

Department of Administration & Information

Results of outcomes

See individual division reports beginning next page.

General information

Earl Kabeiseman, Director

Agency contact

Earl Kabeiseman
307-777-7201
Department of Administration and Information
Emerson Building, Room 104
2001 Capitol Avenue
Cheyenne, WY 82002-0060
<http://ai.state.wy.us/>

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

360 full-time, 2 part-time employees

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, there are six divisions, and two other sections, which are as follows: Budget, Economic Analysis, General Services, Human Resources, Information Technology, State Library, Professional Licensing Boards Administrative Office, and Construction Management. Also, the Department of Administration and Information provides agency level support such as human resources, accounting, housing and budget for the Office of the Chief Information Officer (CIO). The CIO reports directly to the Governor.

Clients served

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

Budget information

| | |
|-----------------------------|----------------------|
| Internal Service Funds..... | \$29,987,579 |
| General Funds | 39,938,872 |
| Trust and Agency Funds..... | 108,674,451 |
| Statutory Reserve | 152 |
| Capital Outlay | 8,031,997 |
| Total Funds..... | \$186,633,052 |

Accounting Division

General information

Rory L. Horsley, Administrator

Agency contact

Rory L. Horsley
(307) 777-5010
2001 Capitol Ave.
Emerson Building, Room 104
Cheyenne, WY 82002
<http://ai.state.wy.us>

Statutory references

W.S. 9-2-1003

Number of authorized personnel

10 full-time employees

Organizational structure

Accounting Division, Billing Section

Clients served

Executive branch agencies, outside vendors

Budget information

| | |
|--------------------|--------------------|
| General Fund..... | \$1,003,674 |
| Internal Fund..... | 152,385 |
| Total | \$1,156,059 |

Results of outcomes

In FY05, the Accounting Division began tracking the mail date for all of the billings produced. This process showed that only 42 percent of the Motor Pool billings were mailed by the scheduled deadline, as stated in the Strategic Plan. Only 8 percent of the Central Mail billings were mailed timely, while 67 percent of the Information Technology billings and Telecommunications billings were mailed timely.

The Accounting Division also began tracking the flow of payables documents, albeit for only seven months of the fiscal year. This tracking revealed that 94 percent of the documents entered into the WOLFS system met the WOLFS processing deadline. The division continuously analyzes the process involved with the payables documents to ensure the highest possible percentage of documents are processed before the WOLFS deadline.

Strategic plan changes

The Accounting Division will evaluate the process behind each of the four billings generated to determine inefficiencies and areas in need of improvement or change. This evaluation will help to determine the most accurate mailing deadlines needed per billing. The division will also evaluate the accounts receivable balance on

an ongoing basis to ensure that the percentage of unpaid liabilities remains low.

Budget Division

General information

Mike McVay, Administrator

Agency contact

Mike McVay
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Emerson Building, Room 105
Cheyenne, WY 82002-0060
<http://ai.state.wy.us/budget/index.asp>

Year established and reorganized

Established July 1, 1971; reorganized April 1, 1991

Statutory references

W.S. 9-2-1002; W.S. 9-2-1004 through 9-2-1014; W.S. 9-4-201 through 9-4-217.

Number of authorized personnel

8 full-time employees

Clients served

The Governor, other elected officials and Executive Branch agencies, the Judicial and Legislative Branches.

Budget information

| | |
|-------------------|-----------|
| General Fund..... | \$746,182 |
|-------------------|-----------|

Results of outcomes

The Governor's 2005-2006 Biennium Supplemental Budget was submitted to the Legislature December 1, 2004.

The Budget Division processed 359 Request To Revise Approved Budgets/Authorized Employees (B-11) documents and 175 New/Adjusted Funds Request (NAFR) documents during FY 05. Customer satisfaction surveys were received for 24 Request To Revise Approved Budgets/Authorized Employees (B-11) documents and 16 New/Adjusted Funds Request (NAFR) documents. The policy is to survey every tenth B-11 request submitted and every eighth NAFR request submitted. The survey questions ask for responses (and comments) with respect to: (1) accuracy; and (2) timeliness. In every case, the responses received indicated that the documents were processed accurately and in a timely manner.

The Statewide Cost Allocation Plan (SWICAP) for FY 05 was submitted to the federal Department of Health and Human Services on May 10, 2004. It was approved on April 26, 2005.

For FY 05, \$8.1 million was collected as a result of the Statewide Cost Allocation Plan and deposited to the state's General Fund.

The federal Cash Management Improvement Act Plan (CMIA) for the period July 1, 2005, through June 30, 2006, was submitted to the United States Department of the Treasury on June 21, 2005. It was approved on June 29, 2005.

Other than anecdotal information, no effective, formal performance measurement tool has been developed. In FY 06 and beyond, the division will both develop and engage a meaningful customer satisfaction survey instrument. While the technical issues with respect to legal requirements such as content and submission dates have been met, questions regarding quality have not. Customer satisfaction measures such as timeliness and accuracy in terms of response, system accessibility and utility will measure how well the division delivers its services to the customer.

The Division intends to establish a customer-based focus group to participate in the development of a meaningful survey instrument that will measure customer satisfaction. Once developed and engaged, the survey instrument can provide baseline information to chart progress (or lack thereof).

Chief Information Officer

General information

Larry Biggio, Chief Information Officer (CIO)

Agency contact

Larry Biggio
(307) 777-5492
2001 Capitol Avenue, Room 214
Cheyenne, WY 82002
<http://cio.state.wy.us>

Year established

2002

Statutory references

W.S. 9-1-222, 9-2-2501, 40-21-119; Section 309 of the 2005-2006 General Government Appropriations Act - 2004 Session Laws, Chapter 0095.

Number of authorized personnel

7 full-time employees

Organizational structure

Chief Information Officer, Deputy Chief Information Officer, support staff

Clients served

Local, state, and federal government entities; legislators,

judicial branch, private sector; local, state, and national associations; Wyoming citizens

Budget information

General Fund.....\$522,589

Mission

The mission of the Office of the Chief Information Officer (OCIO) is to establish and refine an information technology structure, which increases the ability of state agencies to deliver quality, cost effective services to the residents of Wyoming.

The OCIO contributes toward the following Wyoming Quality of Life Goals:

- Ensure Wyoming state government is a responsible steward of State assets by helping to save taxpayer dollars devoted to Information Technology (IT), and improving the skills of Wyoming state government IT workforce through targeted training programs.
- Help support adoption of advanced technologies by Wyoming businesses and communities through expansion of broadband communications services.

Five integral program areas exist within the OCIO:

- Managing the IT Governance Process for the Executive Branch.
- IT Contract/expenditure/ budget approval.
- Increasing the effective use of IT resources in the Executive Branch.
- IT planning and direction setting.
- Supporting the initiatives of the Wyoming Telecommunications Council (WTC).

Results of outcomes

In response to the Governor's request, the OCIO made recommendations on agency IT budget requests. The OCIO instituted a Business Case review process for all major IT expenditures and budget requests, and agencies were trained in Business Case methods.

The OCIO has provided assistance to agencies in the development of Requests for Proposals (RFP) and response evaluation, personnel recruitment and selection, contract drafting and negotiation, and vendor performance measurement.

By law, the OCIO was required to develop an information technology plan for the Executive Branch of state government. That plan indicated the need for additional training of IT staff in leadership, business, and technical skills.

The OCIO conducted a series of interviews with agency directors to assess business needs and priorities of agencies, as well as perceptions of the value of IT to agency operations. Common themes were used to build the

IT vision for the Executive Branch and identify statewide IT initiatives to support agency business needs.

In support of the Governor's and the legislature's goal of increasing data and resource sharing in the Executive Branch, the OCIO facilitated efforts to consolidate IT activities, wherever possible.

The OCIO supported the initiatives of the Wyoming Telecommunications Council, as the Council worked to provide enhanced telecommunications services to Wyoming communities, including broadband infrastructure. Broadband infrastructure, which delivers such services as high-speed Internet access and video conferencing, is an essential component of economic prosperity. During FY 05, a broadband study to identify rural areas, where broadband coverage is lacking, and develop recommendations to incent industry to cover those gap areas, was initiated with completion and recommendations expected early in FY 06.

The OCIO has been leading efforts of various state agencies and the U.S. Bureau of Land Management (BLM) to strengthen and streamline the Coal Bed Methane permitting process in Wyoming. This project has the dual goals of ensuring efficient and effective oil and gas mineral development and respecting, understanding, and dealing with known and unknown future impacts to the land, citizens, and overall environment and quality of Wyoming life.

The project has three primary phases: build electronic databases to support the streamlined permitting processes; sharing common data needed among the agencies and BLM, and building internet-based services for online application and tracking of permitting. The first two are currently underway, with the third beginning in FY 06.

In its 2004 session, the legislature endorsed the vision of a long-term, sustainable plan for supporting the effective, efficient, and secure exchange of health information across the healthcare providers. The legislature funded a study to develop recommendations for planning, implementing, and sustaining electronic health records in Wyoming. The legislature also established the Information Technology Technical Management Subcommittee (IT-2) of the Wyoming Healthcare Commission to oversee that task. The OCIO has been participating in this effort and acts as a liaison from the Subcommittee to state government.

Goals from new strategic plan

Contract Training

This is an effort to improve the quality and consistency of the state IT contracts. Along with training, the OCIO and the Attorney General's Office will establish contract templates for agency personnel to use when developing an IT-related contract. This also will improve the review and approval process currently by eliminating the need to return inconsistent contracts.

IT Skills Inventory

When completed, the data captured from this survey will be used to assist with the planning of current and future IT personnel and their necessary training. Agency directors have identified workforce issues as a primary concern. Identifying and providing needed training will remain a priority.

Needed Skills Identification and Training Plan

Following completion of the IT Skills inventory above, the OCIO and the Human Resources Division will develop a set of needed future skills for our IT staff. Those needed skills will be compared to the current skills, as shown by the Skills Inventory, to identify gaps in needed skills. A plan will then be developed to train staff.

Geographic Information Systems Coordination

With the strong growth in the development and use of Geographic Information Systems (GIS), there is an increasing need for coordination of GIS activities at all levels of government and the private sector in Wyoming. The OCIO will submit a plan and a budget request to the legislature to support a statewide GIS coordination effort.

Electronic Signatures

Many individual and business transactions conducted with the state require an electronic signature. As agencies move to implement electronic means of doing business with constituents, the need for electronic signatures becomes critical. A single solution for the Executive Branch could be more economical than having each agency develop its own electronic signature capability.

E-mail consolidation

Currently, the Executive Branch operates two disparate e-mail systems. Central delivery of these e-mail systems would make connection of the systems much easier and restore seamless communications between the two systems.

The broadband study and recommendations mentioned above should be complete by September 2005. Following completion, the Wyoming Telecommunications Council and the OCIO will develop recommendations and a budget request to improve broadband access and present that request to the Governor and the legislature. The Telecommunications Council will work with the Governor and the legislature through the legislative process. If the recommendations are approved, the Council and the OCIO will lead efforts to implement the recommendations and improve broadband access in Wyoming.

Economic Analysis Division

General information

Buck McVeigh, Administrator

Division contact

Jamie Rinehart, Economic/Statistical Assistant
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Teton Building, Suite 206
1807 Capitol Avenue
Cheyenne, WY 82002-0060
<http://eadiv.state.wy.us/>

Statutory references

W.S. 9-2-1002(d)(vi), W.S. 9-2-1022 (a)(x), W.S. 9-2-1024 (a), 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 (o)(ii), W.S. 21-15-109 (c)(v), W.S. 35-9-608 (k)(i), 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

6 full-time employees

Clients served

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

Budget information

General Fund.....\$478,857

Mission

The Economic Analysis Division's (EAD) core mission is to coordinate, develop, and disseminate economic and demographic research and information.

Results of outcomes

The EAD produced over 60 reports in FY05, all of which were made available to its customers on the EAD website. While the majority of these reports were routine in nature, five were new to EAD for FY05.

The work performed by the EAD during FY05 involved research, data collection and analysis, monitoring of economic trends, and the development of forecasts. This involved the use of many primary and secondary data series that were obtained from numerous sources. The division used statistical and economic methods and procedures for conducting its research and analysis. The division prepared a variety of reports, including tables and charts, on research results and analysis, and pre-

sented them to its customers in a prompt and courteous manner.

Ultimately, the main goal of the EAD is to provide timely, accurate, and useful information and service to its customers. While it is easy to assume that a customer, after receiving the requested information from the division, is better off than before, it is difficult to quantify. The division utilized its online customer service survey during FY05 to gain a sense of the overall satisfaction with the division services and perceived value added by its special economic reports.

The results of the survey question pertaining to the perceived value of the special economic reports provided by the EAD, indicated 68.9 percent found them to be valuable out of a total of 148 responses. The portion of customers that indicated dissatisfaction with the services of the division amounted to 2.7 percent and 29.1 percent indicated not applicable (N/A).

The results of the survey question regarding overall satisfaction with the services received from the EAD, indicated 87 percent were satisfied or neutral out of a total of 223 responses. The portion of customers that indicated dissatisfaction with the services of the division amounted to 8.5 percent and 4.5 percent indicated not applicable (N/A).

During FY05, the EAD reached thousands of customers in printed material alone, and tens of thousands via the Internet and telephone requests. Internet statistics revealed that the EAD website had in excess of 72,000 visitors during the year, each of which visited the website an average of 2.51 times during the year. On a daily basis, the division website was visited approximately 500 times per day.

During the coming fiscal year, the EAD will work to improve the customer-perceived value of its online reports and work to increase the response rate of its online customers.

General Services Division

General information

Doug Cook, Administrator

Division contact

Daniela Lucero
(307) 777-7767
801 West 20th Street, Woodson Building
Cheyenne, Wyoming 82002-0069
<http://ai.state.wy.us/GeneralServices/index.asp>

Other locations

State Capitol building, Central Mail building, Herschler building, Hunt building, Motor Vehicle Management build-

ing, Pacific building, Surplus Property building, Woodson building, Rented office space at 611 W. 20th Street

Statutory references

W.S. 1-41-101 et. seq., 1-42-101 et. seq., 9-2-1016, 9-2-1017, 9-2-1023, 9-2-1026, 9-2-1027, 9-5-101 through 9-5-108, 16-6-101 et. seq., 16-6-201 et. seq., 16-6-301, 16-6-401, 16-6-501.

Number of authorized personnel

135 full-time employees

Organizational structure

Central Mail, Facilities Operations, Trades Management, Motor Vehicle Management, Procurement, Surplus Property, Risk Management, Division Administration

Clients served

State agencies, local and county governments, general public, non-profit organizations, the state's elected officials, the state supreme court, and the state legislature

Budget information

| | |
|----------------------------|---------------------|
| Internal Service Fund..... | \$5,094,903 |
| General Fund..... | 18,035,910 |
| Trust and Agency Fund..... | 3,585,724 |
| Total Funds..... | \$26,716,537 |

Mission

To provide the best customer service possible to its clients.

Results of outcomes

For the FY 05, the only customer satisfaction surveys within the General Services Division, were conducted in the Trades Management Section. Out of a total of 3,316 work orders received by the section, a total of 142 surveys were given to customers who had requested work that involved complex work orders and was not considered routine maintenance work. Out the 142 surveys given to customers, 106 responded with 105 indicating they were satisfied with the outcome of their work order. The other sections assigned to the division did not conduct any surveys because of inadequate or lack of customer satisfaction measurements.

The strategy for providing and measuring customer service will change as the agency and division move into a customer-centered culture for FY06 and beyond. During FY05, some of the division's managers attended at least one, in some cases, two customer-centered seminars. These seminars will greatly assist the division in developing performance measures and meaningful customer-centered surveys that will be used in FY06 and beyond.

It is the division's observation that customer dissatisfaction comes, in part, from work orders that take longer than 48 hours to complete. Work orders within

the division are used by the following sections: Trades Management, Facilities Operations, MVMS, Surplus Property, and Central Mail. Those sections are creating measurements that will help in measuring the percentage of satisfactorily completed work orders within 48 hours receipt of the work order request. The Procurement section is developing measurements and tools that will show how well their program helps other state agencies in obtaining quality goods and services. The Risk Management section is creating measures that will show how well their program provides liability coverage for state agency activities and assets.

Human Resources Division

General information

Brian L. Foster, Administrator

Division contact

Brian L. Foster
 (307) 777-6713
 2001 Capitol Ave.
 Emerson Building Room 128
 Cheyenne, WY 82002-0060
<http://personnel.state.wy.us/>

Statutory references

W.W.9-2-1019, 9-2-1022

Number of authorized personnel

31 full-time employees

Organizational structure

Administrative Section, Classification Section, Selection Section, Insurance Section

Clients served

Executive branch agencies, board and commissions, state employees, officials and retirees of the state, University of Wyoming, community colleges, Wyoming Community Development Authority, the State Legislature and residents of Wyoming

Budget information

| | |
|----------------------------|----------------------|
| General Fund..... | \$2,066,766 |
| Trust and Agency Fund..... | 102,726,370 |
| Total Funds..... | \$104,793,136 |

Mission

To develop and administer uniform personnel policies, procedures and programs.

Results of outcomes

Through the online recruitment system that is being developed internally, the Selection, Recruitment and Training section, has reduced the turnaround time of approving and posting an agency recruitment from an average of 14 days to less than 48 hours. This past year, 48 agency representatives were trained and 20 agencies were authorized to use the online recruitment system. The system allows agencies to create and submit their own recruitments, create and post Position Vacancy Announcements and Newspaper ads and manage their recruitment all online. During the coming fiscal year, the section will work to further develop the online application and recruitment systems working primarily to reduce the turnaround time in getting employment applications to agencies for their consideration. The section will also continue to develop internal processes to track and monitor workflow and turnaround times through the online systems and by utilizing customer service tracking software.

The Classification and Compensation section has been tracking the number of reclassification requests for FY 05. During that time, at least 877 new Position Description Questionnaires (PDQs) were submitted for review. The section also conducted over 32 job audits where human resource staff sat down with employees whose jobs were being reviewed and conducted a detailed, on-site review of duties and responsibilities assigned to each of the employees. The section has been working with the Information Technology Division to implement a new phone/work log system called "HEAT", which will improve the section's ability to track classification and compensation processes and develop new metrics.

The Employee's Group Insurance section held 24 participant informational meetings during the fall of 2004 across the state. These meetings focused on program utilization patterns, medical trends, plus the rate and benefit changes that went into effect December 31, 2004. The section has created a wellness presentation to encourage healthier lifestyles, which was presented to 15 agency locations outside of Cheyenne. The section provides a newsletter called the Employee Benefits Press. Four regular issues of the newsletter are distributed during the fiscal year.

The focus of the Division over the next fiscal year will be on creating and maintaining a comprehensive employee development program and competitive compensation policy to assist agencies in developing their workforce to meet customer expectations. This will include a performance management system that will allow an agency to communicate to its employees what their contributions are to the accomplishment of the agency's goals. The focus for the upcoming year will also be to implement a new health insurance benefit option to program participants.

Information Technology Division

General information

Earl Atwood, Administrator

Division contact

Earl Atwood
(307) 777-5003
2001 Capitol Ave., Room 237
Cheyenne, WY 82002
<http://ai.state.wy.us/ITD/index.asp>

Other locations

Equipment Service field technicians maintain offices in Cheyenne, Casper, Rock Springs, Gillette and Thermopolis

Year established and Reorganized

Established March 1974; reorganized July 1990; reorganized August 2004

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

123 full-time employees, 2 part-time employees

Organizational structure

The division is organized in branches, each having a focus on a specific function or line of service, as follows: Administration, Application Development, Computing Center, Customer Service, Finance & Accounting, MIS and Equipment Service Support, Telecommunications (network and voice/video).

Clients served

Primary clients served are Legislative, Judicial and Executive branch agencies of state government including University of Wyoming, and various Boards and Commissions. Other clients include community colleges, K-12 education, counties, municipalities and law enforcement, Army National Guard, Air Guard, and some private industries for video services.

Budget information:

| | |
|---------------------------------|---------------------|
| General Fund..... | \$5,254 |
| Internal Service Fund..... | 24,740,291 |
| Trust and Agency Fund..... | 439,414 |
| Statutory Reserve Account | 152 |
| Total | \$25,185,111 |

Mission

The mission of the Information Technology Division (ITD) is to provide high quality, cost effective technology infrastructure, services, products and information to agencies in support of their primary mission of delivering government services to Wyoming residents. The Infor-

mation Technology Division is committed to carrying out its mission in an ethical, professional and efficient manner with a focus on customer service and continuous process improvement.

Results of outcomes

During FY05, the plan for a reorganization of ITD was implemented. The goal of the ITD reorganization was to increase its accountability to its customer base and improve its overall level and quality of service. In addition, ITD indicated that it would increase and improve communications with its customers concerning the services they receive from ITD Business units. During FY05, several organizational changes were implemented to meet these objectives.

Service Consolidation

ITD consolidated two business units within the division; the E-Government Systems section and the Systems Development section. The result is a single business unit (the Application Development Services section) that provides software application development services. By combining the sections, ITD eliminated redundant effort within separately managed business units, moved towards more consistent project management and software development practices, and enabled more efficient resource management of staff within the section. All of these improvements have resulted in better quality of service to ITD customers.

Customer Service

The Customer Service section was established and initial staffing for this section was completed in FY05. This business unit supports two key functions; a consolidated help desk and client services coordination. The consolidated help desk will be the primary point of contact when ITD customers request service, report issues, or try to find information. The client services coordinators will become the customer advocates for ITD's agency customers. They will represent the customer when resolving issues, be proactive in ensuring ITD service levels are meeting customer needs, and maintain lines of communication with the customers so ITD can be proactive in meeting future needs. Current staffing in the Customer Service section includes the branch Manager, Help Desk Supervisor, two Help Desk call support staff, and the Client Services Supervisor. Additional staff will be added in the FY06 time frame, as the customer service operational plan is expanded and refined.

During FY05, the Customer Service manager, working together with the Finance and Accounting manager, conducted a series of meetings as part of the FY07-08 budget planning process. These meetings involved virtually every agency that receives services from ITD and included both fiscal and business management represen-

tatives from the agencies. These meetings provided an opportunity for the agencies to understand the role of the Customer Service section, and laid the groundwork for ongoing communications and planning with the Customer Service section.

Service Measurement Capabilities

In conjunction with the establishment of the Customer Service section, a plan for automating certain aspects of help desk support and providing metrics to measure service levels was completed. Part of this plan included the acquisition of a software tool to assist the help desk. The solution selected is called "HEAT". HEAT is a full-featured, out-of-the-box customer service and support solution which enables organizations to streamline customer support interactions. It will allow ITD to track requests for service, incident reports, monitor turn around time for call resolution, and report on successful handling of customer calls. In addition, it will enable our customers to monitor the status of their service calls, escalate issues, and provide feedback on the quality of the services delivered. This enables ITD management to get an immediate view of the number of service calls or issues each section is handling, escalate work activities to meet customer needs, and hold other ITD business units accountable for being aware of the status of all service activities and resolving them in a timely manner.

Improved Cost Reconciliation

The Financial Services Branch assists ITD in budget development and reconciliation, cost allocation, rate setting, contract management, billing coordination, procurement, accounts receivable and payable activities, federal and internal audits and support for timekeeping functions. Every service area is defined and rates adjusted based on cost reconciliation and feasibility studies. ITD's goal is to break-even in every service area, and provide rate stabilization for its customers.

During FY05, the Finance and Accounting manager has provided a significant amount of expense and revenue data to the individual operating sections, allowing the section managers to better manage their expenses, identify areas of over or under recovery, and implement timely changes within the sections to achieve a break-even scenario. This has allowed ITD to provide a consistent rate model for a full biennium and eliminated the need for "mid-biennium" rate changes that can have a negative impact on customer's budgets.

In addition, the historical data the Finance and Accounting manager has provided to our customers for budget planning in the upcoming biennium has resulted in more accurate forecasting of customer budgets for ITD services. In several cases, this has resulted in reduced IT expenditures for ITD customers (i.e., eliminating cell phone charges for phones no longer used) or identified revenue that ITD was not recovering (i.e., correcting

network charges based on accurate computer counts). Both scenarios are beneficial to the customer by better managing their IT expenditures and correctly reconciling ITD expenditures and revenue to stabilize ITD rates.

State Library Division

General information

Lesley D. Boughton, State Librarian

Division contact

Lesley D. Boughton
(307) 777-5911
2301 Capitol Ave.
Cheyenne, WY 82002
<http://www-wsl.state.wy.us>

Statutory references

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

Number of authorized personnel

28 full-time, 1 part-time employees

Organizational structure

Administration; Statewide Information Services; Wyoming Libraries Database (WYLD); Library Development; Publications and Marketing; Business office, Acquisitions and LAN

Clients served

Elected officials, state employees, local governments, directors, boards and staff of public, academic, school and special libraries, and the people of Wyoming.

Budget information

| | |
|----------------------------|--------------------|
| General Funds | \$3,225,883 |
| Trust and Agency Fund..... | 1,921,874 |
| Total Funds..... | \$5,147,757 |

Mission

To promote statewide library development, foster library cooperation and provide reliable information to State Library customers.

Results of outcomes

Activities of the state library are focused on the mission of the agency and include on-going training for librarians, consultation with library directors and board members, and reference and research performed in response to the needs of customers worldwide. Four major objectives were part of the strategic plan for FY 05:

1. Create a state digitization plan to reduce duplication of effort.

The Wyoming State Library (WSL) invited representatives from libraries, museums, historical societies, schools, the media and other similar groups to a facilitated two day meeting in Casper in August, 2004 to assess projects underway, explore opportunities to build collaboration and begin planning. Several working groups were established and by May, 2005, the Wyoming State Digitization Plan was crafted and a website, Wyoming Memory, was launched. [<http://wyomingmemory.org>]

A priority project to digitize Wyoming newspapers from 1849-1922 was identified. The state library will collaborate with the University of Wyoming libraries, the American Heritage Center, the Wyoming Press Association and the state archives to design the project and seek funding to proceed.

2. Improve library services in state institutions.

WSL has identified residents of the 12 state institutions as the largest underserved population in Wyoming. Few resources for library development, materials and services are provided by the parent organization and 11 of the institutions lack staff with any library training. The state library's goal to hire a professional librarian to work with institutions was met and a structured training program is being developed.

3. Expand general access to accurate health information.

Recognizing that access to health information is critical not only for consumers but also for health care professionals, the state library acted on the recommendation of the Joint Committee on Labor, Health and Social Services to add the Cochrane Library, an evidence based medical database, to the electronic resources provided to the state's residents. The Committee received the consumer health information award for Wyoming from the National Commission on Libraries and Information Science for their active role in this purchase.

4. Every Wyoming resident will understand, use and support libraries.

This goal is shared with the Wyoming library community. The state library is the lead agency in developing and implementing a marketing strategy for public libraries. This year the steering committee authorized a statewide web survey to better understand what the residents of Wyoming expect from their public libraries. Based on the results compiled and analyzed at the Survey and Analysis Center at the University of Wyoming, work has begun on a media program.

The Wyoming Library Roundup, a quarterly publication which had not been published since 1991, was reintroduced and has made a strong impression for its high quality content and design. The magazine contrib-

utes to this goal by telling the story of libraries and how they make lives and communities better.

Strategic plan changes

Two goals have been added to the strategic plan: Increase awareness of resources available online to Wyoming residents and improve collection and analysis of data on use of the electronic resources under license.

Department of Administration & Information organizational chart

