in size and scope. Assistance included testing and setup of security software for the public terminals of WYLD libraries. Advice and software on addressing concerns with Y2K were offered by the State Library. New WYLD libraries during the year included four public library branches, three schools and one special library, and the last Wyoming county

not to be a full member is now committed to becoming "WYLD" within the year.

Through the assistance of a State Library staff member, 11 Wyoming libraries qualified for \$39,954 Universal Service (E-rate) Program awards in Cycle 1. The program is administered by the Schools and Libraries Division of the FCC to meet the need for equitable access to telecommunications resources for all libraries and schools. Libraries are eligible to receive discounts based on poverty level and location, rural or urban. Discounts range from 20 to 90 percent and may be applied to telecommunications services, Internet access or internal connections, not to computers, software or unrelated services.

In the second cycle, there was a 100 percent increase in participation with all 24 eligible library systems submitting applications. Only three of those libraries were dropped from consideration. The remaining 21 have qualified for \$68,819.36, almost doubling the amount received in Cycle 1. For the first time, there was a separate application for the WYLD network, but it is still under review. Thousands of more dollars could come from that to support the telecommunications network of the libraries.

The State Library became an associate member of the Southeast Wyoming Cooperative Technology Consortium (WYCOT). This is a regional group working together to coordinate and provide staff development and technology support to southeast Wyoming public libraries, school districts, UW, Laramie County Community College and the State Library. A recent benefit is a licensing agreement that will reduce annual costs for upgrading Microsoft software used at the State Library. It is hoped that it will extend to a statewide agreement in the next year so that other libraries can receive the same benefit.

Wyoming On the Web (WOW) continues to meet regularly and is chaired by State Library staff. It continues to play a part in information technology policy development especially in the areas of copyright, email, filtering, digital preservation and IT training.

The Gartner Group contract is managed by the Wyoming State Library for the state and its political subdivisions. This contract provides up to date information and consulting on the use and application of information technology. The State Library sells seats to those interested in this service at \$1,500 per seat. In FY99 30+ seats were sold to 11 state agencies, the Supreme Court and the University of Wyoming. It is anticipated that at least 40 seats will be sold in FY00.

The State Library submitted an application to participate in the State Partnership Grant Program of the Gates Library Initiative. This will qualify eligible public libraries serving low-income communities to receive computer equipment, technical support and training through the Gates Center for Technology Assessment.

**Objective D:** Retrieve, coordinate, collect and interpret information from electronic and print resources for the end user and continue to support and develop the traditional and evolving role of libraries.

The Library Development Office delivered 105 continuing education programs to 1,391 attendees throughout the state. It assisted five county library boards in recruiting library directors and presented workshops on Internet policy development in 15 counties. It monitored and responded to federal initiatives that affect libraries.

The office awarded a grant to the School Library Media Section of Wyoming Library Association to support school library media personnel in adopting a plan to implement information literacy standards in Wyoming schools.

The office convened a team including two State Library staff, two county library directors and the chair of the State Library Board to participate in a two day seminar in Denver titled "The Future's in the Balance." The seminar was funded by the Urban Libraries Council and was designed to help libraries use communication research to build support in the digital age. The team will work on skill building with county library boards and directors.

Statewide Information Services (SIS) staff ensured that the State Library Documents section passed the inspection of the Federal Selective Depository Library by the Government Printing Office. Exceptional marks were received in the areas of collection development, bibliographic control, collection maintenance, staffing, public services and cooperative efforts. The state was "noncompliant" in the area of physical facilities, being deficient in patron work space, shelving for the collection and compliance with ADA requirements. The inspector was extremely complimentary to Wyoming and its libraries, stating that "WYLD is the mitigating factor" for libraries statewide, and the State Library's "WYLD leadership is commendable." SIS also administered contracts with the University of Colorado - Boulder and Marcive to meet requirements of the Federal Depository Library Program.

SIS staff received the Award of Excellence from the local chapter of the American Records Management Association for work with the State Archives on state publications, adding state archives collections to the WYLD database and working on a project to develop a Wyoming cultural resources Web link titled "Heritage Resources — A Gateway."

At the request of the Joint Legislative/Executive Committee on State Government Expenditures and Revenues, staff prepared "Wyoming Revenue Sources and Expenditures: A Bibliography." It was distributed in paper and made available to the committee electronically on the library's home page.

The SIS manager provided ongoing leadership in developing a plan for collaborative collection development strategies in Wyoming libraries. A project for statewide collection of periodicals involves more than 30 libraries and 300 titles of newspapers and magazines.

The interlibrary loan (ILL) staff mediated 3,700 ILL requests, including the facilitation of more than 3,000 for Wyoming libraries, and loaned 4,500 articles from the State Library collection.

Staff provided reference services for 4,800 author/title queries and 1,850 research requests.

The State Library worked with other members of the Water Library Consortium to develop guidelines for the Wyoming Water Library in the Herschler Building and the Water Resources Data System Library in Laramie.

Training was offered to libraries and government agencies statewide for GPO Access, government information on the Internet, Internet as a reference tool and the FirstSearch databases.

This unit supported economic development initiatives by providing special training in business resources, cosponsoring a business reference workshop with the University of Wyoming, teaching marketing research methods to a Small Business Development Center NxLevel class and developing a "Business Information Pathfinder" in electronic format. A project was also undertaken which resulted in the addition of the resources of the Business Information Center in Casper and the SBDCs statewide to the WYLD database.

Three State Library staff and a selected group of archivists and librarians from throughout Wyoming attended the "Digitization Conference" in Denver sponsored by the Western Council of State Librarians. Two staff attended the second annual Internet Librarian Conference focused on information professionals and Internet technologies.

SIS staff developed an agreement with the Governor's Office for publications that are received by that office. When they are received, they are sent over to the State Library, reviewed and cataloged immediately; thus they are quickly made available to libraries, agencies and the public. Publications not appropriate for the State Library's collection are offered to libraries statewide.

Guidelines were developed to be used by agencies, libraries and State Archives to identify Wyoming state publications

WSL also partnered with the Wyoming GIS Office to acquire, catalog and provide statewide access to the Wyoming DRG (Digital Raster Graphics) maps in CD-ROM format.

Bibliographic Services processed 23,211 federal documents, 2,061 state publications, 8,632 trade books and 294 large print volumes. The section checked in 3,365 federal serial, 221 state serial and 5,522 trade serials on WYLD; withdrew 479 federal documents, 648 state documents, 236 trade materials and 70 large print books; and did electronic maintenance on 670 federal documents, 1,160 state documents, 933 trade materials and 1,275 large print books on WYLD, Library of Congress and OCLC databases. A total of 825 serials were added to the WYLD serials module.

Original cataloging of state documents totaled 366 records.

Three additional large print collections were added to the existing rotation. There are now a total of 45 collections with an average of 170 books per collection that rotate to 32 libraries, four institutions and one senior citizens center.

Public Programs, Publications and Marketing (P3M) unit staff compiled, edited, produced and distributed publications including: *Wyoming State Government Annual Report*, *Wyoming Libraries Directory*, *Catalog of Wyoming Grant Programs*, *The Outrider* and *Coming Attractions* and one issue of *Sage Readers*.

The program manager spoke to more than 30 people on public and media relations to a class at Park College on Warren Air Force Base and to city managers at a Wyoming Association of Municipalities meeting. Other accomplishments include creation of a database for all mailing lists which are used to print labels. The new database minimizes duplication.

Staff received awards from the Wyoming Press Association and American Library Association for publications and aided the Wyoming Quilt Guild in placing a quilt reference book in every county headquarters library.

The State Library serves as the host agency for the Wyoming Center for the Book (WCB), a project of the Library of Congress. P3M coordinates and provides other assistance to WCB as needed. The unit obtained a grant from the Jeld-Wen Foundation and distributed \$10,000 to county libraries to buy new children's books.

"Deep West: A Literary Guide of Wyoming" was a major WCB project. Original submissions from 20 authors provide the core material for this project which also includes excerpts and biographical materials. Publication is expected in the year 2000.

*Mother Goose asks "Why?"*, a WCB reading program funded by the National Science Foundation, reached 85 parents on the Wind River Indian Reservation and in Torrington, Lusk and Cheyenne. Parents gather for four sessions to read and discuss selected children's books and try basic science experiments. The program is aimed at parents of children aged 3-7 who aren't regularly buying books or visiting libraries or museums.

For the second year Wyoming participated in the Letters about Literature contest for students grades four through 12. More than 200 students entered the WCB contest co-sponsored by the Weekly Reader Corp and Library of Congress Center for the Book.

The Business Office collected and analyzed statistical information for the Federal-State Cooperative System for Public Library Data. It also distributed a statistical report of data submitted biennially to the IPEDS program within the National Center for Education Statistics from the academic libraries in Wyoming

The office contracted with WLN to do a conspectus of community college non-fiction collections, which revealed inadequacies that must be addressed.

The central acquisitions service of the office ordered more than \$1,000,000 worth of library materials for customers at discounts ranging from 10 to 40 percent and negotiated for free shipping and handling on all purchases. Savings on items ordered was \$158,329.

The section ordered, purchased and shipped 1,003 new books for young readers to libraries throughout Wyoming from the Jeld-Wen Foundation grant to the Center for the Book.

# Department of Administration and Information organization chart

