

Department of Administration and Information

Mission and philosophy

The mission of the Department of Administration and Information (A and I) is to provide leadership, stimulus, and infrastructure to empower customers to provide quality services, products and information to their constituents.

The philosophy is to provide to customers services that are expedient and correct, at a reasonable cost, in an "easy to do business with" approach.

Results of outcomes

The director's office processed 16,772 documents during the year including 283 for the Governor's office, 196 for the Governor's residence. Special monthly reports were developed from the WOLFS system for all division administrators. These reports compared the monthly expenditures with what would be expected for the period of time. If the expenditures exceeded the percentage as projected, these would be brought to the attention of the administrator for explanation.

A and I accounting personnel produced the annual Internal Service Fund reconciliation for the federal fund statements and over/under recoveries in August, 2001.

A and I accounting personnel along with Central Mail and Motor Vehicle Management System personnel developed an automated billing system.

The director's office accounting personnel conducted two training seminars for agency personnel to relate the new travel policies and procedures implemented by the State Auditor's office.

A and I accounting and inventory personnel attended numerous meetings to work out the problems associated with implementing a new capital assets system on July 1.

The director's office sent out a customer satisfaction survey to all state agencies. The overall agency average score of 64.9 indicated a need to improve our customer service. Below are the average scores (percentage) for FY 01 and FY 02, by division: (see next page)

General information

Frank Galeotos, director

Agency contact

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307/ 777-7201

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

Authorized personnel

350 full-time, three part-time,
15 AWEC

Organization structure

Eight 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, there are seven divisions which are as follows: Budget, Economic Analysis, General Services, Human Resources, Information Technology, Information, Planning & Coordination and State Library.

Clients served

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

Budget information

| | |
|------------------------|-----------------------|
| General funds | \$ 44,925,664 |
| Federal funds | \$ 1,058,035 |
| Trust and agency funds | \$ 55,389,101 |
| Total | \$ 101,372,800 |

| <i>Division</i> | <i>Survey Results FY 02</i> | <i>Survey Results FY 03</i> |
|-------------------------------------|---------------------------------|---------------------------------|
| Billing | 62 | 66 |
| Budget | 62 | 73 |
| Economic Analysis | 71 | 72 |
| General Services | 66.13 | 71.88 |
| Human Resources | 56.33 | 53.67 |
| Information Planning | 61 | 60 |
| ITD | 63.57 | 68.29 |
| State Library | 77.33 | 79.5 |
| Overall Agency Average Score | 64.9 | 68.04 |
| Total Number of Responses | 39 | 65 |
| Number of Agencies Responding | 14 | 19 |

Scale

Poor = 20%
 Somewhat Lacking = 40%
 Satisfactory = 60%
 Very Good = 80%
 Outstanding = 100%

Some of the divisions have used other survey tools and have reported the outcome of those surveys in the division section.

See specific division reports for report on outcomes.

Strategic plan changes

The A and I strategic plan has been rewritten for implementation on July 1, 2002.

Budget Division

General information

Arthur Burgess, administrator

Agency contact

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 Budget Division
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307/ 777-6044

Other locations

None

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

Authorized personnel

Nine full-time employees

Organization structure

Does not apply

Clients served

Governor, Legislators, elected officials and state agencies

Budget information

General fund \$831,236

Mission and philosophy

The mission and philosophy of the Wyoming Administration and Information Budget Division is to provide assistance and technical expertise to the Governor, the Legislature, and state agencies on the allocation of state resources to best accomplish the goals and objectives of government programs. The budget division is committed to carrying out its mission in an ethical, professional, and timely manner. The division is committed to quality, continuous process improvement, and the use of its appropriation in an effective and efficient manner.

Results of outcomes

Based on the 26 responses to a customer satisfaction survey conducted by the budget division in April 2002 the division has an 89 percent customer satisfaction rating from state agency directors. This rating is a 27 percent increase when compared to the 14 agency responses to a customer satisfaction survey conducted by the department in September 2001.

Strategic plan changes

The Strategic Plan has been updated and is on the Internet at <http://www.state.wy.us/ai/budget>

Division of Economic Analysis

General information

Buck McVeigh, administrator

Agency contact

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 Department of Administration & Information
 Division of Economic Analysis
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Other locations

None

Year established and reorganized

Established 1971; reorganized 1991

Statutory references

W.S.9-2-1002(d)(vi), 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 (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

Six full-time positions

Organization structure

Economic Analysis

Clients served

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

Budget information

| | |
|------------------|------------------|
| General Fund | \$439,993 |
| Trust and Agency | 0 |
| Other | 0 |
| Total | \$439,993 |

Mission and philosophy

The Economic Analysis Division's core mission is to coordinate, develop, and disseminate economic and demographic research and information. Central to the division's mission is the application of

economic theory using mathematical and statistical tools. Division competencies include the following: managing the State Data Center and Census 2000 database; maintaining the REMI and minerals incentive models and state econometric model; forecasting the behavior of economic variables used in state revenue projections; generating the state's biannual cost of living index; providing quality customer service to clients via published reports, presentations, and customized information responses; and providing policy and economic analysis to state agencies.

Results of outcomes

To establish customer satisfaction benchmarks, the division, along with the other divisions within the department, participated in a department-wide customer satisfaction survey sent to other state agency customers. The division received an average score of 71.00 on the department wide customer satisfaction survey conducted in December 2001. This represented a decline of one percentage point from the benchmark survey taken in September 2000. However, the division's primary state government customers consisted of the Governor's Office and the Legislative Service Office, neither of which were included in the department wide customer satisfaction survey.

In addition to the department wide survey, the division conducted its own survey (incident-based) on the effectiveness and quality of its services. A survey questionnaire was routinely included with all mailed information. The survey results for FY 02 yielded the following overall averages: 94.3 percent strongly satisfied, and 4.9 percent no opinion. Comparison of survey results to previous year yielded an increase in customer satisfaction of 8.3 percent.

The division participated in monthly economic roundtable conferences with the Research and Planning Section of the Department of Employment. The division also participated in service delivery meetings with the Governor's Office, Department of Employment, Department of Revenue, State Auditor's Office, Legislative Service Office, State Treasurer's Office and the Wyoming Business Council. In addition, the division continued to build and improve its working relationship with the aforementioned agencies.

The Economic Analysis Division provided analysis and information, and served as a central point of contact for residents, businesses, organizations and governmental entities for economic and demographic information. It conducted economic and demographic research and analytical work on both its regular projects and numerous special projects and assignments, and published its standard reports and news releases during FY 02.

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

enhance and broaden the availability and accessibility of data on its Web site.

Strategic plan changes

No changes are anticipated at this time.

General Services Division

General information

Douglas P. Cook, administrator
Woodson Building
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Cheyenne, WY 82002-0060

307/ 777-3639

Agency contact

Nancy McCalla
Woodson Building
801 West 20th Street
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307/ 777-7767

Other locations

State Capitol, Barrett Building, Central Mail Building, Hathaway Building, Herschler Building, Hunt Building, MVMS Building, Pacific Building, Surplus Property Building, Wyott Building, Woodson 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, 9-5-101 - 9-5-108, 16-6-1-1 et seq., 16-6-201 et seq., 16-6-3-1, 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, Facilities Operations Management, Facilities Planning and Construction, General Services Administration, Motor Vehicle Management, Procurement and Surplus Property, Risk Management/Self Insurance, Trades Management

Clients served

State agencies, local and county government, general public and school districts

Budget information

(Figures for FY 02/01 year do not include Copier Program)

| | |
|----------------------|---------------------|
| General Fund | \$12,755,678 |
| Capital Construction | \$12,121,533* |
| Internal Fund | \$6,209,297 |
| Special revenue | \$1,017,345 |
| Total | \$19,982,320 |

*Funding for Wyoming State Prison Construction not included in Capital Construction costs.

Mission and philosophy

It is the mission of the General Services Division (GSD) 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 quality procurement and contracting services for state agencies, to serve the insurance needs of the state for property and liability coverage, and to provide central mail services to state agencies.

Results of outcomes

The General Services Division continued to provide services as outlined above in the mission and philosophy statement. To enhance the division's ability to provide quality and responsive services to the Capitol Complex buildings, General Services Division reorganized its Facilities Management Operations. The division created Trades Management section that manages building construction maintenance, heating/cooling, electrical, and plumbing maintenance. The new Facilities Operations section oversees all custodial, grounds, keyless access systems, and parking in the Capitol Complex area. What was once a large section is now two distinct areas that provide better service. Planning and funding continue to present challenges for the division. To help, a new Capital Construction Planning system was created that builds on a return-on-investment methodology. This system will help identify and prioritize facilities' needs throughout the state based on life-cycle costs and benefits. Similarly, an emphasis was placed on prioritizing facilities' needs to help manage allocated funds. The goal is to schedule all facilities maintenance/renovation/construction needs building by building in a normal, preventative way rather than solely reacting to faults and anomalies. In addition to relocating Central Mail operations, a containment area equipped with an X-ray machine was built to isolate and examine suspicious packages/parcels. The

division continues to look for ways to protect state employees and state agencies from processing and delivering/receiving suspicious mail. Other notable outcomes are listed below in the respective sections assigned to the General Services Division. The division's objective is to provide responsive service to the state and to always look for better ways to achieve it.

The Central Mail section is responsible for providing comprehensive mail service to the Legislative, Judicial, and Executive branches of state government. 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 United States Post Office. 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 and first class pre-sort preparation. State government agencies are encouraged to use these services to reduce postage charges whenever possible. Continual monitoring of all U. S. Postal Service rates and regulations is a necessity since there are constant changes. Initiating open lines of communications with state agencies is also necessary in order to ensure that the appropriate staff is knowledgeable about services available from Central Mail. Central Mail has gone through several changes in the last year to include a new facility and the way mail is processed. In addition, a new series eight inserter was ordered that is more versatile so it can meet the changes state agencies need on folding and inserting services.

During FY 02 the number of pieces of incoming mail sorted and distributed to Cheyenne area state agencies totaled 3,413,481. A total of 3,205,024 pieces of outgoing mail was prepared and processed for the U.S. Postal Service and United Parcel Service. A total of 287,442 pieces of bulk mail were prepared and processed and 805,151 pieces were pre-sorted and processed. Central Mail provides folding and inserting services. In FY 02, 1,090,448 sheets were folded and 1,211,997 pieces were inserted. Central Mail continues to sort, distribute, process, fold and insert time-sensitive materials with efficiency and accuracy.

This section is working on reevaluating the position classifications and on identifying justifiable means to lessen turnover. This is essential to retain professional efficiencies within this increasingly technical area.

Facilities Operations (FO) is comprised of three work units: Information Services, Custodial Services and Grounds Maintenance. Reports for each work unit are included below. Facilities Operations staff is responsible for the upkeep and operation of facilities within the Capitol Complex. Services provided include: custodial service, and care of lawns, gardens, trees/shrubs (landscaped area) around the buildings and parking lots. Additionally,

Facilities Operations staff manages the electronic keyless access system, parking administration and off-hour monitoring of the keyless access, and environmental (HVAC) control systems.

Information Services provided IT support, 2-way radio repair and maintenance, cellular phones, monitoring of landline telephone ordering and charges for General Services staff; provided parking permits, keyless access cards and the data management for tracking parking permits and keyless access cards (over 1,300 cards issued) for state employees within the Capitol Complex area.

Custodial Services provided housekeeping services for offices and common areas within the 22 state owned buildings in the Capitol Complex and surrounding Cheyenne area. The new carpet cleaning systems and new restroom renovation programs started last year continue to be implemented. Custodial Services provided better service and a healthier, cleaner work environment for state employees.

The following projects were completed: 1) Planting of trees throughout the Capitol Complex; 2) Preparation and monitoring of more than 50 special functions at the State Capitol, Barrett and Herschler Buildings; 3) Completion of approximately 200 miscellaneous work order responses. This figure does not include responses to short order requests (i.e. small furniture moves); 4) Maintenance of parking lots, including reseal and pothole repairs; 5) Maintenance of 18 acres of ornamental turf and nine acres of native turf. Turf maintenance included irrigation start-up, repair and winterization, fertilization, minor tree trimming (over 100 trees), removal of five large hazardous trees, and planting / maintenance of flowerbeds. This unit also assisted others in this section with temporary manpower labor.

The Planning and Construction Section provided assistance within the division and to other state agencies with planning and management of capital construction projects. The Americans With Disabilities Act (ADA) construction component of the section continues to manage the planning and construction of ADA facilities in Cheyenne and throughout the state.

One on-going project in this section is the development and management of a new capital construction planning system, the Wyoming Return On Investment (ROI), which is used statewide to request capital construction funds for state-owned buildings. Other projects include the management of a long-range master plan, Vision 2020, for the state Capitol Complex in Cheyenne. A second master plan managed from this section is the long-range plan for the State Training School in Lander. The new state parking structure, additions to the Wyott Building and fine-tuning the Barrett Building mechanical issues are also projects where capital construction funds are being used.

ADA construction projects include the parking lot and restroom facilities at the State Fairgrounds in Douglas, new glass enclosures at the State Capitol Building, Glendo State Park ADA campground improvements, ADA improvements at the Veterans Home in Buffalo, ADA renovations at the State Training School in Lander and daily statewide Plan Reviews for ADA compliance.

The General Services Administrator, in the capacity of Secretary of the State Building Commission, (SBC) directs staff serving as the administrative arm of the SBC. The administrator also has extensive responsibilities for developing and implementing a statewide facilities maintenance and management program. Responsibilities now include project administration of: State Hospital Construction - Phases I and II, Wyoming State Prison Construction - South, Facility and Central Production Facility, Study and Assessment of the Wyoming Women's Center, Construction of the Capitol Complex Parking Structure, Campus Master Planning for the Cheyenne Capitol Complex and the Lander Training School.

These assignments are in addition to all other statutorily established duties. The administrator and the staff of the Administration Section provide the staff and necessary services to support all of the responsibilities assigned to GSD.

The Capitol Information Desk staff assisted, and/or gave tours to over 26,129 guests in FY 02. This figure does not include visitors who stopped during the 2002 legislative session. Assistance for 42 pre-scheduled special functions was provided. School tours were given to 72 groups. Another 55 groups, including bus tours, were given an introduction and orientation to the Capitol. Staff at the Herschler Information Desk and the Woodson Building responded to all incoming calls to the Wyoming State Government telephone switchboard - approximately 26,000. Assistance to an estimated 12,000 walk-in customers in the Herschler Building was provided. A total of 641 reservations were made for multi-user conference rooms in the Herschler, Hathaway and Barrett Buildings. The Leasing Program provided acquisition, contract negotiation and fiscal management of 216 contracts for space in 38 cities and towns in all 23 counties in the state. Leasing services are provided at no cost to some 31 state agencies and operating boards/commissions.

MVMS provides motor vehicles on a per trip and a permanently assigned basis to state employees and state agencies for use in conducting business on behalf of the state. MVMS manages approximately 860 vehicles that travel in excess of ten million miles per year and strives to keep all vehicles safe and well maintained. Of these, 102 are located in Cheyenne at the Motor Pool facility and are used 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 4,000 repair and preventive maintenance

procedures annually on vehicles owned by MVMS and other agencies.

Beginning in FY 02, MVMS implemented a new business plan that changed the rate system for permanent assigned vehicles from a per mile rate to a monthly rate; and changed the rate system for daily rentals from a per mile charge to a per day/week charge. The new plan more accurately reflects the true cost of operating and maintaining the vehicles at the MVMS facility in Cheyenne and throughout the state. It addressed the underutilization of permanently assigned vehicles which resulted in approximately 12 vehicles being turned in to the Motor Pool that were not being effectively utilized. Continual review of the new rate system will determine if any modifications to the system are necessary. The current rates are based on a five-year depreciation schedule for permanently assigned vehicles and a three-year depreciation schedule for the daily fleet vehicles.

MVMS assisted the Risk Management Section and the Director of Administration and Information in revising the State of Wyoming Vehicle Use Policy which should become effective in the near future. The new policy addresses issues that were not addressed or taken into consideration in the previous policy.

Overall, customer satisfaction with MVMS remains strong. MVMS continues to partner with Wyoming Department of Transportation, Game and Fish Department and the University of Wyoming in a Statewide Vehicle Team. The team strives to reduce state fleet expenses by sharing and comparing data to more effectively manage the individual fleets.

The Procurement section oversees the acquisition of quality goods and services for state agencies with the primary objective of maximizing the value of public funds. This process is conducted in a manner that ensures open competition and provides equal opportunities for vendors.

Recent accomplishments of the Procurement section have included the evaluation and installation of major upgrades to the WOLFS accounting/procurement system. The latest upgrade will include web-based access for vendors along with the capability for electronic bidding and reverse auctions. Other features will allow vendors to register and submit various application forms electronically. The Procurement section has continued to evaluate e-procurement and e-commerce options with the intent to provide state agencies and citizens with more efficient ways to conduct business on-line. Planned modifications to the state's web site will provide a more effective and efficient means of conducting the purchasing process electronically.

The procurement card program initiated by the Procurement section and the Auditor's office continues to provide substantial cost-savings in the area of small dollar purchases. This program will soon be expanded to include state employee travel expenses.

Overall, the Procurement section has continued to receive positive feedback from user agencies concerning the quality of service provided by the staff.

Wyoming Surplus Property (WSP) is working to implement more efficient and cost-effective methods of receiving and reporting surplus state property, and utilizes the Property Disposal Request (PP-4) form on SYSM. The Surplus Saver News flyer has been discontinued, due to the cost of production and distribution. WSP is currently trying to contact agencies via e-mail to reduce costs.

The federal surplus property program completed auctions to reduce inventories, and had over 7,000 persons visit the Cheyenne facility, excluding state on-site sale visitors. Federal Surplus distributed \$.9 million, based on federal acquisition cost, worth of property to eligible programs within the state for a cost savings of 92 cents for each dollar spent. State agencies acquired \$207,454, local public agencies acquired \$747,886, and non-profit agencies acquired \$62,401 worth of federal property based on the federal acquisition cost. The U.S. General Services Administration conducted their first on-line auction using Wyoming as a test case. This increased our phone contacts, but resulted in increasing our percentage of the sale.

The program redistributed a total of \$93,382 to the General Fund (either directly or through other agencies) in state surplus property revenues. Surplus Property conducted on-site, bid and retail property sales grossing \$152,086, and \$3,491 in sales tax revenue to the state. On-site sales average 150 persons per day attendance during events.

The section coordinated and processed the distribution of \$16,442 (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 cents on the dollar.

Public agencies

| | | |
|--------------------------|-----------|--------|
| Conservation | \$38,703 | 4.05% |
| Economic development | \$394 | .04% |
| Education | \$267,715 | 28.02% |
| Parks & Recreation | \$21,918 | 2.29% |
| Public Health | \$13,449 | 1.41% |
| Safety LEA's | \$46,394 | 4.86% |
| Safety other | \$398,839 | 41.75% |
| Two or more of the above | \$95,504 | 10.00% |
| Other | \$10,023 | 1.05% |

Non-Profit agencies

| | | |
|------------------|----------|-------|
| NP Education | \$12,710 | 1.33% |
| NP Public health | \$49,691 | 5.20% |

The Risk Management Section purchases commercial insurance, manages the state's Self-Insurance Program, administers third party liability, property damage, medical malpractice and

subrogation claims on behalf of the state. The section provides loss control assistance and liability training to state agencies and local government law enforcement. Additionally, the section administers police liability claims filed against local and state law enforcement officers in their individual capacity. Pursuant to Wyo. Stat. ' 1-41-105, the Risk Manager may adopt rules governing the administration of the state's self-insurance account and loss prevention program and to carry out the purposes of this act.

The state restructured the property insurance program in 1999. A review panel selected brokerage teams, Arthur J. Gallagher of Denver and Talbot-BHJ of Sheridan, to obtain aircraft liability and hull insurance, crime, money and securities and bond coverages. The brokerage team Willis, Inc. of Seattle and Ed Murray and Sons of Cheyenne were selected to obtain property and ancillary insurance coverages on behalf of the state.

The property insurance program developed by Willis was modified considerably in 2002 due to the turmoil in the insurance market post September 11, 2001. The new policy consists of replacement cost coverage for losses to state buildings, contents, boiler and machinery and inland marine with a loss limit of \$150,000,000. A loss limit essentially restricts the company's exposure for any one loss to a covered location to \$150,000,000. Losses exceeding this amount would be "self-insured" or paid from existing state funds. The program continues to include: building appraisals, risk management services, builders' risk coverage on remodeling and additions to existing structures, flood and earthquake endorsements. The property coverage is subject to a \$100,000 deductible. New coverages and limits will be sought through a request for proposal for coverages beginning in FY 04.

Additionally, the state purchased a \$5,000,000 excess liability insurance policy to provide coverage for claims brought in federal court and claims which occur outside of the state and are not subject to the tort caps found in the Wyoming Governmental Claims Act. This liability coverage is subject to a \$500,000 self-insured retention and the policy is written to "wrap around" the Governmental Claims Act in order to protect the state's limits on liability. This policy will not respond to any claim which is or should be brought under the Governmental Claims Act.

Liability and automobile physical damage claims were processed with numbers fairly consistent with previous years at approximately 749 during FY 02. Given the two-year reporting period for claims in Wyoming, outstanding claims from FY 02 may be filed through June 30, 2004.

The Risk Manager and Risk Analyst increased the visibility of the Risk Management Section throughout state government by presenting liability programs for the Wyoming Department of Transportation snow plow drivers, and the Wyoming Department of Transportation district managers; also for the Department of Agriculture and the Wyoming Fair Association. The number of liability

analysis inquiries, contractual language reviews and other insurance requests steadily increase each year as state agencies recognize the potential liabilities involved with their programs and services.

Trades Management is comprised of two work units: Building Construction/Maintenance and Mechanical, Electrical and Plumbing (MEP) Maintenance. These shops are responsible for maintaining and repairing 23 facilities within the Cheyenne Capitol Complex area. Services provided include: preventative/periodic maintenance, repairs and remodeling of these buildings and their internal systems (electrical, HVAC, plumbing, etc) and oversight of construction/maintenance/repair projects performed by the private sector.

The Building Construction/Maintenance unit is responsible for the maintenance of the building envelope, and all building components except for electrical, mechanical, and plumbing. Also maintained are the exterior components: windows, walls, doors, roofs, docks, steps, porches, garage doors, parking lots, etc. The Construction/Maintenance unit is also involved in many special projects/requests for service: hanging pictures, boards/wall hangings, furniture repairs and construction, sign making and installation, key cutting for cabinets and furniture, furniture moves, flooring replacements, etc. They also assist the Mechanical, Electrical, Plumbing, Grounds and Custodial crews. This unit completed 1601 service requests/work orders during FY 02; 91 were large office modifications or remodel projects. Of the remaining 1510, about 70 percent were scheduled maintenance/preventative maintenance and 30 percent special projects or requests for service.

Unit Make-Up
 One Trades Manager/Supervisor 2
 Two Trades Manager/Supervisor 3
 Three Trades Specialist 2 (Carpenters)
 One Trades Specialist 3 (Painter)
 One Trades Specialist 3 (Locksmith)
 Two Trades Specialist 3 (General Maintenance Workers)

The Mechanical, Electrical, Plumbing (MEP) Maintenance unit's responsibility is to maintain and repair the heating, air conditioning, refrigeration, electrical and plumbing components. The unit is involved with special projects and building renovations required by other agencies to allow them to perform their services. The unit oversees critical maintenance projects and work with engineers/outside contractors to complete facility upgrades. It deals daily with code-related issues in technical fields and is responsible for the life/safety equipment in all buildings. MEP is the Capital Complex point of contact for energy management and oversees an energy management contract which guarantees annual savings in energy costs of \$103,842. The unit also, in conjunction with the Security/Custodial unit, oversee

a private security company that monitors/controls facility automation systems during non-working hours and recalls Trades Management technicians to troubleshoot facility problems. MEP completed 1,388 requests for service during this fiscal year in addition to conducting preventative maintenance on all facilities. The unit has also been involved with management and oversight on all critical maintenance projects funded during the 2000 Legislature. (See attached project list pages 1-13)

Unit Make-Up
 One Trades Manager/Supervisor 2
 Two Trades Manager/Supervisor 3
 Three Trades Specialist 1 (Electrician)
 Seven Trades Specialist 2 (HVAC, Refrigeration, Plumbers, Electricians)
 Four Trades Specialist 3 (General Maintenance)
 One Plumber—At Will Contract
 Two Electrical Contractors—Under Contract

Human Resources Division

General information

Darald L. Dykeman, administrator

Agency contact

Darald L. Dykeman
 Human Resources Division
 2001 Capitol Ave.
 Emerson Building Room 128
 Cheyenne, WY 82002-0060

307/777-6713

Year established and reorganized

Established 1971; reorganized 1991; reorganized 2002

Statutory reference

W.W.9-2-1019, 9-2-1022 and 9-2-205

Number of authorized personnel

30 full-time

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 | \$4,290,706 |
| Trust & Agency | \$106,545,444 |
| Total | \$110,836,150 |

Mission and philosophy

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

Results of outcomes

The Human Resources Division (HRD) was part of an A and I customer satisfaction survey of state agencies. The survey evaluated satisfaction and importance of all A and I services. The overall rating was 56.33 percent. The Human Resources Division was rated satisfactory as a whole in providing quality services on applicable statutes, regulations, procedures and programs.

The Human Resource Division referred eight Dismissal Appeals to the Office of Administrative Hearings in accordance with W.S.9-2-1019. During FY 00-02 there were four Grievance Committees established to hear appeals from permanent employees concerning disciplinary actions.

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.

The Personnel files for terminated, retired, and dismissed State of Wyoming employees were transferred to the State Division of Archives. Approximately 20 boxes were transferred covering the period 2001 to 2002.

The Selection, Recruitment and Training Section activities consisted of processing 18,802 employment applications and 1,492 official requests for recruitment, developing and distributing 695 certificates of eligible applicant lists to state agencies, and producing and distributing 490 official State Vacancy Announcements. The section converted all employment applications from paper copy to electronic files, utilizing the division's electronic document management system.

All open competitive employment opportunities released through a state position vacancy announcement were posted on the Human Resources Division's website <http://personnel.state.wy.us>. The section completed revisions of the continuous recruitments and made the information available in both printed and in an electronic format on the division's web site.

A screening process continued which allowed state agencies to review and screen applica-

tions for meeting the minimum qualification requirements on 14.4 percent of their vacancy announcements. The section modified internal applicant screening documentation and trained agency staff as needed. The section created and revised recruitment tracks and minimum qualifications for position classifications as necessary. The section modified the Request for Recruitment Form and developed guidelines for agencies.

The section received and processed 6,291 employee and probationary employee performance appraisals. All were entered into a database and electronically imaged. The section provided three training sessions on performance appraisal for employees and supervisors.

General training section conducted 259 training sessions (220 computer classes, 37 general employee workshops and two special conferences), training 1,923 employees. Four employee orientation sessions for state employees were conducted.

On a daily basis, the section provided advice and counsel to agencies, applicants, supervisors and managers regarding recruitment, selection, interviewing, FMLA, ADA, performance appraisal, supervisory guidance, disciplinary problems and procedures, residency requirements and personnel rule interpretations.

The section worked in conjunction with the A and I Information Technology Division on the development of an online employment application and recruitment system. Significant progress was made on the project moving from conceptual design to development. The online application will allow for an applicant profile, general information, education, employment history, and certifications and licenses attained. The recruitment system will allow for browsing and applying for openings online and answering screening questionnaires. Agencies will be able to view applications online or print them.

The section participated in a total of five job fairs: the University of Wyoming's Fall Career Fair on September 26, 2001, the Laramie County Community College (LCCC) Fall Job Fair Fiesta on October 10, 2001, the University of Wyoming's Summer/Internship/Permanent Job Fair on February 13, 2002, the Cheyenne Business Leadership Network's (CBLN) Career Fair on March 21, 2002 and the Laramie County Community College (LCCC) Annual Career Fair on April 24, 2002. Approximately 300 applicants stopped by our booth at each job fair.

Due to the events of September 11, 2001, the section took preventive measures by offering safety training for state employees. Utilizing the expertise of an outside security training consulting firm, Quo Vadis International, we offered two on-site training classes, utilizing funds appropriated for workforce training. The first class was held on October 20, 2001, entitled "Managing the Mail: A Team Approach." This training was focused on agency mail delivery personnel, training 26 employees. The second class,

“Train-the-Trainer: Security Education in State Government” was held on October 23, 2001 with 54 participants.

2002 Wyoming Professional Development Conference: In addition to Supervisory development and other general training workshops offered throughout the year, the section planned and coordinated the “2002 Wyoming Professional Development Conference” (formerly the Support and Technical Staff Conference). The Conference was held over a 2-day period, May 14 and 15, 2002 with four speakers presenting a variety of topics such as Team Building, Managing Time and Tasks and Managing Change, to a total of 294 state employees.

Due to a growing number of various projects throughout state government agencies, it was decided that state employees would benefit from specific project management training. The primary focus of the training will be toward information technology project management, however, the training will be made available to employees in other fields, utilizing funds appropriated for workforce training. It was estimated that the training will accommodate approximately 200 state employees. In March 2002, the section began preparing an RFP (Request for Proposal) for Project Management training. In May 2002, the completed 30 pages RFP was sent to approximately 90 vendors specializing in Project Management training and consulting. After receiving and evaluating seven Proposals, the section selected the State Information Technology Consortium (SITC) based out of Herndon, Virginia, to provide the training. The training will be conducted in Cheyenne between August 14, 2002 and October 10, 2002.

In an effort to develop current state employee skills in Microsoft software and allowing them to become MCSE Certified, the section contracted with New Horizons of Colorado to teach four core classes (Microsoft Windows 2000 Network & Operating System Essentials, Supporting Microsoft Windows 2000 Professional & Server, Supporting a Network Infrastructure Using Microsoft Windows 2000 and Implementing & Administering Microsoft Windows 2000 Directory Services) and three electives (Designing a Microsoft Windows 2000 Directory, Implementing and Administering Microsoft Exchange 2000, Designing a Secure Microsoft Windows 2000 Network). Four groups of employees participated in 31 days of instruction, for a total of 124 days of instruction in the program.

The section coordinated the development of a new state Student Internship Program. Seventy three-intern applications were received and a total of 28 interns were placed in 11 state agencies in seven locations throughout the state. The section helped coordinate an Intern Appreciation Ceremony with Governor Geringer.

The section coordinated the revision of the State of Wyoming Personnel Rules by drafting proposed changes, conducting two public comment periods and holding a public hearing regarding the rules.

The State of Wyoming Personnel Rules were adopted and became effective December 7, 2001. A training session for all human resource personnel, agency administrators and directors was held at the Herschler Building on January 30, 2002. The personnel rules were posted on the division’s web site as well as the official rule web site of the Secretary of State.

The section worked with the Market Pay Advisory Group to move a majority of classes from a local market to a regional market.

Developed new market rates (entry, journey and expert) for each classification title and occupational track.

Conducted an annual personnel conference (WYPERC 2001) in Cheyenne with approximately 90 attendees. The conference focused on organizing work and the pros and cons of working from a remote location (telework).

Conducted research on alternative HRIS software programs. The section developed a multi agency HRIS review team including Revenue, WYDOT, Information Technology Division, State Auditor’s Office, and Human Resources representatives. Team members traveled to Jefferson City, Mo., to review their data warehouse and how it integrates with their AMS payroll and HRIS programs. The team also traveled to Pierre, S.D., to review their Fox Lawson HRIS program.

Assisted the Market Pay Advisory Group with the review of local/regional market issues and distribution of entry, journey and expert ratings by agency.

Prepared many ad hoc reports from the payroll database. These reports assisted state agency management and the Legislature.

Prepared and expanded the data included in the Workforce Report 2001 (formerly the Personnel Structure Report) which provides demographic data on number of employees by agency, average salary by agency, turnover and a variety of other data regarding employment within state government.

Developed a model (including a spreadsheet program) for the analysis of high impact/high cost turnover, which was distributed to all agencies.

Reorganized the payroll review and approval process to ensure cross training and increase the speed of payroll action reviews. Personnel analysts now do classification, compensation and payroll reviews.

Conducted a need’s assessment of human resources training.

Established a multi-agency team to develop a human resources training and certification program. Agencies included on the team are Health, Corrections, UW, Insurance, Business Council, Parks and Cultural Resources, Employment, and representatives of the Human Resources Division.

Developed and conducted the first Central States Compensation Association survey of executive level positions.

Planned and coordinated an appreciation

reception with Governor Geringer for all students participating in the first year of the statewide internship program.

The Employee's Group Insurance Section contracted with the Segal Company to conduct an opinion survey of the State University and Community Colleges workforce. The study sought to address the extent to which overall state health plan costs might be reduced through increased enrollment. The results of the survey were presented to the Legislative Service Office in time for the 2002 legislative session.

The Employee's Group Insurance Section received 24 participant grievances from July 1, 2001 to June 30, 2002. Of these grievances, 18 were withdrawn and six went to a hearing. There are approximately 22,123 participants in the state's medical benefit program.

The Employee's Group Insurance Section held 23 participant informational meetings during the fall of 2001 across the state. The Employee's Group Insurance Section conducted two presentations due to requests by the Department of Transportation and the Department of Agriculture. Presentations were also conducted for the Market Pay Advisory Group and the State of Wyoming Compensation Commission. The Employee's Group Insurance Section provides a newsletter called the Employee Benefits Press. Three newsletters were distributed to participants during the fiscal year.

The Employee's Group Insurance Section held two Benefit Specialist training sessions in September of 2001. The session's meetings were held in Cheyenne and Casper to reduce travel time for the agencies outside of southeast Wyoming.

On a daily basis, the section provided information to agencies, benefit specialists, managers, employees and participants regarding benefits and eligibility concerning the state benefit programs.

The Employee's Group Insurance Section realized 21.8 percent in health claims savings through negotiated discounts with medical service providers as reported by our third party administrator, Great West Life.

The Employee's Group Insurance Section administers a Section 125, Flexible Benefits package which includes a medical reimbursement account option and a dependent care account option. These programs allow participants to pay for medical care and dependent care on a pretax basis. The plan paid out \$2,245,120.90 in benefit payments from July 1, 2001 – June 30, 2002. The Flexible Benefits package provides a significant savings to the state and the plan participants.

The Employee's Group Insurance Section attended four meetings of the Employee's Group Insurance Advisory Group during the fiscal year. Information on rate increase projections claims history, benefit options, self-funding, and health care trends were provided.

The guiding rules of the Employee's Group Insurance Section were finalized October 19, 2001.

The rules are posted on the division's web site as well as the official rule web site of the Secretary of State.

Information Technology Division

General information

David J. Bliss, administrator

Agency contact

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307/ 777-5003

Other locations

801 W. 20th St.
Cheyenne, WY 82002

3038 Energy Lane
Casper, WY 82604

1471 Dewar
Rock Springs, WY 82901

525 W. Lakeway Dr.
Gillette, WY 82717

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

Authorized personnel

132 full time positions

Organization structure

Administration, MIS Support, Applications Development, Computing Center, Network Services, Information Security Office

Clients served

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

Budget information

| | |
|---------------------------|---------------------|
| General Funds | \$779,106 |
| Intergovernmental Fund | \$24,010,088 |
| Trust & Agency Funds | \$694,894 |
| Statutory Reserve Account | \$634,664 |
| Total | \$26,118,752 |

Mission and philosophy

The mission of the Wyoming Administration and Information Technology Division (ITD) is to provide computer technology leadership and services to support and enhance the information content and transfer needs of the state and to meet the service needs of customers through internal and external partnerships.

Results of outcomes

The administration section contracted with Gartner Group to establish benchmarks for deliverable services. This was on going through FY 02 and to be completed FY 03. An information security officer was hired July 1, 2002 to lead the Information Security office.

The Computing Center is providing space and environmental support for critical statewide servers.

The following projects from RFP 0256-G were in progress in FY 02:

Mainframe Disaster Recovery Services – A successful test of the offsite relocation facility occurred in November 2001. Testing is scheduled to continue twice annually from here until the end of the contract. Offsite backup for ITD user data and software – Offsite backup for ITD user data and software went into production after nine months of testing. This covers the state’s mainframe backups and data. Backup occurs to the University of Wyoming’s offsite backup facility. This is a reciprocal arrangement between the state and UW.

Systems Development was heavily involved in the E-Portal contract, which will continue into FY03, design, develop, implement and test the e-portal and e-liquor pilot; design, develop and test the human resources on-line application system; established first state of Wyoming web architecture guidelines with the online government commission (OGC). Other major activities included on-going day-to-day support of the state’s application inventory that is supported by ITD; application development for State Lands and Investments, Corrections, Public Health Nursing, WEN video scheduling, Game and Fish, Dept. of Education; Dept. of Health, Dept. of Fire Prevention and Electrical Safety, Dept. of Revenue, Attorney General’s Office, State Parks and Cultural Resources, Treasurer’s Office, Dept. of Family Services, State Engineer’s Office, Retirement, Secretary of State, Dept. of Employment and all

professional licensing boards; on- going support of the states’ Internet and Intranet home pages and links (new format developed); research on new technologies; representation on state IT committees; standards development and legislative redistricting; Wyoming Homeland Security Council GIS data/personnel survey; procured and processed most of 1994 DOQQ (Digital Ortho Quarter Quads) aerial photography for state of Wyoming; processed new GCDB (Geographic Coordinate Data Base); processed the Census Bureau TIGER (Topologically Integrated Geographic Encoding and Referencing system) 2000 data.

Telecommunications coordinated, enhanced and expanded the statewide network that supports voice, video and data communications. Frame relay circuits continue to provide the most economical means of connectivity for state agencies. During the past year the old time division network backbone was converted over to the ATM services that serve the Wyoming Equality Network (WEN). New frame relay systems were installed for the Department of Health, DCI and other agencies on a circuit-by-circuit basis. Video locations remain constant and volume has remained steady during the past year. The WEN system went through an entire rework as the discontinued 3com switch products were replaced with Marconi equipment. Internet access services were moved from a fractional DS3 offering to a fractional OC3 service, access rates were increased from 18 megabyte to 35 megabyte service.

ITD delivered the following support services to all agencies: There were 53 conferences for customers, topics discussed were service availability, service innovation and service delivery. The number of personal customer service calls with agency heads and directors was 105. The number of personal one-on-one customer visits by the program managers was 57. The number of training days distributed annually over 80 percent of ITD employees was 13.

ITD continued to support and enhance the information content and information transfer needs of the state with the following deliverables: the Department of Health installed multiple systems; DCI upgraded many sites from analog to digital connection; installation of two new small phone switches and activation of 250 new voice mail users were completed; coordination meetings for voice, video and data connectivity were 74.

In the continual function of operating a centralized computing facility, the division had 8721 hours of mainframe availability, 8708 hours of connectivity, and one test of the offsite disaster recovery alternatives for mainframe and on-line network took place.

In developing and maintaining automated systems, the following processes were completed. The division had 60 completed user requests for research, analysis, design, formation, programming, testing, implementing, enhancing and maintenance. No assistance to agencies in the development and

evaluation for Request for Proposals, however, the application section was responsible for reviewing three procurement contracts for compliance with web standards; and 39 web enabled sites were hosted.

ITD did one review of GIS standards and updates in accordance with new technology. This was specifically the WGIAC GIS standards document and had the approval by WGIAC and passed on to ITCC for incorporation into the state standards document. This review was added to the WGIAC state base theme clearinghouse. This is an ongoing process that is always being worked on to improve state GIS data layers.

ITD provides technical support to state agencies for microcomputers and local area networks (LAN). This includes 6,642 personal computers, related hardware, and office equipment repairs. There were 767 calls for software, hardware, LANs and WANs (Wide Area Network) for state agencies. No needs analyses were requested by the state agencies. There were 194 statewide e-mail support actions for state employees.

Office of Information Planning and Coordination

General Information

Joe Ahern, administrator

Agency contact

Joe Ahern
Information Planning & Coordination Office
2001 Capitol Avenue, Room 214
Cheyenne, WY 82002

307/ 777-5602
fax 307/ 777-3696

Other locations

None

Year established

1995

Statutory references

The Information Planning and Coordination Office (IPC) does not have statutory recognition or authorization. The IPC Office exists at the discretion of the director of the Department of Administration and Information.

Number of authorized personnel

Eight full-time positions

Organization structure

Administration, Planning and Coordination, e-government/e-commerce, Business Recovery

Clients served

State, county, and local government entities; general public; private vendors.

Budget information

| | |
|------------------------|------------------|
| General Fund | \$57,011 |
| Statutory Reserve Fund | \$399,500 |
| Total | \$456,511 |

Mission and philosophy

The Information Planning and Coordination Office (IPC), was established in 1995 by the director of the Department of Administration & Information, with concurrence and support of the governor. IPC, which does not have statutory recognition or authority, exists at the discretion of the director of the Department of Administration & Information.

To facilitate agreement of common goals, problems, and solutions across agency lines, while increasing efficiency, reducing duplication, and saving dollars by sharing systems, where possible.

To provide organization and facilitation for state enterprise activities, such as: consolidation of redundant work processes; standardization of enterprise activities, reports and contracts; IT reorganization; business recovery; on-line government; electronic commerce; and strategic planning. To provide evaluation of agency work flows and processes; analyze risk; and identify purchase and vendor alternatives; and establish vendor evaluation criteria; and coordinate "single-point-of-contact" review for federal grants, which are submitted by state government agencies.

IPC plans at the enterprise level and assists individual agencies at the same time. Through IPC's efforts, there is a substantial generation of intangible savings within state government, as a result of new plans and ideas for agencies of state government, including avoidance of redundant efforts.

Results of outcomes

The A and I Information Planning and Coordination Office provided initial impetus, facilitation, project oversight, and staff assistance for state enterprise activities. These activities included:

- Budget Analysis and Review System (BARS) and the capital construction module;
- Coordination of the installation of business continuity software for the various agencies of state government and serves as business recovery coordinator – one new agency.

- Contract standardization, including service level agreements.

- Development, refinement, and delivery of the NASCIO (National Association of State CIO's) Enterprise Architecture for Wyoming state government.

- Developed and compiled enterprise workstation survey.

- Completed initial draft of new IT Standards document and the Excel format of revised IT Standards Document.

- E-Portal project leadership, oversight, and management, providing the state an entry into the world of electronic commerce.

- Compiled Digital State Survey – Parts I, II, and III.

- Pursuant to federal executive order 12372, the Information Planning and Coordination Office, serving as the State Clearinghouse, coordinated review and state sign-off of 100 federal grant applications, which were submitted to the federal government by state agencies.

IPC provided RFP review and evaluation for enterprise projects, as well as for individual state agencies' proposals and assisted in the establishment and review of agency business processes (efficiency improvements, economies-of-scale, and flexible delivery of services). Included in this outcome are:

- PC Leasing RFP for the Department of Administration and Information.

- County Assessors' Mass Appraisal (CAMA) System RFP for the Ad Valorem Division of the Department of Revenue.

- Public Safety Mobile Communications RFP for the Wyoming Department of Transportation.

- Pathways/EPICs for the Department of Family Services.

The A and I Information Planning and Coordination Office provided program content, facilitation and support staff services for enterprise advisory councils and commissions, including development of meeting agendas, presentations, strategies, and on-going work activities:

- Information Technology Oversight Panel (ITOP) – 7 meetings.

- Wyoming Telecommunications Council – 5 meetings, and development of GIS format for the “baseline” database of telecommunications services in the state.

- State Agency Law Enforcement Communications System (SALECS) Commission – 3 meetings; and on-going support, staffing, and administrative services for the Public Safety Mobile Communications project.

- Development and maintenance of the ITOP and Telecommunications Council web sites.

- On-Line Government Commission and ECRC (Electronic Commerce Review Committee).

The entire IPC staff completed annual training and review in the areas of Defensive Driving, Sexual Harassment/Discrimination, Electronic Mail, Ethics, and Substance Abuse, Acceptable Use of the Wyoming Internet, and Emergency Procedures and Evacuation Plans. Additionally, one staff person attended seven Microsoft Certified Systems Engineer training sessions in preparation for the Windows 2000 Professional certification.

State Library

General information

Lesley Boughton, state librarian

Agency contact

Linn Rounds
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2301 Capitol Ave.
Cheyenne, WY 82002-0060
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307/ 777-5915

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

Authorized personnel

28.25 full-time

Organization structure

Administration; Statewide Information Services (Reference); Bibliographic Services; Business Office,

Acquisitions and LAN; Wyoming Libraries Database (WYLD); Public Programs, Publications and Marketing; Library Development Office

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 Funds | \$1,977,070 |
| Trust and Agency Funds | \$2,978,695 |
| Federal | \$427,429 |
| Total | \$5,383,194 |

Mission and Philosophy

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

The State Library Division provides information services not only to state agencies and state employees but also to individuals who visit in person or who contact the library by telephone, mail or through the reference interface on the library web pages. The State Library provides essential training, continuing education, and consulting services to Wyoming's library staff and board members.

Results of outcomes

The State Library is included in the annual customer satisfaction survey conducted by the Department of Administration and Information within state government. The division consistently ranks highest in overall satisfaction within the Department.

Agencies and libraries continue to demonstrate their satisfaction with the central acquisitions program (an aggregated purchasing service which provides significant discounts) by increasing their orders, requiring the State Library to seek and receive an increase of 2.5 million dollars in authority to spend in the upcoming biennium. The library purchased a statewide license for BT Link, an acquisitions software which allows school, public and academic libraries to order materials electronically, improving efficiency in local institutions and at WSL.

The State Library participates in the annual Wyoming Library Association conference and WYLD Network meetings and sponsors an annual Library Director's Retreat to assess service delivery needs and issues. Administrators and program managers meet regularly, formally and informally, with customers in both state government and the library community.

Program managers in the division are responsible for ensuring that employees under their

supervision are provided appropriate training opportunities. All staff members have participated in training sessions this year.

The WYLD office, in conjunction with the WYLD Network system assessment team, completed the evaluation, selection, purchase and installation of new, sophisticated software that will make WYLD and its member libraries more user-friendly and versatile in their service to the people of Wyoming in the 21st Century. Extensive training on the new software was provided in each county, enabling the planned implementation on July 1 to be met.

The network continued to grow: Crook County School District #1 libraries, the Uinta County Library System and the Yellowstone Research Library became members in 2001-2001. All county library systems are now participating.

WSL continued to provide detailed technical assistance to libraries applying for e-rate discounts from the federal Universal Service fund. The State Library also filed for discounts on behalf of the WYLD network.

In addition to managing the WYLD network, State Library staff provided technical assistance to public libraries in preparing applications for grants for computer workstations, software and telecommunications enhancements from the Bill and Melinda Gates Foundation. All eligible libraries received funds to purchase new Pentium computers for use by the public.

Library development personnel provided training to staff in schools and libraries in use of the electronic resources funded by the Legislature that resulted in increased use of these resources. WSL distributed evaluation forms to all participants in these training workshops. The satisfaction ratings for training sessions are high.

The staff also facilitated the delivery of two accredited graduate library science courses from the University of Missouri to continue developing future professional librarians, organized a Library Leadership Institute to nurture future library leaders, promoted and managed a variety of grant offerings to librarians for continuing education, and assisted four county library boards in recruiting for library directors.

The Statewide Information Services (SIS) section provided statewide leadership in government information by offering training and presentations on state and federal information resources. Staff was invited to make a presentation on state publications at the Western States State Documents Librarians Conference sponsored by the Western Council of State Libraries.

SIS assisted the State Engineer's Office in the review of the Wyoming Water Library collection. The section worked with the Water Development Commission, State Engineers Office and other libraries to ensure that Wyoming's water-related information resources continue to be readily available

to users.

The Programs, Publications and Marketing (P3M) section continued its coordination of Mother Goose Asks "Why?" and You Can Count on Mother Goose, family literacy programs directed toward low income families. The partnership with Department of Family Services continued with WSL providing training for more than 50 day care providers in Casper and Cheyenne. Advice, scheduling support and preparation of materials for DFS sponsored workshops reached another 200 people. A session was held at the Honor Farm for incarcerated fathers.

In 2001, the State Library developed GoWYLD [www.gowylld.net] to provide a single point of access to Wyoming information on the web. This is an ongoing project as Internet resources continue to grow.

The Business Office gathered county library statistics and made available combined statistical reports with previous years' data to all county libraries. Statistics were also reformatted and sent to the Federal States Cooperative System for inclusion in national library statistics. The office assisted the U.S. Department of Education in gathering academic library statistics and produced a consolidated report that included previous years' statistical data that was sent to participating libraries.

P3M staff compiled and edited the **Wyoming State Government Annual Report 2001**. New editions were completed of the **Wyoming Libraries Directory**, **Catalog of Wyoming Grant Programs**, **Public Library Statistics**, **Academic Library Statistics** and eight issues of **The Outrider**. The online versions of the directory, catalog and authors database are updated regularly. Staff of P3M created and maintains the Wyoming Writers database that can be accessed through the WSL web page.

SIS managed and provided access to the State Library's collection. Library staff continued to improve access to this information by cataloging and adding records for state, local and federal government publications to WYLD. Librarians provided users with the information they needed through reference and resource sharing services. State Library users acknowledge the "invaluable help" they receive with their research projects.

To support Wyoming's federal depository libraries, the State Library managed the contract with the University of Colorado-Boulder, which allows Wyoming libraries including UW, to participate in the Federal Depository Library Program. Through this contract, librarians can utilize the resources of and receive services from the primary government information research library in the region.

Following acceptance as Wyoming's Patent and Trademark Depository Library in January, 2001, the State Library began to build and promote the Wyoming Patent Depository Library. Staff provided an introduction to the resources for Wyoming libraries, Small Business Development Centers and

Wyoming Business Council Regional Offices and sponsored workshops on intellectual property for the public and library community.

Staff also developed the "Wyoming Inventors' Database" (WID) [<http://cowgirl.state.wy.us/inventors/>] to provide access to information about Wyoming inventors and inventions through the web. Unique in the United States, the WID has been recognized nationally.

Recognizing that digitization is a tool that would enable Wyoming's libraries, museums, historical societies and archives to provide increased access to their unique historical and cultural resources, the State Library has implemented a digitization program. A pilot project involving the Wyoming State Parks and Cultural Resources Department, UW Libraries, American Heritage Center, Platte County Library and Museums, the Wyoming State Historical Society and the State Library is underway with plans to expand to institutions throughout Wyoming.

Department of Administration and Information organization chart

