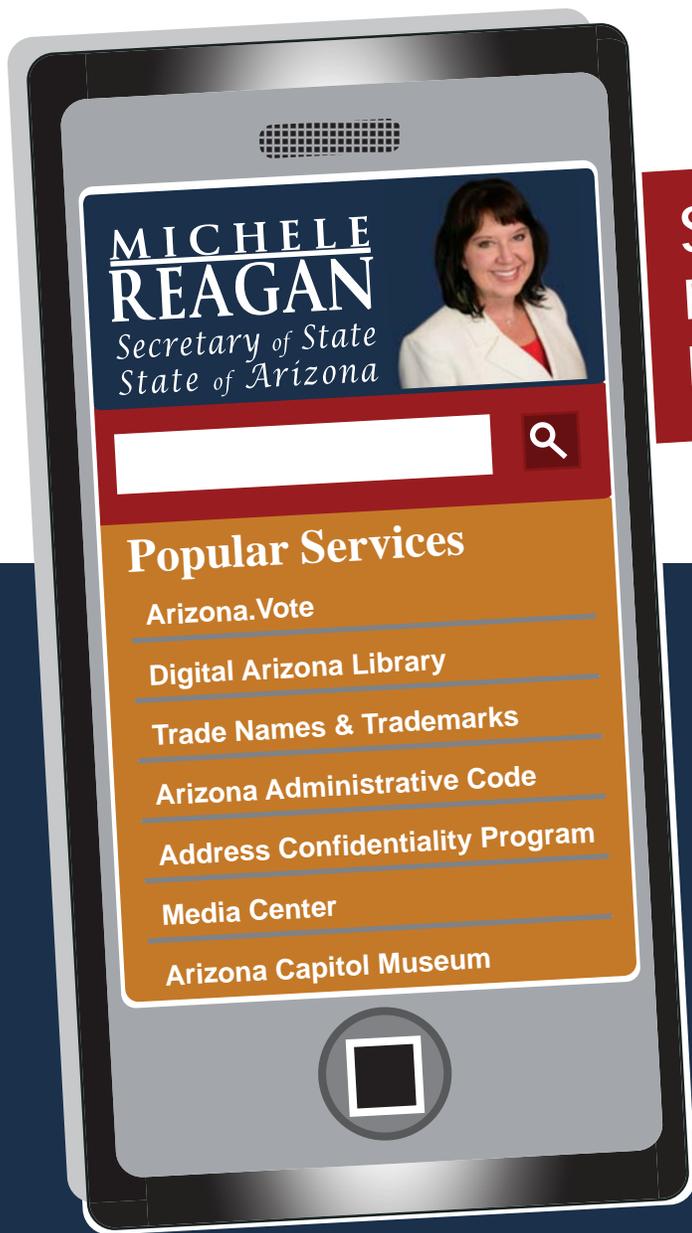


# FISCAL YEAR 2015 ANNUAL REPORT



SECRETARY REAGAN BRINGS  
FILINGS, RECORDS & LIBRARY  
RESOURCES INTO THE DIGITAL AGE

A NEW MOBILE-FRIENDLY WEBSITE WAS  
UNVEILED IN FISCAL YEAR 2015

# Inauguration Day ~ January 5, 2015

Michele & Husband David



Pledge of Allegiance



Oath administered by Judge Michael Reagan, father of Michele Reagan



Secretary of State Michele Reagan



Photos by Scott Cancelosi,  
Director, Public Services Division



# FISCAL YEAR 2015 ANNUAL REPORT

## Technology Used to Renovate Antiquated Filing Procedures

Transparency. Technology. Transformation. Three words that encapsulated my first year in office as Arizona's 20<sup>th</sup> Secretary of State.

From technology upgrades to voter engagement, our thoughtful review of the principles and practices of the office have brought about a new age in governmental efficiency, outreach and customer service.

First on our list was the redevelopment of our homepage [www.AZSOS.gov](http://www.AZSOS.gov) to make it easier to navigate and find information. Next were upgrades for our Business Services division, notably the ability to accept credit cards for the first time ever, and the creation of an online system for notary applications and renewals.

Sticking with technological improvements, we are truly excited about the development of a new campaign finance database that provides a greater level of transparency than ever before. The soon-to-be-released platform allows users to better trace the money from the people who write the checks to the politicians who cash them. Combined with our easy to remember elections portal [www.Arizona.vote](http://www.Arizona.vote) and [www.Arizona.voto](http://www.Arizona.voto), we believe our innovative platforms are the first of their kind in the nation!

While providing a greater level of transparency is a high priority for me, we've also reinvigorated our voter outreach program with two dedicated employees focused on improving voter

registration and participation. Our Voting Rights Ambassadors are travelling the state connecting with schools, libraries, clubs and civic groups educating voters on the electoral process and encouraging citizens to register to vote.

The improvements within the Department of State haven't been limited to our Elections and Business Services divisions. We've also begun a comprehensive effort to modernize the State Library, Archives and Public Records division. With the creation of the new Genealogy Center at the Polly Rosenbaum Archives and History Building to the interactive educational exhibits in the Capitol Museum, our staff understands we must have access to the past if we are to plan for the future.

To continue supporting that mission, we'll launch [www.azcapitolgifts.com](http://www.azcapitolgifts.com) the online component of the Capitol Museum Store in FY 2016 which offers unique Arizona products, including the exclusive capitol ornament, just in time for the holiday season!

It is an honor and privilege to serve as your Secretary of State. I look forward to your feedback as we continue our work to modernize the office.



Michele Reagan  
Arizona Secretary of State

# FISCAL YEAR 2015 ANNUAL REPORT

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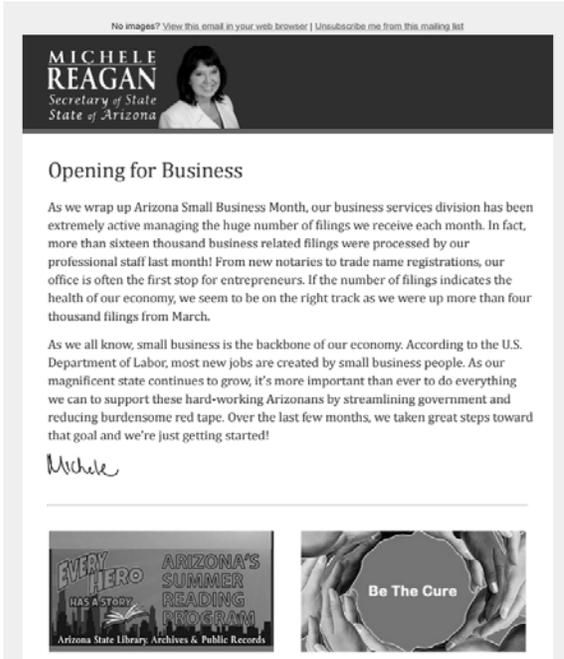
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Project Managers: Dr. Ted Hale, Holly Henley, Kim Crawford Layout Design: Scott Cancelosi

## Electronic Newsletters now Available to Customers

Arizona residents deserve improved accessibility to state government, and by subscribing to the AZSOS Electronic Newsletter, you will receive new information and updates on issues that affect you and your family. Not only will you receive the latest news from state government each month, but you will also receive helpful links to state services and programs, keeping you informed and up-to-date. Sign-up online at [www.azsos.gov](http://www.azsos.gov).

**SECRETARY REAGAN BRINGS  
FILINGS, RECORDS & LIBRARY  
RESOURCES INTO THE DIGITAL AGE**





ARIZONA DEPARTMENT OF STATE  
MICHELE REAGAN *Secretary of State*

**FISCAL YEAR 2015**  
**ANNUAL REPORT**  
**ABOUT THE OFFICE**



***Write Us***

The Honorable Michele Reagan  
Secretary of State  
1700 W. Washington St., Fl. 7  
Phoenix, AZ 85007-2808

Arizona State Library, Archives and Public Records;  
Director's Office  
1700 W. Washington St.  
1938 Addition, Suite 200  
Phoenix, AZ 85007

***Call Us***

Administration  
Telephone: (602) 542-4285  
Fax: (602) 542-1575

Arizona State Library, Archives and Public Records;  
Director's Office  
Telephone: (602) 926-4035  
Fax: (602) 256-7983

***Physical Locations***

Administration is located in the executive tower at the State Capitol in Phoenix. Parking is available just west of the tower off of 19th Avenue and Washington Street.

LAPR is located in the 1938 addition of the State Capitol in Phoenix.

***On the Web***

Main Office:  
[www.azsos.gov](http://www.azsos.gov)

Arizona State Library, Archives and Public Records:  
[www.azlibrary.gov](http://www.azlibrary.gov)

## OFFICE HIGHLIGHTS

### About the Office

The Arizona Secretary of State (SOS) is charged with a number of important state functions, including serving as acting governor when the governor is absent from the state.

Like lieutenant governors in other states, the SOS is first in line to succeed the governor in the event of death, resignation or removal from office.

The SOS works hand-in-hand with the business community. The office is tasked with recording the partnerships of those who do business in Arizona and we register trade names, trademarks and issue certificates of registration. We also register telemarketers and veterans' charitable organizations.

Improving the quality of life for Arizonans has been a priority of our office. The Arizona State Library, Archives and Public Records provides Arizonans access to information about their government, their state and their world. The information available from the State Library empowers citizens to become informed citizens.

Our Address Confidentiality Program allows victims of domestic violence, sexual abuse or stalking to keep their residential addresses confidential by giving them a substitute address.

Another important duty of the office is trustworthy, secure elections. The SOS serves as Chief Election Officer for the State. One of the goals of the office is to register more voters and encourage them to become engaged in their elections.

The office also certifies: voting devices, election results, candidates and measures to the ballot, as well as the results of statewide elections. In addition, we are the filing office for

campaign finance and expenditure reports made by lobbyists.

Our office performs a variety of administrative functions as well. We grant or deny use of the Great Seal of the state of Arizona, attest to all official acts of the Governor and affix the Seal on all official documents. Our office commissions notaries and certifies notarized documents going to other states or foreign countries.

Citizens looking for information on legislative actions need to look no further than our office. We file chaptered bills, Senate and House memorials and resolutions and gubernatorial vetoes.

The duties of the SOS are many, but our commitment to you remains the same: To provide you with efficient, friendly customer service.

### Fiscal Year 2015

#### Financial Highlights

The Office of the SOS receives monies from several sources:

- The State General Fund,
- Federal Funds,
- Records Management Center,
- The Capitol Museum & Gift Shop, and
- Private funding.

#### State General Fund

Daily operations of our office and expenses for state grants and state-wide elections are paid from this fund, which is approved each year by the Legislature and Governor.

In Fiscal Year 2015 we received approximately \$14.5 million for daily operations.

Daily operations include the various divisions of the SOS such as Elections; Business Services; Publications; Information Technology; Ad-

## MICHELE REAGAN ~ SECRETARY OF STATE

dress Confidentiality Program; Library, Archives, and Public Records; and Administration. Expenses for daily operations include salaries of employees who provide services to the public as detailed throughout the rest of this report, support for the Radio Reading program, State Grants-in-Aid awarded to public libraries, rent for office space and insurance to the Department of Administration, and other operating costs such as printing, postage, office supplies and equipment maintenance.

The largest amount of expenses for statewide elections are monies to reimburse Arizona's counties for a portion of election expenses, including the printing, labeling and mailing of sample ballots.

We also charge fees for some of the filings and registrations submitted to our office, for Records Storage and Micrographics services, and for printing and research costs for our Library and our Archives Divisions, as prescribed by state law. In addition, fines for domestic violence are assessed and received from the counties to support of our Address Confidentiality Program. Our Museum Gift Shop also collects sales revenues. Our aggregate collection from all fees, filings, fines, and sales to customers who used our services in FY 2015 was approximately \$2.9 million. These monies go into the General Fund and other state funds to help offset the expense of running our office.

## Federal Funds

Our Office used about \$4.5 million of Federal Funds in FY 2015. The Help America Vote Act (HAVA) expenditures of \$1.7 million consisted of \$1.5 million for grants given to Arizona's 15 counties for the purchase and maintenance of election equipment and other election expenses required by Federal and State laws. The other \$166,300 was used to pay statewide expenses related to HAVA.

The Arizona State Library, Archives, and Public Records Division expended \$3.7 million under five federal grant programs including \$3.5 million under LSTA (Library Services and Technology Act) and \$181,300 for other federal grant programs.

## Private Funding

Specific bequeaths and restricted donations to the Braille and Talking Book Library, to the Archives and History Divisions, and to the Arizona Capitol Museum amounted to \$84,700 for FY 2015.

In addition, the State Library assisted 200 of Arizona's 209 Public Libraries to access discounts on telecom, Internet access, and internal connections by facilitating their applications for \$2.45 million in E-rate reimbursements.

## Secretaries of State

### Since Statehood

#### 1912 - 1918



**SIDNEY P. OSBORN**  
Democrat

Served: February 14, 1912 – 1918  
 Born: May 17, 1884, Phoenix, Maricopa County, Ariz.  
 Died: May 25, 1948, Phoenix, Maricopa County, Ariz.  
 Buried: May 28, 1948, Greenwood Cemetery, Phoenix, Maricopa County, Ariz.

Sidney P. Osborn was elected to the office in the Dec. 12, 1911, election but did not take office until Arizona became a state on Feb. 14, 1912. He was re-elected in the November 1914 and 1916 General Elections.

Osborn served as Arizona governor from 1941 until his death on May 25, 1948. He was the first Arizona state governor to die while serving in the office of the governor.

#### 1919 - 1920



**MIT SIMMS**  
Democrat

Served: 1919 – 1920  
 Born: Aug. 12, 1873, Rockford, Coosa County, Alabama  
 Died: July 22, 1957, St. Joseph's Hospital, Phoenix, Maricopa County, Ariz.  
 Buried: Safford Union Cemetery, Graham County, Ariz.

Simms was a delegate to the Arizona 1910 Constitutional Convention representing Graham County.

He also served as State Treasurer 1915 – 1916, 1931 – 1932, 1935 – 1936, 1947 – 1948 and was a member of the Arizona Corporate Commission 1949 – 1954, 1955 – 1957.

#### 1921 - 1922



**ERNEST R. HALL**  
Republican

Served: 1921 – 1922  
 Born: Feb. 10, 1880, Creston, Union County, Iowa  
 Died: March 29, 1959, Arizona Pioneers' Home, Prescott, Yavapai County, Ariz.  
 Buried: April 1, 1959, Mesa Cemetery, Mesa, Maricopa County, Ariz.

Hall was a U.S. Army, World War I veteran: "He expected to return to the Cuprite [mine] after the adjournment of the Legislature, but before the end of the session enlisted in the 27th engineers and went to France. Shortly after his return from the war he was elected secretary of state." ("Ernest Hall Going Back to Mining." *The Coconino Sun* (Flagstaff, Ariz.), Dec. 8, 1922, p. 8) Sen. Hall did not resign his seat in the Legislature. Starting on June 10, 1918, he was noted as "excused" in the Senate Journal.

#### 1923 - 1928



**JAMES H. KERBY**  
Democrat

Served: 1923 – 1928; 1933 – 1938  
 Born: April 30, 1881, Huntsville, Randolph County, Missouri  
 Died: Sept. 11, 1957, Phoenix, Maricopa County, Ariz.  
 Buried: Sept. 13, 1957, Greenwood Memorial Park, Phoenix, Maricopa County, Ariz.

Sec. Kerby was "... first elected secretary of state in 1922 and served two separate terms of six years each." ("James Kerby Funeral Set Tomorrow" *Tucson Daily Citizen*, Sept. 12, 1957, p. 16) Kerby left the office twice - in 1928 and in 1938 - to run unsuccessfully for the Democratic nomination for governor.

MICHELE REAGAN ~ SECRETARY OF STATE

1929



**JOHN C. CALLAGHAN**  
Democrat

Served: Jan. 7, 1929 – Jan. 27, 1929  
Born: July 9, 1869, Gallitzin, Cambria County, Pennsylvania  
Died: Jan. 27, 1929, St. Joseph's Hospital, Phoenix, Maricopa County, Arizona  
Buried: Pennsylvania

"Callaghan was elected at the last election [Nov. 6, 1928] and was to have taken office Jan. 7, but his inauguration was postponed because he was confined to a hospital at that time [he had been taken to the hospital on Jan. 5, 1929]. Callaghan died in office Jan. 27, 1929. ("Secretary of State of Arizona Passes on." *The Helena Independent* (Helena, Montana), Jan. 28, 1929, p. 8)

Previous Annual Reports listed Callaghan as Republican. The General Canvass from 1928 confirms that he was a democrat.

1929 -1930



**I.P. "IKE" FRAIZER**  
Republican

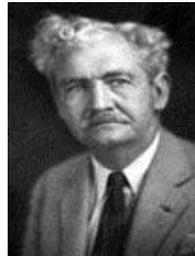
Served: Jan. 30, 1929 – 1930  
Born: Dec. 2, 1874, near Marshall, Clark County, Ill.  
Died: Sept. 16, 1932, Miami, Gila County, Ariz.  
Buried: Masonic Cemetery, Nogales, Santa Cruz County, Ariz.

Gov. John C. Phillips appointed I. P. "Ike" Fraizer to the Office of the Secretary of State on Jan. 30, 1929, who accepted the position.

When Secretary of State, J. C. Callaghan died, Gov. John C. Phillips first appointed George W. Nickle to the office on Jan. 29, 1929, who declined the appointment the next day.

In previous Annual Reports, Mr. Fraizer's name was spelled incorrectly. At the request of his granddaughter the name has been corrected. (Request made Aug. 20, 2008, by Kathryn Fraizer Smith)

1931 - 1932



**SCOTT WHITE**  
Democrat

Served: 1931 – 1932  
Born: Dec. 17, 1856, La Grange, Fayette County, Texas  
Died: March 4, 1935, Pioneers' Home, Prescott, Yavapai County, Ariz.  
Buried: Phoenix, Ariz.

He also served in the Arizona Fourteenth Legislative Assembly, House of Representatives in 1887; served on the Cochise County Board of Supervisors 1891 – 1892; and served as Cochise County Sheriff 1893 – 1894; 1897 – 1900 before becoming secretary of state.

1933 -1938



**JAMES H. KERBY**  
Democrat

Served: 1923 – 1928; 1933 – 1938  
Born: April 30, 1881, Huntsville, Randolph County, Missouri  
Died: Sept. 11, 1957, Phoenix, Maricopa County, Ariz.  
Buried: Sept. 13, 1957, Greenwood Memorial Park, Phoenix, Maricopa County, Ariz.

"Kerby, who died yesterday at his Phoenix home, was first elected secretary of state in 1922 and served two separate terms of six years each." ("James Kerby Funeral Set Tomorrow" *Tucson Daily Citizen*, Sept. 12, 1957, p. 16  
Kerby left the office twice - in 1928 and in 1938 - to run unsuccessfully for the Democratic nomination for governor.

MICHELE REAGAN ~ SECRETARY OF STATE

1939-1942



**HARRY M. MOORE**  
Democrat

Served: 1939 – Nov. 20, 1942  
Born: November 16, 1895, Peoria, Maricopa County, Arizona Territory  
Died: Nov. 20, 1942, Good Samaritan Hospital, Phoenix, Maricopa County, Ariz.  
Buried: Nov. 25, 1942, Glendale, Maricopa County, Ariz.

Arizona State Treasurer, Harry M. Moore, was elected Arizona Secretary of State in the general election on Nov. 1, 1938 and was sworn in Jan. 2, 1939. He was elected to a second term as secretary of state in 1940. ("Harry M. Moore Ariz. Secretary of State, Dead." *Yuma Daily Sun*, Nov. 21, 1942, p. 1) Seventeen days after Moore was elected to a third term in the general election on Nov. 3, 1942, he died of coronary thrombosis following an emergency operation for acute appendicitis. He was 47 years old.

1942-1948



**DAN E. GARVEY**  
Democrat

Served: Nov. 27, 1942 – May 25, 1948  
Born: June 19, 1886, Vicksburg, Warren County, Mississippi  
Died: Feb. 5, 1974, St. Joseph's Hospital, Phoenix, Maricopa County, Ariz.  
Buried: Tucson, Pima County, Ariz.

After Arizona Secretary of State, Harry M. Moore, died on Nov. 20, 1942, Gov. Sidney P. Osborn named assistant Secretary of State, Dan E. Garvey, to the office on Nov. 27, 1942. Secretary of State Garvey was subsequently elected to the office in the November 1944 and 1946 general elections. Garvey was the first secretary of state to move to the governor's office on Nov. 22, 1948, upon death of Gov. Sidney P. Osborn.

1948-1949



**CURTIS M. WILLIAMS**  
Democrat

Served: Nov. 22, 1948 – Jan. 3, 1949  
Born: October 10, 1896, Hatchchubbee, Russell County, Alabama  
Died: June 8, 1969, Phoenix, Maricopa County, Ariz.  
Buried: June 11, 1969, Greenwood Memorial Gardens, Phoenix, Maricopa County, Ariz.

Williams was appointed secretary of state in November of 1948 to fill the unexpired term of Sec. Dan E. Garvey who became governor. The 18th Arizona State Legislature, 7th Special Session (Sept. 13, 1948 – Oct. 14, 1948) passed House Concurrent Resolution No. 1 "A Concurrent Resolution Proposing an Amendment to the Constitution of Arizona Relating to Gubernatorial Succession" which was referred to the voters on the Nov. 2, 1948, ballot. This passed on Nov. 22, 1948.

1949 - 1977



**WESLEY BOLIN**  
Democrat

Served: 1949 – Oct. 20, 1977  
Born: July 1, 1909, Butler, Missouri  
Died: March 4, 1978, Phoenix, Maricopa County, Ariz.

Bolin was elected to the office in the Nov. 2, 1948, General Election and continued to be re-elected for 13 consecutive terms, a total of 29 years. He was the first secretary of state to serve four-year term from 1971 to 1975.

Bolin succeeded from the office of Arizona Secretary of State to the governorship on Oct. 20, 1977, due to the resignation of Gov. Raul Hector Castro who had been appointed U. S. Ambassador to Argentina by President Carter.

MICHELE REAGAN ~ SECRETARY OF STATE

1977-1988



**ROSE  
MOFFORD**  
Democrat

Served: Oct. 20, 1977 – April 5, 1988

Born: June 10, 1922, Globe, Gila County, Ariz.

Mofford was appointed on Oct. 20, 1977, to the office of Arizona Secretary of State by Gov. Wesley Bolin who succeeded to the governorship upon the resignation of Gov. Raul Castro who had been appointed U.S. Ambassador to Argentina. Secretary Mofford was elected to the office in the Nov. 7, 1978, General Election and was re-elected in 1982 and 1986.

Mofford was the first woman elected as secretary of state. Rose Mofford succeeded to the governorship upon the impeachment and Arizona State Senate conviction of Gov. Evan Mecham on April 5, 1988.

1988 - 1990



**JAMES "JIM"  
HYRUM  
SHUMWAY**  
Democrat

Served: April 13, 1988 – 1990  
Born: July 8, 1939, Tempe, Maricopa County, Ariz.

Died: May 11, 2003, Scottsdale, Maricopa County, Ariz.

Shumway was appointed to the office of Arizona Secretary of State on April 13, 1988, by Gov. Rose Mofford who had succeeded to the governorship.

Shumway ran for the office in 1990 Democrat primary election but lost to Richard Mahoney who was eventually elected Arizona Secretary of State in the General Election.

1991 - 1994



**RICHARD "DICK"  
D.  
MAHONEY**  
Democrat

Served: 1991 – 1994

Born: May 28, 1951, St. Joseph's Hospital, Phoenix, Maricopa County, Ariz.

Mahoney was elected as Secretary of State in 1990. He holds an A.B. in history (magna cum laude) from Princeton University, a Ph.D. in international relations from Johns Hopkins University School of International Studies and a J.D. from Arizona State University.

Mahoney was professor emeritus at the Thunderbird School of Global Management. He also authored two books.

1995 - 1997



**JANE DEE HULL**  
Republican

Served: Jan. 3, 1995 – Sept. 5, 1997

Born: Aug. 8, 1935, Kansas City, Jackson County, Missouri

Hull was elected to the office of Arizona Secretary of State in the Nov. 8, 1994, General Election and took the oath of office on Jan. 3, 1995. She succeeded to the governorship on Sept. 5, 1997, at 5 p.m. due to the resignation of Gov. John Fife Symington, III.

Before becoming secretary, she was the first woman elected speaker of the Arizona House of Representatives. After succeeding to the governor's office, she successfully ran and won the post and was the first woman elected governor of Arizona (Gov. Rose Mofford did not run for the office).

MICHELE REAGAN ~ SECRETARY OF STATE

1997 - 2002



**BETSEY BAYLESS**  
Republican

Served: Sept. 11, 1997 – 2002  
Born: Jan. 10, 1944, Phoenix, Maricopa County, Ariz.

Bayless was appointed as secretary by Gov. Jane Dee Hull who had succeeded to the governorship. She was later elected by voters to the office on Nov. 3, 1998, and took the oath of office Jan. 4, 1999.

Bayless speaks Spanish and earned her Bachelor's degree in Latin American Studies and Spanish from the University of Arizona.

2003 - 2009



**JANICE K. BREWER**  
Republican

Served: 2003 – January 20, 2009  
Born: Sept. 26, 1944, Hollywood, Los Angeles County, Calif.

Brewer was elected as secretary in the Nov. 5, 2002, General Election and took the oath of office on Jan. 6, 2003. She was re-elected in the Nov. 7, 2006, General Election.

On Jan. 20, 2009, Gov. Janet Napolitano was confirmed as Homeland Security director to President Obama and resigned as governor. Brewer succeeded to the governorship from the office of Arizona Secretary of State and was sworn in Jan. 21, 2009, upon the resignation of Gov. Janet Napolitano.

2009 - 2014



**KEN BENNETT**  
Republican

Served: Jan. 26, 2009 – 2014  
Born: Aug. 1, 1959, Tucson, Pima County, Ariz.

Ken Bennett was appointed by Gov. Jan Brewer to replace her as secretary of state, and took the oath of office on Jan. 26, 2009.

Bennett was subsequently elected by the voters to the office on Nov. 2, 2010.

Prior to becoming secretary, Bennett served as Arizona State Senate President.

2015 - Present



**MICHELE REAGAN**  
Republican

Serving: January 2015  
Born: Oct. 13, 1969, Rockford, Winnebago County, Ill.

Reagan was elected in the Nov. 4, 2014, General Election and took the oath of office on Jan. 5, 2015. Before becoming secretary, her career in public service spanned more than a decade in both houses of the legislature. Recognized as a tireless champion of small businesses, Ms. Reagan was named Chair of the Commerce Committee in the House, and later, Chair of the Economic Development and Jobs Creation Committee in the Senate.

MICHELE REAGAN ~ SECRETARY OF STATE

State Librarians

Since Statehood



1915 - 1932  
Con P. Cronin



1932 - 1956  
Mulford Winsor



1996 - 1997  
Mary Johnson  
Acting State  
Librarian



1997 - 2011  
GladysAnn Wells



1956 - 1961  
Alice B. Good



1961 - 1979  
Marguerite Cooley



2011 - 2012  
Janet Fisher  
Acting State  
Librarian



2012 - Present  
Joan Clark



1979 - 1993  
Sharon Womack  
(Turgeon)



1993 - 1996  
Arlene Bansal



ARIZONA DEPARTMENT OF STATE  
MICHELE REAGAN *Secretary of State*

**FISCAL YEAR 2015**  
**ANNUAL REPORT**  
**ADMINISTRATION**



***Write Us***

The Honorable Michele Reagan  
Secretary of State  
1700 W. Washington St., Fl. 7  
Phoenix, AZ 85007-2808

Arizona State Library, Archives and Public Records;  
Director's Office  
1700 W. Washington St.  
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[www.azsos.gov](http://www.azsos.gov)

Arizona State Library, Archives and Public Records:  
[www.azlibrary.gov](http://www.azlibrary.gov)

## MICHELE REAGAN ~ SECRETARY OF STATE

**Meet Michele Reagan****Arizona Secretary of State**

In a state full of success stories, newly-elected Secretary of State Michele Reagan has risen to Arizona's second highest elective office.

Through a combination of hard work, commitment to public service and the pioneer spirit; she exemplifies what it means to be an Arizonan.

Moving from the south suburbs of Chicago in 1991, Secretary Reagan adopted Arizona as her second home and opened FASTSIGNS in Phoenix, learning quickly about the issues that face the state's businesses each day. During this time, she gained the respect of customers and local business which led to leadership positions within civic and professional groups. Her steadfast advocacy for small business, community involvement, fiscal conservatism and a desire to do more became the catalyst to run for public office.

Secretary Reagan's illustrious career in public service has spanned more than a decade in both houses of the legislature. Recognized as a tireless champion of small businesses, Ms. Reagan was named Chair of the Commerce Committee in the House, and later, Chair of the Economic Development and Jobs Creation Committee in the Senate.

During her candidacies for office, Secretary Reagan developed a passion for fair, accurate and efficient elections. This passion contributed to the formation of the first Senate Elections Committee, of which she was Chair.

During her tenure, she was widely praised for her work to make needed reforms to the state's system of elections, and was encouraged by community advocates, state and local leaders, and the last four Secretaries to run for the state's Chief Election Officer. Ms. Reagan was elected to serve as Arizona's 20th Secretary of State in 2014.



Secretary Reagan's distinguished career has earned her numerous awards and accolades including: Small Business Guardian from the National Federation of Independent Business, the Eye of the Eagle award from the Arizona Small Business Association and the Best Legislator in 2008 from the Arizona Capitol Times. Additionally, she was named one of the 50 most Influential Women in Arizona by AZBusiness Magazine in 2013.

Secretary Reagan proudly represents the West region on the Lieutenant Governors Association's Executive Board. She also serves on the Advisory Board of Childhelp; Worldly Kids, Inc.; Scottsdale Leadership; and the Flinn Foundation's Bioscience Roadmap Steering Committee.

Secretary Reagan is a graduate of Illinois State University and was named by the Aspen Institute to its prestigious Rodell Fellowship, a program designed to bring together elected officials who have demonstrated an outstanding ability to work responsibly across partisan divisions and bring greater civility to public discourse.

Ms. Reagan and her husband, David, live in Scottsdale with three dogs and a desert tortoise named Casey.

## MICHELE REAGAN ~ SECRETARY OF STATE

**Administrative Staff**

LEE MILLER  
*Assistant Secretary of State,  
Daily Operations*



JOAN CLARK  
*State Librarian & Director,  
Library, Archives & Public  
Records*



MATT ROBERTS  
*Director of Communications*



BILL MAASKE  
*Chief Information Officer*



LIZ ATKINSON  
*Chief Financial Officer*

SHAWN JOHNSON  
*Facilities Operations Manager*

**Administration****Who We Are**

Administration provides leadership, guidance, and support to directors, managers and all other office divisions and includes computer information systems, budget and fiscal operations, and human resources.

The Arizona Secretary of State's (SOS) main office is located on the seventh floor of the Executive Tower of the Capitol. Arizona State Library, Archives and Public Records (LAPR) main office is located in the 1938 addition to the Capitol on the second floor.

**Our Customers**

The office serves the filing needs of state agencies, businesses, and citizens as mandated under Arizona Revised Statutes (Title 41, Ch. 1, Article 2) and the state Constitution.

The LAPR serves the information needs of Arizona citizens and the archiving needs of state agencies (Title 41, Ch. 1, Article 2.1).

Office administration helps to steward relationships between the public, businesses, state agencies, elected officials and the courts by providing customer services as outlined in this report.

**What We Do – Services**

Supports the timely filing of documents and retrieval of filings at the request of the public.

Offers and maintains searchable database indexes online.

Records and maintains all official acts of the governor under A.R.S. § 41-121(2). LAPR keeps the archive of these records and documents of Arizona's governors.

Records the official acts of the SOS. This includes the attachment of the Great Seal of the State of Arizona to documents that are filed under A.R.S. § 41-130(4).

Grants or denies permission of the use of the Great Seal of the State of Arizona under A.R.S. § 41-121(3).

Maintains all SOS and LAPR director correspondence.

Preserves and documents Arizona's history by filing and archiving documents as statutorily mandated under state law.

The main documents filed by the SOS main office include items from the governor's office, state agencies, businesses or other entities.

LAPR documents and records materials archived by state and other governmental agencies. Included are manuscripts and maps from the earliest years of the state through contemporary times; access to federal documents; state documents; genealogy collections; and Arizona collections.

Administers several state boards and commissions as required under state statute or at the governor's request. They include, but are not limited to:

- ◆ Arizona Historical Advisory Commission,
- ◆ The Arizona Historical Records Advisory Board,
- ◆ The Arizona State Board on Geographic and Historic Names,
- ◆ Arizona County Librarians, and
- ◆ The Board of Library Examiners.

Supports statewide collaborations of libraries, archives, public records programs, and museums.

Offers workshops and attends events to explain the functions and duties of the office and how to use our services; how to file; and archive records. Other topics include discussion of the branches of government; the state budget; and genealogical research.

Offers online and traveling exhibits, brochures and Kids' Pages on such subjects as Arizona State Symbols, Five Cs, the WWII memorial, and

Arizona history.

## Fiscal Year 2015 Statistics

### State Seal Usage

**SECRETARY REAGAN BRINGS  
FILINGS, RECORDS & LIBRARY  
RESOURCES INTO THE DIGITAL AGE**

As part of Michele Reagan's initiative to digitize the office, a new database was created to grant or deny state seal usage. The new database auto-generates a certificate to those who are granted permission, tracks the statistics and generates letters. In the past, permission was granted by staff typing individual letters to those requesting use. Staff then added the requestor information to a record database. The new database:

- saves Administrative staff time when preparing certificates;
- creates consistency standards with responses; and
- archives permissions to prevent duplication.

The office is required under Arizona Revised Statutes to be the keeper of the State Seal. Our founders felt the integrity of seal was so important that the Secretary acts as the official custodian under A.R.S. § 41-121(3). This means the Secretary grants or denies permission to use the seal.

A.R.S. § 41-130 states:

"§ 41-130. Use of state seal restricted; violation; classification

A person may use, display or otherwise employ any facsimile, copy, likeness, imitation or other resemblance of the great seal of this state only after obtaining the approval of the secretary of state. The secretary of state may grant a certificate of approval upon application by any person showing good cause for the use of the great seal of this state for a proper purpose. The great seal of this state shall in no way be employed by anyone other than a state agency for the purpose of advertising or promoting the sale

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of any article of merchandise whatever within this state or for promoting any other commercial purpose. The secretary of state may promulgate rules for the use of the great seal of this state or any facsimile, copy, likeness, imitation or other resemblance of the great seal. Any person who knowingly violates this section is guilty of a class 3 misdemeanor.”

Any person who wishes to use the state seal must state his or her intended purpose in writing to the office as the secretary acts as custodian of the great seal. Contact the office at (602) 542-0681 for more information or mail your request to: The Honorable Michele Reagan SOS, 1700 W. Washington St., Fl. 7, Phoenix, AZ 85007.

<b>State Seal Permission</b>	<b>FY14</b>	<b>FY15</b>
Granted	25	35
Denied/Cease of Use	2	5

**Since January 2015 the new database tracked the following:**

<b>Categories Approved For</b>	<b>Total 21</b>
A wall hanging/display	10
Embosser (Notary)	1
Carpet mosaic	1
Certificates (for use on)	1
Educational purposes	2
Capitol Museum Store (items sold)	1
Letterhead/stationary	1
Name tags	2
Notary stamps	1
Note/thank you cards	1

<b>Categories Disapproved For</b>	<b>Total 1</b>
Use on a private business website	1

**State Seal Design**

Secretary Reagan set forth a new precedent on an old favorite, the colorization of the official Motter Seal (the official seal of record) in the Spring of 2015.

Reagan authorized the release of the digital line art seal which uses the traditional pallet of colors used in a previous low-quality drawn color seal.

As part of this update the office initiated new procedures with Arizona Correctional Industries (ACI) who prints many items for state agencies, from business cards to letterhead. ACI now accepts the new permission certificates as granted by our office, and is uniform with our office standards.

The result of this venture includes:

- Consistent use of the seal on printed publications and documents.
- Consistent use of the colors on the state seal that are printed in color.
- State seals not previously offered are now available to state agencies as wall art based on the color standards.

More information about the seal can be found in Secretary Reagan’s publication, “History of the Great Seal of Arizona,” available online at [www.azsos.gov](http://www.azsos.gov).

**Certificates**

In 2015 Secretary Reagan’s staff established a Virtual File Cabinet Database to create consistent certificates and maintain a history of certificates issued by administrative staff. Certificates were generated individually in a word processing program prior to the building of this database.

Examples of certificates issued in the past include:

- Anniversary certificates;
- Appointment certificates;
- Appreciation certificates;
- Awards and recognition certificate;
- Birthdays;
- Business anniversaries;
- Ceremonial congratulations;
- Cub Scout Certificates;
- Eagle Scout certificates;
- Flag Certificates (U.S. or Arizona);
- Girl Scout certificates;

- Military graduation certificates, for ex-ample United States Naval Academy Class Recognition;
- Mothers of the Year certificates;
- Participant Certificates;
- Recognition/achievement/service certificates;
- Retirement certificates; and
- Wedding certificates.

The following certificates were issued by the SOS's Office:

Type of Certificate	FY14	FY15
Boys State certificates	250	350
Eagle Scout certificates	44	20
Girl Scout Gold Award letters	25	0
Flag certificates	99	11

**About the Flag Certificate Program**

In partnership with the Arizona Department of Administration (ADOA), the SOS provides certificates for those requesting that an Arizona State or U.S. flag be flown over the State Capitol Building in Phoenix. The flags are flown for observances such as state or federal service, retirements, or a memorial.

Requestors must provide their own flags. Contact ADOA, General Services Division, (602) 542-5405 for information on how to obtain a form for the program. The requestor may also bring the flag in person to 100 N. 15th Ave., Phoenix, AZ 85007 and fill out the form. Our office is then notified that the flag was flown and creates the certificate.

For more information, view the "Arizona State Flag" brochure online at [www.azlibrary.gov](http://www.azlibrary.gov).

**Actions of the Governor**

Actions of Gov. Doug Ducey are recorded in the secretary's office. The SOS's office has kept record and/or attested to the following actions of the Ducey administration:

Actions of the Governor	FY14	FY15
Acquisition	-	-
Agent's Appointments	55	41

Appointment Certificates	18	-
Approval of Applicable Elected Representative	-	3
Approval of Exchange	-	1
Approval of Proposed Annexation	-	-
Certificates of Approval	4	1
Certificate of Achievement	-	-
Certificate of Appreciation	2	-
Certificate of Approval	-	-
Certificate of Recognition	2	1
Certificate of Special Recognition	10	14
Certificate of Appointment	5	-
Charter Amendments	-	-
Clemency		
Clemency Denied	12	26
Proclamation of Clemency	-	-
Commutation of Sentence		
- granted	2	1
Declaration of Emergency	3	5
Executive Agreement	8	1
Executive Orders	9	9
Extraditions	52	29
Governor's Approval of Purchase	1	-
Land Patent	4	3
Loyalty Oath	433	79
Notice of Appointment	384	66
<i>(NOTE: Some notices of appointments contain loyalty oaths as part of the appointment.)</i>		
Official Correspondence	1	-
Pardon	-	13
Pardon Denied	-	-
Proclamation	199	84
Re-Extradition	-	-
Requisition	53	40
Settlement Amendment	-	-
Termination of State of Emergency	5	-
Tribal-State Gaming Compact	-	-
Warrant of Death	-	-

**Actions of the Legislature FY 2015**

The office prepares cover letters and transmits memorials and resolutions passed each legislative session upon the request of the Legislature. Often the request to transmit or send the correspondence is written into the language at the end of the memorial or resolution. The trans-

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mittal letters are posted online at the SOS's website, [www.azsos.gov](http://www.azsos.gov).

**House Concurrent Memorials 3****HCM 2003**

Urging the Congress of the United States to Act to Increase the United States Customs Field Office Personnel at the Ports of Entry in Nogales, Douglas, and San Luis, Arizona.

**HCM 2004**

Urging the United States Congress to Enact Legislation Similar to the Mohave County Radiation Compensation Act of 2013.

**HCM 2005**

Urging the United States Government to Immediately Dispose of the Public Lands within Arizona's Borders Directly to the State of Arizona.

**House Memorial 1****HM 2001**

Urging the Arizona State Parks Board to Designate the Arizona State Schools for the Deaf and the Blind in Tucson as a Historic Place.

**Senate Concurrent Memorials 11****SCM 1001**

Urging the Congress of the United States to Oppose the Designation of the Grand Canyon Watershed National Monument in Northern Arizona.

**SCM 1002**

Urging the Congress of the United States to Enact Legislation that Confirms that State Law Determines the Entire Scope of R.S. 2477 Right-of-Way.

**SCM 1003**

Urging the United States Fish and Wildlife Service to Focus Future Mexican Wolf Introduction Efforts on Remote Areas Within the Northern Sierra Madre Occidental Mountain Range, to Halt Additional Introductions of Mexican Wolves in Arizona and to Shift the Responsibility for the Mexican Wolf Introduction to the Arizona Game and Fish Department.

ment.

**SCM 1004**

Urging the Congress of the United States to Pass H.R. 594.

**SCM 1006**

Urging the United States Congress to Vote to Approve the Keystone XL Oil Pipeline.

**SCM 1008**

Urging the United States Department of Veterans Affairs to Review the Disability Rating Process.

**SCM 1009**

Urging Congress to Enact Legislation Exempting United States Military Bases from the Regulations and Restrictions of the Endangered Species Act.

**SCM 1010**

Urging the United States Congress to Provide Full Long-Term Funding for the Payment in Lieu of Taxes Program and to Reauthorize Secure Rural Schools and Community Self-Determination Act Funding.

**SCM 1012**

Urging the Congress of the United States to Enact the 21st Century Endangered Species Transparency Act.

**SCM 1013**

Urging the United States Congress to Oppose the Implementation of Certain Technology and Emissions Reduction Rules for New and Existing Electric Generating Units.

**SCM 1014**

Urging the United States Environmental Protection Agency to Refrain from Reducing the Ozone Concentration Standard.

**Senate Concurrent Resolution 1****SCR 1019**

A Concurrent Resolution Commending the Nation of Israel for its Cordial and Mutually Beneficial Relationship with the United States and with the State of Arizona.

**Public Records Requests**

As part of Secretary Reagan's initiative to digitize records the office began to use a new database to track Public Records Requests.

Some division were tracking these requests by filing the paper request in a cabinet, while others were using Excel spreadsheets to document requests.

Standards were put in place to reply quickly and efficiently with the auto-generation of response letters.

**Miscellaneous Records and Documents Filed**

Records received by Administration that are required to be filed under state law are transferred to:

State Publications, Arizona State Library  
State Capitol, 1938 addition, Room 300

Electronic copies should be sent to:  
reports@azlibrary.gov

**New AZSOS Website and Dedicated Elections Portal**

Near the top of Secretary of State Michele Reagan's list of priorities were upgrades to the website and to make it easier for citizens to access information related to elections. That's why she was pleased to announce a completely redesigned [www.azsos.gov](http://www.azsos.gov) and a dedicated election portal, [Arizona.vote](http://Arizona.vote) / [Arizona.voto](http://Arizona.voto).

AZSOS.gov serves as a centralized clearinghouse of information related to business filings, elections and voting information. With useful links to the various divisions under the purview of the secretary of state's office, citizens can use the site as a starting point to find everything from lobbyist reports and the official rules of state agencies to the State Library and latest exhibit in the Capitol Museum.

The new .vote and .voto domains were obtained to help elected officials, governments, candidates and organizations make it easier to access legitimate election information on the Internet. The site provides comprehensive details on things such as voter registration, polling places, election dates, and what to bring with you to the polls.

The final pieces of the digital transformation will occur over the next few years. Plans include a new campaign finance platform, lobbyist reporting system and even more improvements for to electronic business filings.

*The redesigned website unveiled March 2015 is more concise, easy to use and is mobile and tablet friendly.*

<p><b>ELECTIONS</b></p>  <p>Your vote counts! Election and voting information, resources and results.</p>	<p><b>BUSINESS</b></p>  <p>Let our office help you break new ground and grow your business in Arizona!</p>	<p><b>SERVICES</b></p>  <p>Other services we provide, such as the Address Confidentiality Program</p>	<p><b>RULES</b></p>  <p>Arizona Administrative Code, Administrative Register and Annual Regulatory Agenda</p>	<p><b>STATE LIBRARY</b></p>  <p>We provide expertise and information to empower informed citizens.</p>	<p><b>ABOUT THE OFFICE</b></p>  <p>Press releases, photos, videos and other information about the Office of the Secretary of State.</p>
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ARIZONA DEPARTMENT OF STATE  
MICHELE REAGAN *Secretary of State*

# FISCAL YEAR 2015 ANNUAL REPORT ADDRESS CONFIDENTIALITY PROGRAM



***Write Us***

Arizona ACP  
1901 W. Madison St.  
Phoenix, AZ 85009

***Call Us***

Telephone: (602) 542-1653  
Fax: (602) 542-3251

***On the Web***

[www.azsos.gov/services/acp](http://www.azsos.gov/services/acp)  
e-mail: [acpinfo@azsos.gov](mailto:acpinfo@azsos.gov)

OFFICE OF THE SECRETARY OF STATE  
ARIZONA STATE LIBRARY, ARCHIVES AND PUBLIC RECORDS

This ACP poster was published in the Spring of 2015.

**ACP** **ARIZONA ADDRESS Confidentiality Program**

Are you a victim of domestic violence, sexual offenses, or stalking?

Are you in fear of your safety or your family's safety?

Have you relocated to an address unknown to the perpetrator in the past 90 days or planning to relocate in the state?

The ACP is available free to all adults and children who meet the above criteria and supply evidence of the victimization.

- + Substitute Address +
- + Mail Forwarding +
- + Agent for Service of Process +
- + Confidential Voter Registration +

*The ACP helps to keep victims of domestic violence, sexual offenses, and stalking safe from further harm.*

**(602) 542-1653** MICHELE REAGAN Secretary of State [www.azsos.gov/info/acp](http://www.azsos.gov/info/acp)

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**ACP Staff**



BETTY McENTIRE  
*Director*

**Address Confidentiality Program**

**Who We Are**

The Address Confidentiality Program (ACP) in the main office of the Arizona Secretary of State provides victims of domestic violence, sexual offenses, or stalking with a legal substitute address for use with public records and mail forwarding services to certified participants.

The ACP is funded through a \$50 fine collected from persons convicted of either a misdemeanor or felony domestic violence offense as pursuant to A.R.S. § 13-3601; sexual offenses included in A.R.S. Title 13, Chapter 14 or Chapter 35.1; or a stalking offense pursuant to A.R.S. § 13-2923.

**Our Customers**

The Address Confidentiality Program customers are victims of domestic violence, sexual offenses, or stalking who have relocated to an unknown address and are in fear for their safety as a result of the victimization.

**What We Do – Services**

The ACP:

- Designates substitute address for certified participants that is to be used by state and local government entities under A.R.S. § 41-162(B)(1)
- Receives and forwards all first-class, certified and registered mail on behalf of

program participants under A.R.S. § 41-162(B)(2) and (3)

- Acts as the certified participant's legal agent for purposes of mail receipt and legal documents under A.R.S. § 41-162(C)
- Provides training to application assistants under A.R.S. § 41-162(D)
- Designates and registers application assistants under A.R.S. § 41-162(D)
- Provides technical assistance to government entities on compliance with the ACP laws
- Provides presentations to state and local government entities on the ACP program and the acceptance of the legal substitute address

	<b>FY14</b>	<b>FY15</b>
Number of Pieces of Mail Processed on Behalf of Participants	11,057	25,831

**Fiscal Year 2015 Statistics**

**Program Participants**

Participants enrolled in the ACP vary. Both adults and children are certified into the program.

The majority of the participants enrolled are adults, both men and women, who have been victimized and are actively being stalked and harassed by a perpetrator.

Half of the participants include spouses, family members, and children who reside with the primary participant.

	<b>FY14</b>	<b>FY15</b>
Participants certified	269	386

**Application Assistants**

"Application assistants" are persons who provide counseling or services to victims of domestic violence, sexual offense, or stalking.

The application assistant recommends and assists to enroll applicants into the program.

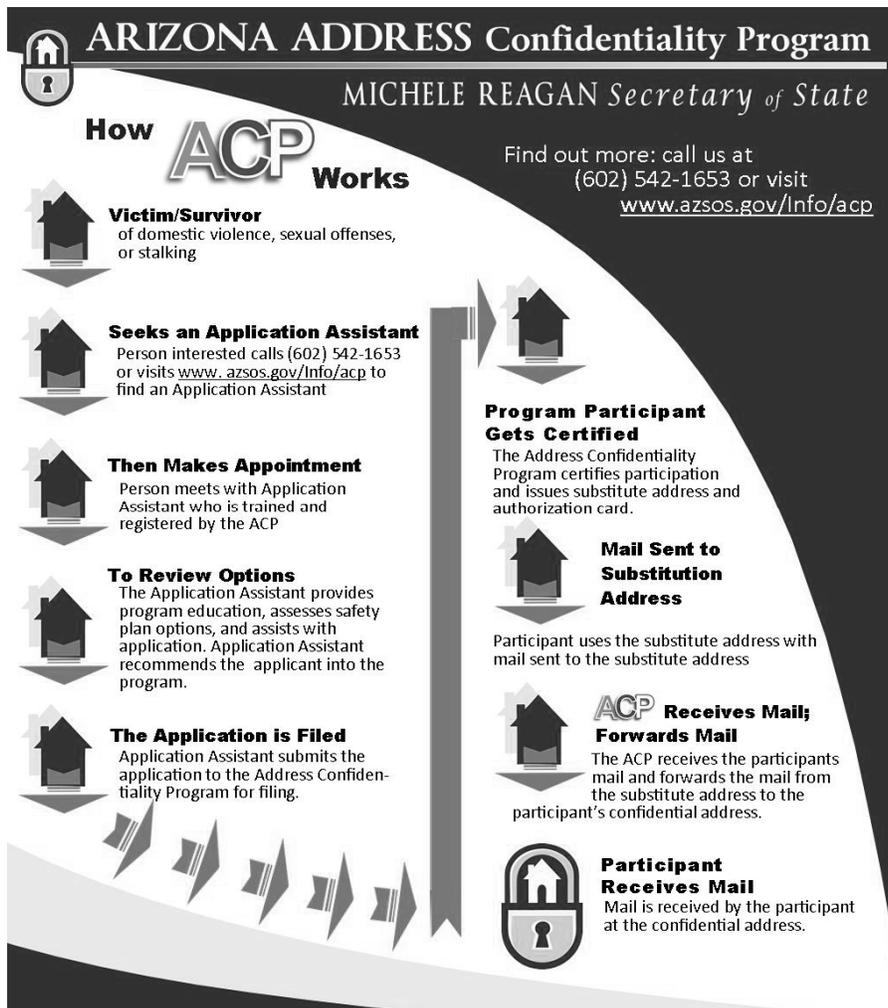
Application assistants are currently located throughout the state of Arizona and have been trained and registered by the director of the ACP.

	FY14	FY15
New application assistant registration trainings	11	6
Number of individuals trained	110	72
Number of individuals registered	80	45

In FY 2015, the Address Confidentiality Program continued conducting refresher trainings for registered application assistants.

The goal of the refresher trainings are to provide application assistants with updates on the program, provide solutions to common challenges when discussing the program with potential applicants, and provide an overall “brush-up” of the program.

	FY14	FY15
Application assistant refresher trainings	3	4
Number of registered application assistants trained	29	47
Number of application assistants renewed registration	80	80



# FISCAL YEAR 2015 ANNUAL REPORT

## BUSINESS SERVICES



### ***Write Us***

Secretary of State Michele Reagan  
1700 W. Washington St., Fl. 7  
Phoenix, AZ 85007-2808  
Attention: Business Services

### ***Call Us***

General telephone: (602) 542-6187  
Fax: (602) 542-7386  
Notary Public: (602) 542-4758

### ***Physical Location***

Business filings are conducted at two locations.

1700 W. Washington St., Ste. 103  
Phoenix, AZ 85007  
This location is in the Capitol executive tower in  
downtown Phoenix.

Secretary of State Satellite Office  
400 W. Congress, 1st Floor, Room 141  
Tucson, AZ 85701  
This office is located in the governor's southern  
Arizona office complex in Tucson.

### ***On the Web***

[www.azsos.gov/business](http://www.azsos.gov/business) &  
[www.azsos.gov/services](http://www.azsos.gov/services)

e-mail: [charities@azsos.gov](mailto:charities@azsos.gov)  
e-mail: [partnerships@azsos.gov](mailto:partnerships@azsos.gov)  
e-mail: [notary@azsos.gov](mailto:notary@azsos.gov)  
e-mail: [trades@azsos.gov](mailto:trades@azsos.gov)  
e-mail: [ucc@azsos.gov](mailto:ucc@azsos.gov)  
e-mail: [ad@azsos.gov](mailto:ad@azsos.gov)

**Business Services Staff**



PAT VIVERTO  
**Director**



MARIA DE LA HOYA  
**Customer Service  
Center Supervisor**



ROSE VALENCIA  
**Supervisor**



CANDY MELGAR  
**Notary Unit  
Supervisor**

**Business Services**

**Who We Are**

The Business Services Division in the main office of the Arizona Secretary of State (SOS) processes registrations for businesses and commissions Arizona notaries.

**Our Customers**

Business Services helps customers to file and/or register:

- Advance Directives
- Athlete Agents
- Limited Partnerships
- Limited Liability Partnerships
- Limited Liability Limited Partnerships
- Notary Commissions
- Notary Complaints
- Telephone Solicitors
- Trademarks
- Trade Names
- Uniform Commercial Code Financing Statements
- Veterans Charitable Organizations

**What We Do – Services**

***Services Provided to the Public under Arizona Revised Statutes (A.R.S)***

- Files and maintains a database of active advance directives under A.R.S. § 36-3291
- Prepares and issues apostilles and certificates for documents going to a foreign country under A.R.S. §§ 41-325 and 41-326
- Maintains athlete agent registrations under A.R.S. §§ 15-1761 through 15-1776
- Maintains charitable organization (charities) registrations under A.R.S. §§ 44-6551 through 44-6561
- Files city charters under A.R.S. § 9-283
- Maintains veterans charitable organizations (charities) registrations under A.R.S. § 13-3722 (A)
- Maintains dance studios contracts under A.R.S. §§ 44-1741 through 44-1750
- Commissions notaries public under A.R.S. §§ 41-311 through 41-332
- Accepts complaints against Arizona notaries public under A.R.S. § 41-331
- Files out-of-state landlord agents for service or “Jurisdiction and service of process” under A.R.S. § 33-1309

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- Files partnerships registrations under A.R.S. Title 29, Ch. 1 through 5
- Maintains professional employer organizations filings under A.R.S. §§ 23-561 through 23-576 (PEO registration is delayed until June 30, 2023)
- Maintains revocations of certificate, suspension, re-issuance (reinstatement) of a suspended or revoked certificate for the Board of Technical Registration under A.R.S. §§ 32-101 through 32-150
- Maintains telemarketers or telephone solicitors registration A.R.S. §§ 44-1271 through 44-1281
- Issues trade name registrations (business names) under A.R.S. §§ 44-1460 through 44-1460.05
- Registers trademarks (logos) under A.R.S. §§ 44-1441 through 44-1456
- Maintains Uniform Commercial Code (UCC) registration, i.e. financing statements, under A.R.S. Title 47, Ch. 9

**Fiscal Year 2015 Statistics**

**Advance Directives**

The Arizona Advance Directive Registry is a free registry to electronically store and access your medical directives. The secure and confidential program grants peace of mind to registrants and their families and easy access to all health care providers. The program has been in place since March 1, 2005.

<b>Advance Directives</b>	<b>FY14</b>	<b>FY15</b>
New registrations	6,400	7,336
Administered	32,266	38,047

**Athlete Agent Registrations**

The SOS maintains a public record of "Athlete Agents," meaning someone who directly or indirectly recruits or solicits a student athlete to enter into an agency contract.

A person cannot claim to be an Athlete Agent until he or she receives a Certificate of Registration from our office.

Athlete agents are exempt from registration only

if the student, or someone acting on behalf of the student, contacts the agent; however, within seven days of that initial point of contact the agent must register with our office.

<b>Athlete Agent Registrations</b>	<b>FY14</b>	<b>FY15</b>
Administered	94	153
New	37	84

**Notary Public**

Effective April 20, 2015, the SOS's office updated its notary application from a PDF document to an online "web application."

As of June 22, 2015, only applications created from the web application were accepted. Applications completed on any prior PDF version were returned.

The SOS records and maintains notary public commissions in Arizona. A notary public witnesses signatures and verifies identities of signers and must be impartial.

Every state commissions notaries; however, every state allows notaries to perform different functions. In Arizona, notaries can perform only acknowledgments, jurats, copy certifications, and oaths and affirmations. Samples of each can be found in the Notary Public Reference Manual available online at [www.azsos.gov](http://www.azsos.gov).

An Arizona notary must meet several basic requirements which are listed in A.R.S. § 41-312 (E). These requirements will be reviewed and verified in the application process. Our office cannot commission someone who does not meet these standards.

<b>Notary Filings</b>	<b>FY14</b>	<b>FY15</b>
Notary commissions (administrators)	88,989	88,982

**Actions Related to Notaries & Notarizations (Issued and affixed the Great Seal of Arizona)**

Certificates of apostilles authentication for notaries public	23,151	23,794
Certificates of notary public appointments	17,391	17,656
Certificates of authentication	5,254	4,655
Notary complaints		
Complaints filed	153	197
Complaints resolved	208	137

Number of administrative hearings SOS was a party to 2 1

**Notary Workshops**

Workshops are held in-person free of charge to anyone interested in learning the notary statutes, duties and responsibilities.

The workshop schedule is posted on the Secretary's website, [www.azsos.gov](http://www.azsos.gov), with online registration available.

<b>Notary Training</b>	<b>FY14</b>	<b>FY15</b>
Notary workshops	43	37
Attendance	1,517	1,630

**Out of State Landlord**

**Agents for Service**

If a landlord manages property in Arizona, but is not based in Arizona, that landlord may file an "agent for service" with our office.

An agent for service accepts services of process on behalf of the Out-of-State Landlord, and can be an individual person or a corporation per A.R.S. § 33-1309(B). The agent for service must be in Arizona.

<b>Out of State Landlord Agents for Service</b>	<b>FY14</b>	<b>FY15</b>
Number of filings	148	101

**Veterans' Charitable Organizations**

The SOS maintains Veterans' Charitable Organization registrations pursuant to A.R.S. §13-3722 (A). A person soliciting money or other support on behalf of a veterans' organization must first file a registration statement with the SOS. We cannot determine whether an organization is legitimate nor can we take action against a questionable organization. Veterans' Charitable Organization registrations remain a public record for five years from their filing date.

**Partnerships**

The SOS files limited partnerships for the state of Arizona. A.R.S. Title 29 governs the filing and recording of limited partnerships. All limited partnerships, per A.R.S. § 29-301(7), two or more persons under the laws of this state and having one or more general partners and one or more

limited partners. If you desire to conduct business as any limited partnership, you must file with our office to receive that designation.

Limited partnerships consist of three types: limited partnership (LP), limited liability partnerships (LLP), and limited liability limited partnerships (LLLP). Also, where the partnership is domiciled is important, because our forms differentiate between domestic and foreign limited partnerships. A domestic limited partnership refers to a partnership domiciled within Arizona, and a foreign limited partnership is domiciled outside of Arizona but intends to also do business in Arizona.

<b>Administered</b>	<b>FY14</b>	<b>FY15</b>
General Partnerships	486	519
Limited Partnerships	21,921	22,071
Limited Liability Partnerships	3,344	3,373
Limited Liability Limited Partnerships	3,013	3,117
Foreign Limited Partnerships	5,848	5,911
Foreign Limited Liability Partnerships	265	277
Foreign Limited Liability Limited Partnerships	57	59

<b>Applications</b>	<b>FY14</b>	<b>FY15</b>
General Partnerships	31	24
Limited Partnerships	359	328
Limited Liability Partnerships	97	96
Limited Liability Limited Partnerships	201	173
Foreign Limited Partnerships	148	162
Foreign Limited Liability Partnerships	22	17
Foreign Limited Liability Limited Partnerships	3	5

<b>Applications, Subsequent Filings and Annual Reports</b>	<b>FY14</b>	<b>FY15</b>
General Partnerships	57	35
Limited Partnerships	1,371	1,444
Limited Liability Partnerships	1,692	1,563
Limited Liability Limited Partnerships	2,355	2,389
Foreign Limited Partnerships	771	1,526
Foreign Limited Liability Partnerships	138	183

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Foreign Limited Liability Limited Partnerships	25	35
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**Telephone Solicitors**

“Telephonic sellers” refers to any voice communication to a telephone number in Arizona from a live operator, announcing device or other means of offering merchandise for sale or rent. Per A.R.S. Title 44, Ch. 9, Article 6 (Telephone Solicitation Law), you can choose between three options: full registration, limited registration and a filing exemption.

This office is not able to make the determination for you as to which filing you should submit. You should consult an attorney to answer specific questions. This office is only a filing agency and customer service representatives are not able to interpret statutes. Also, you may read the Telephonic Seller Overview, available on our website, as an additional resource. The overview is purely informational and should not be construed as legal advice.

<b>Telephone Solicitors</b>	<b>FY14</b>	<b>FY15</b>
New telephone solicitors	36	39
Administered	394	393

**Uniform Commercial Code (UCC)**

The SOS no longer mails an acknowledgment of any recorded UCC documents to the filer unless the filer provides an appropriate sized, addressed and stamped envelope [A.R.S. § 47-9523 (G)]. The new UCC FACTS system has been implemented and allow bulk filers to upload and submit filings electronically.

<b>UCC</b>	<b>FY14</b>	<b>FY15</b>
Uniform Commercial Code (administers)	301,572	310,105
Uniform Commercial Code transactions	65,755	66,108

**Trade Names**

Filing a trade name registers a business name for public record. A trade name is similar to a “doing business as,” or DBA, name, and is not legally required but is an acceptable business practice. A trade name does not grant exclusive rights to a business name, nor is a trade name similar to a corporation or limited liability company (LLC).

<b>Trade Name</b>	<b>FY14</b>	<b>FY15</b>
Administered	197,542	190,724
Applications	25,227	24,379
Renewals	5,093	4,563
Amendments	755	777
Assignments	1,444	1,483
Cancellations	562	719
Corrections	1,281	1,135
Reminders mailed	35,665	35,992
Certificates mailed	33,503	32,188

**Trademarks**

Filing a trademark registers a logo or slogan to be displayed on goods or services for public record. Trademarks also are referred to as service marks. These, too, are not required to be filed, but is an acceptable business practice.

<b>Trademarks</b>	<b>FY14</b>	<b>FY15</b>
Administered	13,533	13,337
Applications	999	1,231
Renewals	138	106
Amendments	21	42
Assignments	92	85
Cancellations	8	24
Corrections	94	104
Reminders mailed	1,447	1,296
Certificates mailed	1,369	1,559

## Secretary Reagan Brings Online Filing to the Office

In 2015, the Secretary of State's Office embarked on a specialized Information Services Program, technically referred to as a Notary Web Application. Secretary Michele Reagan envisioned the online application as a way to reach out to Arizona residents in an attempt to increase efficiency and effectiveness in the arena of new notary registration, notary renewal, name and address change, resignation, and reporting a lost or stolen notary journal and/or notary seal. Handwritten paper applications will be a thing of the past as applicants will complete and print the web application and mail or walk it into the Phoenix or Tucson office. The margin of error will be greatly decreased as Business Services staff will no longer be performing the data entry which



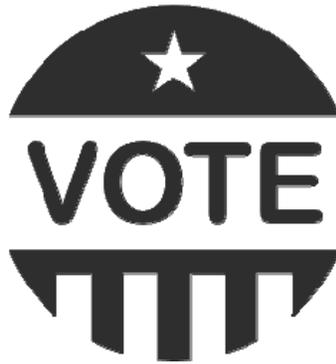
*Process questions help guide applicants through the notary process which helps to eliminate rejections due to the lack of information needed to become an Arizona notary public.*

will translate into efficient and effective service, less rejections and more happy customers! The new online Web Application is currently operational and we anticipate that it will be 100% implemented by year's end. Look for future improvements in the Business Services Division as we move toward web based applications for all of our filings!

ARIZONA DEPARTMENT OF STATE  
MICHELE REAGAN *Secretary of State*

# FISCAL YEAR 2015 ANNUAL REPORT

## ELECTION SERVICES



### ***Write Us***

Secretary of State Michele Reagan  
1700 W. Washington St., Fl. 7  
Phoenix, AZ 85007-2808  
Attention: Election Services

### ***Call Us***

Telephone: (602) 542-8683  
Fax: (602) 542-6172  
Voter Outreach/Fraud Hotline:  
1-877-THE VOTE

### ***Physical Location***

The Election Services division accepts filings  
on the seventh floor of the executive tower at  
the State Capitol in Phoenix.

### ***On the Web***

[www.azsos.gov/election](http://www.azsos.gov/election)  
e-mail: [elections@azsos.gov](mailto:elections@azsos.gov)

OFFICE OF THE SECRETARY OF STATE  
ARIZONA STATE LIBRARY, ARCHIVES AND PUBLIC RECORDS

**Election Services Staff**



ERIC SPENCER  
*Director*



KRIS KINGSMORE  
*Assistant Director*

**Election Services**

**Who We Are**

The most visible of all office divisions, Election Services, transmits and certifies the results of statewide elections. Other duties include lobbyist registration, campaign finance report filing, testing voting equipment, and producing and publishing election publicity pamphlets known as *Arizona's General Election Guide (Ballot Proposition & Judicial Performance Review Guide)*.

**What We Do – Services**

**Services provided to candidates and public officers**

The Election Services Division:

- Accepts candidates' nomination petitions to run for office under A.R.S. §§ 16-311 and 16-312
- Accepts judge and justice filings for retention under Ariz. Const. Art. VI, § 38 and judge or justice certificates of retention
- Accepts political committee statements of organization under A.R.S. § 16-902.01
- Accepts campaign finance reports under

A.R.S. § 16-913

- Accepts candidates', public officials', and judges' financial disclosure statements under A.R.S. §§ 16-311, 38-542 and 38-543
- Issues Primary Election letters of nomination under A.R.S. § 16-645
- Issues General Election candidate certificates of election under A.R.S. § 16-650

**Clean Elections Candidates**

The Election Services Division:

- Accepts filings from candidates who wish to participate as a clean elections candidate under A.R.S. § 16-947(A)
- Accepts qualifying contribution slips from candidates who wish to participate under A.R.S. § 16-950

**Services provided to the people of Arizona**

Election services are many, including accepting filings, conducting voter education and maintaining official election results. The Election Services Division also:

- Accepts initiative petitions for filing under Ariz. Const. Art. IV, Part 1, § 1
- Reviews and processes initiative petition signatures under A.R.S. § 19-121.01
- Maintains and administers ballot filings and drafts ballot language under A.R.S. § 19-125
- Prepares the statewide publicity pamphlet and distributes it to households with registered voters under A.R.S. § 19-123(A) and (B)
- Maintains and publishes, in the statewide publicity pamphlet, arguments submitted for or against propositions under A.R.S. § 19-124
- Conducts voter education of ballot propositions through town halls under A.R.S. § 19-123(D)
- Receives and certifies statewide elections results under A.R.S. § 16-648

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**Services provided to Arizona counties**

The Election Services Division provides the following services to counties:

- A random sample of names from clean election candidates' qualifying contribution slips under A.R.S. § 16-950(C)
- Training and certification of county recorders and election officials under A.R.S. § 16-407
- Review and certification of county election equipment by performing logic and accuracy tests on county election equipment for primary, general and statewide special elections under A.R.S. § 16-449

**Services provided to Principals/Public Bodies/Lobbyists**

The Election Services Division provides the following services to:

**Principals**

- Accepts registrations under A.R.S. § 41-1232
- Maintains accurate records of registrations, including amendments to registrations under A.R.S. § 41-1232
- Accepts and maintains records of terminations to principal registrations filed under A.R.S. § 41-1232
- Accepts and maintains annual reports under A.R.S. § 41-1232.02
- Notifies the Attorney General's office of delinquent annual reports under A.R.S. § 41-1237.01

**Public Bodies**

- Accepts registrations under A.R.S. § 41-1232.01
- Maintains accurate records of registrations, including amendments to registrations under A.R.S. § 41-1232.01
- Accepts and maintains records of terminations to public body registrations filed under A.R.S. § 41-1232.01
- Accepts and maintains annual reports under A.R.S. § 41-1232.03

- Notifies the Attorney General's office of delinquent annual reports under A.R.S. § 41-1237.01

**Lobbyists**

- Accepts registrations under A.R.S. § 41-1232.05
- Accepts and maintains quarterly expenditure reports for principal lobbyists under A.R.S. § 41-1232.02(B) and public body lobbyists under A.R.S. § 41-1232.03(B)
- Notifies Attorney General's office of delinquent quarterly reports under A.R.S. § 41-1237.01

**Fiscal Year 2015 Statistics**

**Voter Registration**

The Election Services Division takes great pride in helping Arizona citizens register to vote and educating them about elections. Maintaining the integrity of the voter registration rolls via electronic databases, providing online access to check polling place location and early ballot status, and facilitating overseas and military votes are just a few ways Election Services has automated many of its services.

**Registration Forms**

Voter registration forms were dispersed as follows:

<b><u>Registration forms</u></b>	<b><u>FY14</u></b>	<b><u>FY15</u></b>
Total forms provided	5,063	1,254

**EZ Voter (through Service Arizona)**

EZ Voter enables persons with a valid Arizona driver license or nonoperating identification card to register to vote online.

<b><u>Statewide</u></b>	<b><u>FY14</u></b>	<b><u>FY15</u></b>
Total	503,107	535,091

**Voter Registration Drives**

The Secretary of State's voter outreach program organizes and conducts voter registration drives and voter education.

<u>Statewide</u>	<u>FY14</u>	<u>FY15</u>
Total	19	40

**Statewide Voter Registration Totals**

The latest voter registration figures compiled by county, congressional district and legislative district are available on the Secretary of State's website, [www.azsos.gov](http://www.azsos.gov).

<u>Statewide</u>	<u>FY14</u>	<u>FY15</u>
Total	3,252,041	3,252,687

**Voter Outreach**

The Secretary of State's voter registration and outreach program is dedicated to educating the public on elections and promoting the importance of voting. The Secretary of State's office continues to encourage voter participation and provide our overseas and military citizens with election information. Additionally, our office is committed to finding new and innovative ways to reach out to the public.

In FY 2015, the Secretary of State's office reported 3.25 million registered voters. This fiscal year, more than 535,000 voters statewide used the EZ voter website, either online or through their local Motor Vehicle Department office, to register to vote or to update their voter registration record.

The Secretary of State's office continues its voter registration and outreach program by attending public events across the state. Outreach staff registered approximately 2,900 citizens by taking part in various community events as well as conducting voter registration drives at high schools and universities.

In an effort to reach out to youth voters, the Secretary of State's office issues "Happy 18th Birthday" postcards to encourage those just turning voting age to register and participate in the electoral process. The table (below) displays the number of cards sent to these potential registrants during the fiscal year.

**Birthday Cards Sent**

<u>Year</u>	<u>Month</u>	<u>Total</u>
2014	July	6,360
	August	6,436
	September	6,220
	October	6,295
	November	5,899
	December	6,177

2015	January	5,919
	February	5,470
	March	5,730
	April	5,624
	May	5,953
	June	5,897

**Birthday Card Totals 71,980**

**Candidate & Public Officer Filings**

<u>Candidate/Public Officer Filings</u>	<u>FY14</u>	<u>FY15</u>
Candidates' nomination papers to run for office	263	N/A
Presidential Elector Write-In Candidates*	N/A	N/A
Judge/justice filings for retention	N/A	8
Financial disclosure statements filed by candidates for office	289	N/A
Annual financial disclosure statements filed by candidates for office	430	443
Primary Election letters of nomination	N/A	185
General Election candidate certificates of election	N/A	107
General Election certificates of retention	N/A	8

**Initiatives & Referendums**

Arizona's registered voters may propose new laws, amend existing laws or propose constitutional amendments through the initiative petition process.

<u>Initiative Petition Filings</u>	<u>FY14</u>	<u>FY15</u>
Initiatives Filed By The People	0	0
Signatures Filed For Verification For Initiative Petitions Filed	0	0

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**Referendum Petition**

<b>Filings</b>	<b>FY14</b>	<b>FY15</b>
Referenda Filed By The People	1	0
Signatures Filed For Verification For Referendum Petitions Filed	144,150	0

<b>Arguments &amp; Pamphlets</b>	<b>FY14</b>	<b>FY15</b>
Arguments Filed For or Against Propositions	N/A	93
Pamphlets Mailed to Households with Registered Voters	N/A	1,886,946

**Logic and Accuracy Tests**

Two different tests are conducted on election equipment by the Secretary of State's office throughout the State. The first round of testing is on accessible voting machines and the second is on optical scan machines.

<b>Election</b>	<b>Dates</b>
<b>Primary</b>	August 26, 2015
Accessible voting machines	July 24 – 30, 2014
Optical scan machines	August 12 – 19, 2014
<b>General</b>	November 4, 2015
Accessible voting machines	October 2 – 8, 2014
Optical scan machines	October 21 – 28, 2014
General recount	December 17, 2014
Accessible voting machines	December 3, 2014
Optical scan machines	December 3, 2014

**Primary Election – L&A Results**

**General Election – L&A Results**

**General Recount – L&A Results**

**Principal/Public Bodies/Lobbyists**

Arizona lobbyist regulation involves disclosure, and begins with the registration of either a principal or public body with the Secretary of State.

<b>Principal filings</b>	<b>FY14</b>	<b>FY15</b>
Initial Registrations filed	144	121
Registration reminder notices mailed	0	1,425
Amendments to registration filed	290	280
Terminations to principal registration filed	124	196
Annual reports filed	1,226	1,146
Annual Report Reminder		

Notices/Failure to File Letters Mailed	N/A	81
Delinquent annual reports turned over to the Attorney General's office	49	59

<b>Public Body filings</b>	<b>FY14</b>	<b>FY15</b>
Initial Registrations filed	2	4
Registration reminder notices mailed	0	257
Amendments to registration filed	95	108
Terminations to principal registration filed	2	13
Annual reports filed	273	264
Annual Report Reminder Notices/Failure to File Letters Mailed	N/A	29
Delinquent annual reports turned over to the	8	16

Counties participating	15 of 15
Pre-determined test ballots cast: 8,462	Pre-determined test votes cast: 32,921
Precincts tested	242

<b>Lobbyist filings</b>	<b>FY14</b>	<b>FY15</b>
Counties participating	15 of 15	
Pre-determined test ballots cast: 7,199	Pre-determined test votes cast: 53,613	
Precincts tested	306	

Lobbyist registrations filed	307	417
Counties participating	2 of 15	
Pre-determined test ballots cast: 662	Pre-determined test votes cast: 786	
Precincts tested	32	

Registration reminder notices mailed	810	0
Registration failure to file letters mailed	79	0
Quarterly expenditure reports filed	3,484	3,201
Quarterly expenditure report reminder notice	2,963	3,846
Quarterly expenditure report failure to file	518	567

**Campaign Finance**

Candidates and political committees seeking to influence elections must register and file campaign finance reports via the Secretary of State's web-based Campaign Finance Reporting system.

**Statements of Organization FY14 FY15**

Candidate committees	188	100
Non-candidate committees	68	98
Amendments	401	203

**Campaign Finance Reports FY14 FY15**

Total campaign finance reports filed	4,476	10,501
Candidate campaign finance reports	1,015	3,144
Non-candidate political committee finance	2,158	3,940
Amendments	771	1,908

**Filings for Clean Elections FY14 FY15**

Applications for certification as a participating candidate	114	18
Qualifying contribution slips	29,426	14,892
Candidates qualified as clean election candidate	108	17

**New Bills Impact Campaign Finance, Initiative, Referendum & Recall Campaign Finance**

In 2014-2015, the Arizona Legislature passed four bills affecting campaign finance and the reporting of a political committee's income and expenses. The first bill, House Bill (H.B.) 2415, is a measure that increases campaign contribution limits and expands the definition of election to include the primary election for the purposes of campaign contribution limits and candidate committees, and includes a retroactivity clause to the 2014 general election day. The second bill, H.B. 2589, permits the Secretary of State to develop an electronic filing system for campaign finance statements, designations and reports related to all political subdivision elections. The third bill, H.B. 2595, relates to the late filing of campaign finance reports and

freezes the accrual of late penalty fees for failure to make or file a required campaign finance report only until the day the late report was filed with the filing agency. The fourth bill, H.B. 2649, modifies the definition of a political committee. On December 4, 2014, the U.S. District Court for the District of Arizona declared that the definition of a political committee is vague, overbroad and consequently unconstitutional in violation of the First Amendment. The bill modifies the definition to include an association or combination of persons that meets both of the following requirements: (1) is organized, conducted or combined for the primary purpose of influencing the result of any election in the state or in any county, city, town or other political subdivision, including a judicial retention elections; and (2) knowingly receives contributions or makes expenditures of more than \$500 in connection with any election during a calendar year, including a judicial retention election.

**Initiative, Referenda, and Recall**

H.B. 2407, 52<sup>nd</sup> Legislature - 1<sup>st</sup> Regular Session, modified various initiative, referendum, and recall petition requirements. The bill prescribed a strict compliance standard for referenda and established that a full and correct copy of the title and text of a referendum for circulation of signatures requires: (1) the Secretary of State's time-and-date marked copy of the measure with its proposed text set out in full; (2) for local matters, the copy of the measure signed or enacted into law by the mayor, or chairman of the county board of supervisors, with its proposed text set out in full, including the original and any amended text; and, (3) for any local matter enacted without an ordinance or resolution, the official minutes by the governing body and signed by the governing body's clerk. The bill invalidated referendum signatures collected with any copy of the petition measure that is not a facsimile of the time-and-date marked copy for

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statewide measures, or the full and correct copy of a local measure. H.B. 2407 modified the affidavit circulator form to include a designated location for a notary stamp, eliminated the notary commission expiration date, and prohibited modification of the affidavit.

In regard to petition circulators, H.B. 2407 required out-of-state circulators for local measures to register with the Secretary of State or local filing officers. The bill also required political committees to organize signature sheets and group them by circulator at the local level. The bill placed the onus on the proponent committee as the sole party responsible for compliance with applicable laws. The bill placed a mandatory requirement that the Secretary of State remove petition signatures if the date the petitioner signed the petition is before the date of the committee's statement of organization was filed or after the affidavit was completed by the circulator and notarized. Furthermore, county recorders must disqualify petition

signatures if the petition signer's signature is determined to be invalid after a comparison is made between the signature and handwriting on the petition and the signer's voter registration file, or if the person circulating the petition was a Justice of the Peace or a county recorder at the time of circulation.

H.B. 2407 altered the recall compliance standard from substantial compliance to strict compliance. The application for recall that is received and marked by the filing officer with the official date and time of receipt constitutes the official copy of the text of the recall and any subsequent change in the recall text requires the applicant to file a new application and receive a new official serial number. Furthermore, the bill prescribes that the filing officer's time-and-date marked copy constitutes the full and correct copy of the recall text.



ARIZONA DEPARTMENT OF STATE  
MICHELE REAGAN *Secretary of State*

# FISCAL YEAR 2015 ANNUAL REPORT

## PUBLIC SERVICES

### **Write Us**

Secretary of State Michele Reagan  
1700 W. Washington St., Fl. 7  
Phoenix, AZ 85007-2808  
Attention: Public Services

### **Call Us**

*Administrative Rules:* (602) 364-3223  
*Fax number:* (602) 542-4366  
*Publications:* (602) 542-4086  
*Fax number:* (602) 542-7386

### **Physical Location**

The Public Services division accepts filings on the seventh floor of the executive tower at the State Capitol in Phoenix.

### **On the Web**

[www.azsos.gov/public\\_services](http://www.azsos.gov/public_services)  
e-mail: [pubs@azsos.gov](mailto:pubs@azsos.gov)

OFFICE OF THE SECRETARY OF STATE  
ARIZONA STATE LIBRARY, ARCHIVES AND PUBLIC RECORDS



SCOTT CANCELOSI  
*Director*

**Public Services**

**Who We Are**

The Public Services division:

- ◆ Publishes the rules of state’s agencies, boards and commissions
- ◆ Chapters and prints legislative bills
- ◆ Publishes and prints documents and statutorily mandated publications
- ◆ Processes the mail for all Secretary of State (SOS) divisions
- ◆ Helps to prepare and publish documents for all SOS divisions
- ◆ Supports all divisions with special projects, forms and publications
- ◆ Supports the chief information officer with the maintenance of the website, including the posting of publications, chaptered bills, press releases, graphics and photos

**Our Customers**

The Public Services staff supports state agencies and offices in the executive and legislative branches by maintaining their filings and publishing records.

**What We Do – Services**

**Services provided to the public:**

- *Annual Report*, posts online and prints [A.R.S. § 41-4153].
- *Arizona Administrative Register*, publishes on paper/electronically to website [A.R.S. §§ 41-1011 and 41-1013].
- *Arizona Administrative Code*, publishes on paper/electronically to website [A.R.S. §§ 41-1011 and 41-1012].

- *Arizona Rulemaking Manual* publishes on paper/electronically to the website.
- *Residential Landlord and Tenant Act*, publishes/posts online [A.R.S. § 33-1322].
- *Mobile Home Parks Landlord and Tenant Act* “Make available to the public, without charge, Title 33, Chapter 11 on the SOS’s website” [A.R.S. § 41-121(12)].

The division maintains paper and electronic copies of state agency, board, and commission filings to include:

- Docket openings [A.R.S. § 41-1013(B)(7)]
- Emergency rules [A.R.S. § 41-1013(B)(10)]
- Exempt rules [A.R.S. § 41-1013(B)(13)]. The Administrative Procedure Act requires the *Register* publication of the rules adopted by the state’s agencies under an exemption from all or part of the Administrative Procedure Act. Some of these rules are exempted by A.R.S. §§ 41-1005 or 41-1057; rules may exempt by other statutes or court decisions
- Expired rules [A.R.S. § 41-1056(E)]
- Final rules [A.R.S. § 41-1013(B)(9)]. The Administrative Procedure Act requires the publication of the final rules of the state’s agencies. Final rules are those that have appeared in the *Register* first as proposed rules and have been through the formal rulemaking process including approval by the Governor’s Regulatory Review Council (G.R.R.C.) or the attorney general
- Final summary rulemaking [A.R.S. § 41-1027]
- Formal rulemaking advisory committee [A.R.S. § 41-1021(C) and (D)]
- Governor’s Regulatory Review Council summaries of action taken [A.R.S. § 41-1013(B)(12)]
- G.R.R.C. agendas
- Proposed rules [A.R.S. § 41-1013(B)(8)]
- Proposed summary rules [A.R.S. § 41-1027]
- Public information notices that contain

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agency corrections to notices of rulemaking; miscellaneous rulemaking information that does not fit into any other category of notice; and other types of information required by statute to be published in the *Register*

- Recodification of rules. When the SOS's office finds it necessary to recodify a chapter in order to maintain the integrity of the codification system or whenever an agency requests, in writing, that the office recodify an entire chapter or portion of a chapter, the office will publish a Notice of Recodification in the *Register* and make the change in the *Arizona Administrative Code*
- Supplemental proposed rules [A.R.S. § 41-1013(B)(11)]
- Terminated rules
- Incorporated by reference material - maintains an incorporated by reference library of items filed with rules through 2003

**Fiscal Year 2015**

The division accepted a total of 394 miscellaneous notices in FY 2015.

**County Notices**

In FY 2015, the division accepted filings and printed county notices as required under state statute. When authorized by law, a county may adopt a rule, ordinance or other regulation that is more stringent than or in addition to a provision of this A.R.S. Title 49, The Environment or rule adopted by the director or any board or commission authorized to adopt rules pursuant to this title.

<b>County</b>	<b>FY14</b>	<b>FY15</b>
Maricopa	13	4
Pinal	0	9
Pima	0	3
Total	13	16

**Executive Orders**

The division is required to publish executive orders in the *Arizona Administrative Register*. Executive orders are also posted online at the governor's website, [www.azgovernor.gov](http://www.azgovernor.gov), or archived on the Arizona Memory Project's website, <http://azmemory.azlibrary.gov>.

**Governor (July-Dec. 2014) FY15**

- Gov. Janice K. Brewer 5
- ◆ E.O. 2014-06: Establishing the Governor's Office of Faith and Community Partnerships and the Arizona Council on Faith and Community Partnerships, p. 2719;
  - ◆ E.O. 2014-07: The Governor's Commission on Service and Volunteerism, p. 2770;
  - ◆ E.O. 2014-08: Governor's Council on Infectious Disease Preparedness and Response, p. 2991;
  - ◆ E.O. 2014-09: Arizona Developmental Disabilities Planning Council, p. 3380
  - ◆ E.O. 2014-10: The Governor's Council on Water Supply Sustainability, p. 3382

**Governor (Jan.-June 2015) FY15**

- Gov. Doug Ducey 5
- ◆ E.O. 2015-01: Internal Review of Administrative Rules; Moratorium to Promote Job Creation and Customer-Service-Oriented Agencies, p. 163
  - ◆ E.O. 2015-02: Classrooms First Initiative; Increased Dollars to the Classroom, p. 216
  - ◆ E.O. 2015-03: Renewing the "State Council on the Education for Military Children" - Amending and Superseding Executive Order 2012-05, p. 552
  - ◆ E.O. 2015-04: Renewing and Amending the Governor's Commission to Prevent Violence Against Women, p. 760
  - ◆ E.O. 2015-05: Prohibiting the Release of Arrest and Booking Reports for Commercial Purpose City of Mesa Police Department, p. 975

**Governor's Proclamations**

<b><u>Gov. Proclamation</u></b>	<b><u>FY15</u></b>
Total published	153
<b><u>Gov. Proclamation - Emergency</u></b>	<b><u>FY15</u></b>
Total published	5
<b><u>Gov. Termination of Emergency</u></b>	<b><u>FY15</u></b>
Total published	5

**Governor's Statement Granting  
Commutation**

<b><u>Statement Granting Commutation</u></b>	<b><u>FY15</u></b>
Total published	1

**Governor's Regulatory Review  
Council**

In FY 2015, the Governor's Regulatory Review Council (G.R.R.C.) worked with the division to ensure that compliance to Governor Brewer's (July-Dec. 2014) and Governor Ducey's (Jan.-June 2015) moratorium on regulatory rulemaking was met before an agency began the rulemaking process. The division received written communications from both administrations before an agency could move forward on a rulemaking.

<b><u>Type of filing</u></b>	<b><u>FY14</u></b>	<b><u>FY15</u></b>
G.R.R.C. deadlines	1	1
G.R.R.C. agenda and summary on council action	11	12

**Agency Guidance Documents**

Guidance documents are written expressions that inform the general public of an agency's current approach to rule or regulation practice.

<b><u>Agency</u></b>	<b><u>FY14</u></b>	<b><u>FY15</u></b>
Department of Health Services	4	6
Department of Revenue	0	6
<u>Office of Pest Management</u>	2	0
Total	6	12

**Agency Ombudsmen**

"Each state agency shall publish annually in the register ... the name or names of those employees who are designated by the agency to assist members of the public or regulated community in seeking information or assistance from the

agency." A.R.S. § 41-1006. Agencies were required to file one name per notice (if they had more than one agency ombudsmen) and file two receipts.

<b><u>Agency Ombudsmen</u></b>	<b><u>FY14</u></b>	<b><u>FY15</u></b>
Total Filed	23	12

**Proposed Delegation Agreements**

A delegation agreement is an agreement between an agency and a political subdivision that authorizes the political subdivision to exercise functions, powers, or duties conferred on the delegating agency by a provision of law. The Administrative Procedure Act requires the publication of notices of proposed delegation agreements in the *Register*. Delegation agreements are not intergovernmental agreements pursuant to A.R.S. Title 11, Chapter 7, Article 3. For at least 30 days after publication of the Notice of Proposed Delegation Agreement in the *Register*, the agency shall provide persons the opportunity to submit in writing statements, arguments, data, and views on the proposed delegation agreement and shall provide an opportunity for a public hearing if there is sufficient interest. The delegating agency shall follow the procedures for delegation agreements specified in A.R.S. Title 41, Chapter 6, Article 8.

**Proposed Delegation  
Agreements**

	<b><u>FY14</u></b>	<b><u>FY15</u></b>
Total	3	6

**Notices of Public Information**

Notices of Public Information contain corrections that agencies wish to make to their notices of rulemaking; miscellaneous rulemaking information that does not fit into any other category of notice; and other types of information required by statute to be published in the *Register*.

**Notices of  
Public Information**

	<b><u>FY14</u></b>	<b><u>FY15</u></b>
Total	22	43

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**Notices of Substantive Policy Statements**

Substantive policy statements are written expressions that inform the public of an agency's current approach to rule or regulation practice. Substantive policy statements are advisory only. A substantive policy statement does not include internal procedural documents that only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules made in accordance with the Arizona Administrative Procedure Act.

<b>Notices of Substantive Policy Statements</b>	<b>FY14</b>	<b>FY15</b>
Total	30	108

**Corrections**

The Office receives notification from agencies to make corrections to rules filed.

<b>Correction Request Notifications</b>	<b>FY14</b>	<b>FY15</b>
Total	9	3

**Meetings**

Notices of Public Meetings and Notices of Oral Proceedings are published in the *Register*. Many times an agency will provide the information about a hearing in the Notice of Rulemaking Docket Opening or in the Preamble of the Notice of Proposed Rulemaking. The total does not reflect the total number of public meetings held during the fiscal year about rulemakings, just the notices filed.

<b>Type of Notice</b>	<b>FY14</b>	<b>FY15</b>
Notice of Public Meeting on Open Rulemaking Docket	0	0
Notice of Public Hearing (or Oral Proceeding) on Proposed Rulemaking	2	2
Total	2	2

**Rulemaking Advisory Committees**

The Office received and published Notices of Formal Rulemaking Advisory Committees. An agency may create a rulemaking advisory com-

mittee to help prepare rules for the rulemaking process. If an agency creates a committee, the Administrative Procedure Act requires the agency to publish notice of the committee in the *Register* (A.R.S. § 41-1021(D)).

<b>Notices of Formal Rulemaking Advisory Committees</b>	<b>FY14</b>	<b>FY15</b>
Total	0	0

**Rule Filings**

The moratorium on rulemaking activity continued in FY 2015 under Gov. Jan Brewer. Gov. Doug Ducey enacted his own executive order for a moratorium on rulemaking activity in January 2015. Permission to proceed with a rulemaking was granted by the governor's office with consent documentation submitted with an agency's filing. A total of 185 files were submitted for publication this fiscal year.

Notice filings filed by title categories:

<b>Title</b>	<b>Title #</b>	<b>FY15</b>
Administration	Title 2	24
Agriculture	Title 3	6
Alcohol, Dog and Horse Racing, Lottery and Gaming	Title 19	5
Commerce, Financial Institutions and Insurance	Title 20	8
Economic Security	Title 6	13
Emergency and Military Affairs	Title 8	1
Environmental Quality	Title 18	9
Health Services	Title 9	35
Natural Resources	Title 12	21
Professions and Occupations	Title 4	45
Public Safety	Title 13	4
Public Service Corporations; Corporations and Associations; Securities Regulation	Title 14	6
Revenue	Title 15	1
Rules and the Rulemaking Process	Title 1	3
Transportation	Title 17	4
Total		185

**Review of filings**

The following is the publishing order of the Administrative Code Titles. The Titles in bold did not have any rule notice filings.

Title 1. Rules and the Rulemaking Process	3
Title 2. Administration	24
Title 3. Agriculture	6
Title 4. Professions and Occupations	45
<b>Title 5. Corrections</b>	<b>0</b>
Title 6. Economic Security	13
<b>Title 7. Education</b>	<b>0</b>
Title 8. Emergency and Military Affairs	1
Title 9. Health Services	35
<b>Title 10. Law</b>	<b>0</b>
<b>Title 11. Mines</b>	<b>0</b>
Title 12. Natural Resources	21
Title 13. Public Safety	4
Title 14. Public Service Corporations; Corporations and Associations; Securities Regulation	6
Title 15. Revenue	1
<b>Title 16. Tax Appeals</b>	<b>0</b>
Title 17. Transportation	4
Title 18. Environmental Quality	9
Title 19. Alcohol, Dog and Horse Racing, Lottery and Gaming	5
Title 20. Commerce, Financial Institutions, and Insurance	8
<hr/> Total	<hr/> 185

Titles 5, 7, 10, 11 and 16 did not have any rule-making filings during this fiscal year. Title 4, Professions and Occupations had the most filings at 45 rule-related packages.

<b>Notices Filed by Type</b>	<b>FY14</b>	<b>FY15</b>
Docket Opening	53	50
Emergency	2	3
Exempt	1	0
Expiration	11	11
Final	47	36
Final Exempt	37	22
Final Expedited	0	0
Proposed	41	41
Proposed Exempt	16	15
Proposed Expedited	1	0
Recodification	0	1
Supplemental Proposed	5	3
Supplemental Proposed Expedited	0	1
Termination	1	2
<hr/> Total	<hr/> 215	<hr/> 185

**SECRETARY REAGAN BRINGS  
FILINGS, RECORDS & LIBRARY  
RESOURCES INTO THE DIGITAL AGE**

*Administrative Register*

**Publication Layout and Design Changes**

The Reagan Administration made changes to the SOS website in the spring of 2015 making it more user friendly for mobile devices.

With the anticipation of this change, the *Administrative Register* was redesigned to fit the digital needs of customers. Not only were sections of the *Register* posted online as in the past, an entire pdf of the publication was offered for downloading to read on tablets and other portable electronic devices. Graphics and the layout were simplified in the publication for ease of use along with the addition of definitions to help users understand the rulemaking process.

**Page Counts**

The total page count for the 2014 Volume edition of the *Arizona Administrative Register* was 3704. This volume has 560 less pages than the 2013 Volume 19 edition.

The page count for the 2015 Volume 21, of the *Arizona Administrative Register* through June 26, 2015, was 957. For the same timeframe (January through June 2015) in FY 2014 the page count was 1710. There was a decrease of 753 pages published for the first half of 2015.

**Filings by Agencies**

The following is a list of rules filings by agencies.

Arizona Board of Behavioral Health Examiners	1
Arizona Board of Fingerprinting	1
Arizona Commerce Authority	1
<u>Arizona Corporation Commission</u>	
Fixed Utilities	1
Transportation	2
Arizona Game and Fish Commission	1
<u>Arizona Health Care Cost Containment System</u>	
Administration	22
Arizona Long-term Care System	6

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<i>Children's Health Insurance Program</i>	3
Arizona Medical Board	2
Arizona Power Authority	3
Arizona Racing Commission	3
Arizona State Lottery	2
Board of Chiropractic Examiners	1
Board of Cosmetology	1
Board of Dental Examiners	2
Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers	2
Board of Funeral Directors and Embalmers	1
Board of Homeopathic and Integrated Medicine Examiners	1
Board of Massage Therapy	1
Board of Osteopathic Examiners in Medicine and Surgery	1
Board of Physical Therapy	1
Board of Podiatry Examiners	1
Board of Psychologist Examiners	2
<u>Corporation Commission</u>	
<i>Fixed Utilities</i>	3
<u>Department of Administration</u>	
<i>State Procurement Office</i>	2
<u>Department of Agriculture</u>	
<i>Agricultural Councils and Commissions</i>	1
<i>Animal Services Division</i>	1
<i>Environmental Services Division</i>	1
<i>Office of Commodity Development &amp; Promotion</i>	1
<i>Plant Services Division</i>	2
<u>Department of Economic Security</u>	1
<i>Cash Assistance Program</i>	2
<i>Child Support Enforcement</i>	2
<i>Developmental Disabilities</i>	1
<i>Employment and Training</i>	1
<i>Job Training Partnership Act (JTPA)</i>	1
<i>Rehabilitation Services</i>	1
<i>Social Services</i>	2
<i>State Assistance Programs</i>	1
<u>Department of Emergency and Military Affairs</u>	
<i>Arizona Emergency Response Commission</i>	1
<u>Department of Environmental Quality</u>	
<i>Air Pollution Control</i>	4
<i>Employment and Training</i>	1
<i>Hazardous Waste Management</i>	1
<i>Solid Waste Management</i>	1
<i>Water Pollution Control</i>	2
<i>Water Quality Standards</i>	1
Department of Financial Institutions	1
Department of Fire, Building and Life Safety	4
<u>Department of Health Services</u>	
<i>Emergency Medical Services</i>	1

<i>Health Care Institutions: Licensing</i>	2
<i>Health Programs Services</i>	1
Department of Insurance	2
<u>Department of Public Safety</u>	
<i>Concealed Weapons Permits</i>	1
<i>School Buses</i>	2
<u>Department of Revenue</u>	
<i>Income and Withholding Tax Section</i>	1
<u>Department of Transportation</u>	
<i>Commercial Programs</i>	3
<i>Title, Registration, and Driver Licenses</i>	1
Department of Water Resources	1
Department of Weights and Measures	2
Game and Fish Commission	9
Industrial Commission of Arizona	2
Naturopathic Physicians Medical Board	4
Office of Administrative Hearings	1
Office of Pest Management	3
Radiation Regulatory Agency	5
<u>Radiation Regulatory Agency</u>	
<i>Medical Radiologic Technology</i>	
<i>Board of Examiners (MRTBE)</i>	1
<u>Secretary of State</u>	
<i>Rules and Rulemaking</i>	3
State Board of Dental Examiners	7
State Board of Nursing	1
State Board of Optometry	1
State Real Estate Department	1
State Retirement System Board	2
Statewide Collateral Pool	3
<b>Print Operations Center</b>	
The following is a list of items printed in the Print Operations Center.	
<u>Address Confidentiality Program</u>	
Application Assistant Handbook	225
Handbook	10
Handbook-Spanish	31
Participant Handbook	150
Poster	1000
Brochure	100
Spanish Brochure	20
<u>Advance Directives</u>	
Information	100
Introduction Letter	100
<u>AZ &amp; US Constitution</u>	
Handbook	300

**Brochures and Educational Material**

Under the Reagan Administration the Arizona State Flag brochure was updated to include the Commemorative Flag Program, provided by the SOS in partnership with the Arizona Department of Administration.

Election Dates Wallet Card	300
Flyer - Helpful Phone Numbers	2,500
History of State Seal	500
State Flag	500
State Symbols	500
Welcome Brochure	500

**Certificates**

Boys State Certificates	350
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**Kids Educational Material**

Kids Cards - Government/Capitol Info	70
Kids Activity Book	235
Keeper of the State Seal Card	100

**Notary Public**

Notary Journal	10
Notary Reference Manual	2,835
NPA Apostille & Authentication Handbook	16
Public Records Request	4

**Trade Names and Trademarks**

Applications

Trade Name Application	7,000
Trademark Application	800
Amendment of Trade Name/Trademark	600
Assignment of Trademark	200
Assignment of Trade Name	600
Cancellation of Trade Name/Trademark	700
Renewal of Trade Name	700

Handbook

Trade Name/Trademark	150
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ARIZONA DEPARTMENT OF STATE  
MICHELE REAGAN *Secretary of State*

# FISCAL YEAR 2015 ANNUAL REPORT

ARIZONA STATE LIBRARY, ARCHIVES  
AND PUBLIC RECORDS

***Write Us***

AzLAPR  
1700 W. Washington St.  
1938 Addition, Ste. 200  
Phoenix, AZ 85007

***Call Us***

Telephone: (602) 926-4035

***Physical Location***

The Arizona State Library, Archives and Public Records Director's Office is located on the 2<sup>nd</sup> floor of the Historic Capitol on 17<sup>th</sup> Avenue, between Washington and Jefferson Streets.

***On the Web***

[www.azlibrary.gov](http://www.azlibrary.gov)

***Hours***

Monday - Friday, except state holidays  
8 a.m. - 5 p.m.

OFFICE OF THE SECRETARY OF STATE  
ARIZONA STATE LIBRARY, ARCHIVES AND PUBLIC RECORDS

## Arizona State Library, Archives and Public Records



JOAN CLARK  
State Librarian & Director



TED HALE  
Deputy Director

### Mission

We help Arizonans know and obtain information about their government, their state and their world.

### Description

In 2015 the Arizona State Library, Archives and Public Records (LAPR) celebrated its centennial with the publication of "100 Years of Public Service" a concise e-book highlighting a century of service, available online at [www.azlibrary.gov/about](http://www.azlibrary.gov/about).

Through the decades, the Arizona State Library, Archives and Public Records has embraced new technologies, expanded services, and remained committed to outstanding public service. In Fiscal Year 2015 we continued to enhance our expertise in capturing, managing, and preserving information for public use. Four key areas enable our ability to serve the public: facilities, staff, resources and technology. We had significant achievements in each of these areas.

Facility improvements included major repair and maintenance at the Records Management Center and Talking Book Library. We also began exterior restoration at the Carnegie Center which will continue into Fiscal Year 2016.

Staff initiatives included a division-wide assessment of technology competencies and corresponding tutorials for skill advancement. Our digital imaging staff mastered high-resolution digitization as we continued a multiyear project to digitize the entire *Arizona Highways Magazine* series from the early 1900s to the present. The collection is available now on the Arizona Memory Project, <http://azmemory.azlibrary.gov/>.



Digitizing an issue of *Arizona Highways* to publish online in the Arizona Memory Project.

Resource enhancements included the launch of [ReadingArizona.org](http://ReadingArizona.org), an unlimited access, free e-book platform with books in all genres, for all ages with one commonality – all are about Ari-

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zona. ReadingArizona.org is part of the larger portfolio of digital content offered under the Digital Arizona Library (DAZL) umbrella, online at [www.azlibrary.gov/dazl](http://www.azlibrary.gov/dazl).

Technology investments included purchase of high-resolution scanners for the digitization of large format publications, such as maps. Adding an ArchiveWriter enabled multiple format conversions from digital to microfilm for long-term analog preservation. Together with existing technology these purchases have expanded our digital imaging and preservation services for public bodies statewide.

On an historic note, the State Library proudly commemorated the installation of the Barry Goldwater Statue to represent Arizona at the U.S. Capitol, National Statuary Hall, Washington, D.C. on February 11, 2015. The State Library supported this eight-year Arizona Historical Advisory Commission project.



Arizona Secretary of State Michele Reagan speaks at the U.S. National Statuary Hall induction for the Sen. Barry Goldwater statue to represent Arizona.

A century of public service would not have been possible without the dedication and expertise of our staff, volunteers, and stakeholders. We are especially indebted to the members of our boards and commissions who give their time unselfishly in supporting our services to Arizonans.

## With Appreciation:

One hundred years of public service would not have been possible without the dedication and expertise of our staff, volunteers, and stakeholders. We are especially indebted to the members of our boards and commissions who give their time unselfishly in supporting our services to Arizonans.

- Advisory Board of the Arizona State Library, Archives and Public Records  
Brenda Brown, Chair
- Arizona Board of Library Examiners  
Joan Clark, Ex officio Chair
- Arizona County Librarians  
Cindy Kolaczynski, Chair
- Arizona Historical Advisory Commission  
Teresita Majewski, Chair
- Arizona Historical Records Advisory Board  
Robert Spindler, Chair
- Arizona State Board on Geographic and Historic Names  
Dennis Preisler, Chair

## Digital Content @ the Arizona State Library, Archives and Public Records



LAURA STONE

*Digital Content Director*

### Who We Are

The State Library has long been committed to providing quality online resources. We began offering statewide databases and sharing directory and finding aids online in the late 1990s. In 2006, the Arizona Memory Project was launched, and in 2008, the state joined with Maricopa, Pima and other county libraries to offer a robust suite of commercial library databases.

In FY 2015, the State Library was pleased to add an e-book platform, Reading Arizona, to Digital Arizona Library (DAZL) offerings. Additionally, DAZL hosts the Arizona Memory Project, Arizona Digital Newspaper Program and statewide databases, as well as Arizona Almanac, Arizona Legislators: Then & Now, and the Arizona Constitution Timeline.

### What We Do – Services

**Website,** [www.azlibrary.gov](http://www.azlibrary.gov)

The State Library first launched a website in the mid-1990s; by the end of the decade, an online library catalog was added. Access to library databases was provided in the early 2000s. Much of the early content on the website focused on describing the services of the branches of the State Library. Today, the focus has expanded to provide greater direct access to services and

information through the website.

**Arizona Digital Newspaper Program (ADNP),**  
<http://adnp.azlibrary.gov/>

Arizona's digital newspaper program website provides online access to a searchable database of historic Arizona newspapers published between 1859 and 1922. During that period, newspapers documented the many significant historical events that had an enormous impact on the state and are central to the development and identity of Arizona. This span of years represents a time when Arizona "grew up" and a broad documentation of this valuable history can be found in the newspapers of the day.

**Arizona Memory Project (AMP),**  
<http://azmemory.azlibrary.gov/>

The Arizona Memory Project provides a shared space for Arizona cultural institutions to exhibit digital collections online, providing researchers with access to a wealth of primary source materials representing the history and culture of Arizona. It brings together a total of 200 exhibits with more than 100,000 full-text searchable digital objects. Photographs, maps, state and federal documents, oral histories and video represent 85 Arizona museums, libraries, historical societies, government agencies and schools; including the Arizona Capitol Museum, State Archives and the State Library of Arizona.

**Statewide Library Databases,**  
[www.azlibrary.gov/dazl](http://www.azlibrary.gov/dazl).

Statewide databases and electronic resources provide access to information for all Arizonans. The databases cover a wide array of topics including business resources, auto repair, genealogy, encyclopedias, learning resources, and much more. The databases may be accessed from the Arizona State Library website or public and tribal libraries may provide direct links from their own websites.

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**Reading Arizona E-books,**

[www.readingarizona.org](http://www.readingarizona.org)

ReadingArizona.org offers a curated collection of always available e-books on Arizona topics and themes. All Arizonans have access to the e-book collection through geo-located login and do not need a library card. A tablet application and a free account allow readers to explore the state's literary landscape from anywhere.

**Fiscal Year 2015 Statistics****Website**

The State Library's website continued to evolve, often in response to customer-based usability testing. A team of representatives from each branch provided oversight for the website and assured its maintenance. Pageviews for FY 2015 totaled 1,290,279.

**Arizona Digital Newspaper Program (ADNP)**

The ADNP project, which began in 2008, now has more than 300,000 newspaper images and 30 titles, with at least one newspaper from each of Arizona's counties. Newspaper content may be searched by name, topic, title, county, city and date. Over 57,000 images were uploaded to the ADNP site during the last year. There were 587,578 pageviews.

**Arizona Memory Project (AMP)**

The AMP project continued to grow in FY 2015, adding an average 1.5 collections per month. Each month Internet statistics were distributed to partners indicating the number of web visits per collection, with State Library of Arizona and Arizona State Archives collections averaging more than 15,000 pageviews per month. Statistics reports showed that the site received 1,773,477 unique views last year.

In the past year, AMP added a number of special collections. The State Library of Arizona added 500 items across eight collections featuring the *Posters and Artwork of the Federal Government*, in addition to a new collection of the

*Arizona State Library Historic Newsletters* in honor of its centennial. The State Archives digitized a collection of *Jane Karl Mid-Century Modern Architectural Renderings*. *Arizona Highways Online* remained a popular collection powered by digitization specialists at the Records Management Center.

**Statewide Library Databases**

A group of librarians from public libraries, along with State Library staff, worked during 2014-15 to develop marketing and training materials around the new package of databases and to review usage statistics. Usage comparisons with previous years were challenging due to different methods of tracking usage reported by the new databases.

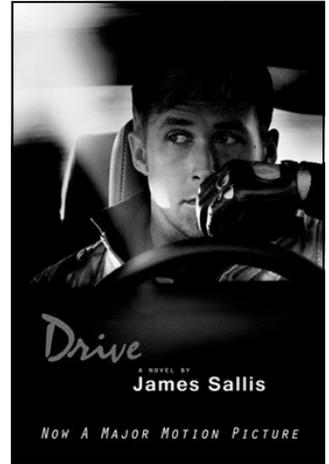
**Reading Arizona E-books**

The project launched in November 2014 at the Arizona Library Association Conference. Outreach included eight training events with Arizona librarians plus nine speaking events at professional meetings and conferences.

The collection features three types of content: contemporary e-books acquired from publishers, content from self-published authors, and digitized out-of-copyright books from 1923 and earlier. There are 20 publishers represented in the collection, including six university presses.

Other notable content includes local histories from Arcadia Publishing, desert mysteries from Poisoned Pen Press, and children's books from the Arizona-Sonora Desert Museum.

There were 11,419 pageviews for Reading Arizona e-books during the first eight months of the project.



ReadingArizona.org includes James Sallis' *Drive*, along with other Poisoned Pen Press titles.

## Boards of the State Library, Archives & Public Records

### The Arizona Historical Advisory Commission

#### Administrative Actions

The Commission began the year with the election of officers:

Chair: Teresita Majewski  
 Vice Chair: Catherine May  
 Secretary: James Garrison  
 Treasurer: John Langellier

AHAC also updated its bylaws primarily by removing sections dealing with AHAC's Centennial Responsibilities.

Arizona's Secretary of State Michele Reagan was appointed to the commission.

AHAC members reviewed the statutory responsibilities of AHAC including AHAC's role in reviewing memorials and markers. Currently the commission shall:

1. Advise the legislature and state agencies on matters relating to this state's history and historic preservation.
2. Recommend measures to the legislature and state agencies to coordinate or improve the effectiveness of activities of state agencies and agencies of the political subdivisions of this state and other persons relating to the interpretation, research, writing and teaching of this state's history, heritage and historic preservation, including the Indian nations' history, heritage and preservation.
3. Advise the legislature and state agencies on the dissemination of information pertaining to activities relating to historic preservation.

4. Encourage, in cooperation with appropriate public and private agencies, the Indian nations and other persons, training and education in the field of the interpretation, research, writing and teaching of this state's history, heritage and historic preservation.
5. Assist in the establishment of the Arizona register of heritage agriculture.
6. Submit annually on September 30 a report of the commission's activities to the director for inclusion in the annual report of the state library.

#### The Future of AHAC

The members of AHAC had an initial discussion on the future direction and possible roles of AHAC now that Centennial responsibilities were over. Issues discussed included legacy projects, interagency communications, memorials, Arizona history and heritage education and training, historic preservation, and agency incentives and monitoring.

In October 2014 AHAC members participated in a facilitated strategic planning retreat that included a review of member institutions and agencies, successes over the last five years, issues for the future (group alignment, funding, statute/branding, statutes, communications and engagement) and a SWOT analysis. AHAC then outlined a three year plan to address these issues:

1. Updating the statutory framework,
2. Defining the internal and external audiences,
3. Improving communications,
4. Branding Arizona history, and
5. Increasing funding.

Action on implementation of the plan is pending.

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**Centennial Medallions**

AHAC authorized the State Library to liquidate all remaining bronze, silver and gold Centennial Medallions.

**Goldwater Statue**

The primary project AHAC was involved with during the year was the transportation and installation of the Goldwater Statue in the U.S. Capitol building in Washington, D.C. The statue was installed and dedicated February 11, 2015 and the John Campbell Greenway statue was returned to Arizona. The Greenway statue is currently in the Polly Rosenbaum Archives & History Building.

**Memorial Review**

AHAC reviewed the historical accuracy of the Governor McFarland Memorial in Wesley Bolin Memorial Plaza.

**State and National Registers of Historic Places**

Properties that passed the Historic Sites Review Committee and were listed on the State and National Registers of Historic Places during the fiscal year were:

<u>Property Name</u>	<u>City</u>
1. The Negrette House	Williams
2. Moeur Park	Tempe
3. Bowie Schoolhouse District #1	Bowie
4. Boardwalk Apartments Historic District	Phoenix
5. Coffelt-Lamoreaux Homes Historic District	Phoenix
6. Thompson Draw Summer Homes Historic District	Payson vic.
7. Sun City DEVCO Model No. 1	Sun City

**Arizona Historical  
Records Advisory Board**

**Board Administrative Activities**

Chair and Board members of the Arizona Historical Records Advisory Board (AHRAB) are current.

The Board members consist of the State Coordinator, the Deputy State Coordinator, a county Records Manager, a former legislator, a former County Clerk, two university special collections archivists and one state historical society archivist. The Board met three times between July 1 of 2014 and the end of June 2015. The Board reviewed AHRAB's statutory authority, reviewed the 2013-2017 Archives Plan and discussed ways the Board could become involved in outreach activities, support and sponsor Arizona Archives Month activities, coordinate training and collaboration and develop the goals and outcomes of the Arizona Archives Summit. They reviewed re-grants and allocated funding for grantees and discussed and commented on an NHPRC grant.

Three Board members organized and participated in the 2015 annual Archives Summit, along with archivists from other institutions. AHRAB sponsored the October 2014 Archives Month posters that were distributed to more than 900 museums, libraries, historical societies, archives, state and local government agencies and schools throughout the state. One Board member wrote an article for Electronic Records Day in October 2014 that AHRAB distributed to the press on preserving personal born digital photographs.

Nineteen repositories applied for grants and in July and August 2014, the Arizona State Archives, on behalf of AHRAB sent out checks totaling \$20,000 to 12 re-grant awardees. All of the grant awardees exceeded a 25% cost share.

**Workshops**

AHRAB and the State Archives are committed to providing workshops to repositories in underserved communities throughout the state, e.g. repositories in remote areas, repositories with limited resources and with few opportunities for trainings.

Between July 2014 and the end of June 2015, on behalf of AHRAB, State Archives staff held three-day-long Archives 101 workshops in Freedomia (Coconino County), Payson (Gila County) and Clarkdale (Yavapai County). During this time we also held three Emergency and Disaster Preparedness Workshops in Casa Grande (Pinal County), Parker (LaPaz County) and Bisbee (Cochise County). All of these workshops took place in underserved communities.

### Special Projects

Several AHRAB members and colleagues from Northern Arizona University, Arizona State University, the Arizona Historical Society and the University of Arizona participated in the January 2015 Arizona Archives Summit. Seventy-five archivists attended the January Summit, including representatives from the Hopi Cultural Preservation office, the Hualapai Tribe's Department of Cultural resources, the Colorado River Indian Tribes Library and Archives and several Native American students enrolled in the Knowledge River program at the University of Arizona. Attendees continued last year's discussions regarding the preservation of Arizona's architectural collections. Several repositories that had taken in architectural collections since the 2014 Summit presented a session on the collaborations with community groups that had taken place during the past year that facilitated the transfer of these private collections.

Archival budgets in the state of Arizona are still not healthy. Summit planners wanted to make attendees aware of potential grants that could provide funding for projects that included digitization, preservation and access so invited representatives from four groups, including AHRAB, as well as a grant writer from the State Library to talk about the grants they offered and additional grants from private foundations. They also talked about what the grantors are looking for in an application and how to write good grants. The next session included reports from four re-

positories that had received grants. They discussed the specific grants they received, what they accomplished and lessons learned.

Attendees participated in a serious discussion of the Arizona Summit Matrix and whether or not volunteer archivists can sustain the project. There was unanimous agreement that it is a useful tool for gathering information about Arizona's under-documented communities and for providing information about hundreds of linear feet of unprocessed collections in repositories around the state.

AHRAB is very pleased with the growth of a culture of collaboration, a willingness to work together to make sure that collections are deposited in appropriate repositories, the increase in access to Arizona's collections and the growing interest in the Summit that Board members have observed since the Summit began.

### Arizona State Board on Geographic and Historic Names

A.R.S. § 41-835-838

The significance of geographic names was recognized by the state as early as 1945; when Arizona's Legislature declared it to be the policy of the state that geographic features retain the names they currently had in order to preserve Arizona's historical records. In 1982 the Arizona Board was created, and in 1990 the Arizona Legislature gave responsibility for determining the most appropriate names for geographic features to it.

Statutes that define the responsibilities of the Arizona State Board on Geographic and Historic Names, direct the board to:

- Receive and evaluate all proposals for changes in or additions to names of geographic features and places of historical significance in this state. It designates the most appropriate and acceptable names and the spelling of these names for use in maps

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and official government documents

- Receive and evaluate all proposals for naming geographic features in this state for which no generally accepted name is or has been in use. It designates the most appropriate and acceptable name and the spelling for use in maps and official government documents
- Cooperate with political subdivisions of this state to eliminate the duplication of the names of geographic features that are not of historical significance
- Assist and cooperate with the U.S. Board on Geographic Names in matters relating to names of geographic features and places in this state
- Maintain a list of advisers who have expertise in this state's history, geography, or culture and consult with those advisers in evaluating proposals
- Designate one or more members to act as the state representative to the Council of Geographic Names Authorities

Correct, accurate, authentic geographic names are essential to search and rescue efforts, law enforcement, land administration, boaters and hikers, etc. The primary purpose of the State Board is to standardize names of geographic features so that all levels of government and jurisdictions use the same name for the same feature.

The Arizona State Board on Geographic and Historic Names provides citizens the opportunity to name, rename, and research geographic names in the state of Arizona. It is the mission of the board to provide appropriate and official names for the state of Arizona. Without the board, Arizona names would be decided at the federal government level without Arizona's voice.

When the Board receives a names proposal, the Board researcher, the Map Librarian reviews the proposal for accuracy and conducts additional research using historical materials in the State Library Map Collection and the State Archives

Map Collection for background on the historical and current local usage of a proposed name. Materials consulted include maps, newspapers, census returns, government documents, printed books and manuscripts. The Map Librarian also contacts appropriate state and local government agencies.

When research is complete, the Map Librarian prepares and distributes paper/and or electronic copies of the proposal, additional research information, requests for a recommendation, and other pertinent information, to appropriate state and/or municipal government agencies, and to the Board members.

In addition to conducting research and corresponding with state and local governments, the Map Librarian also schedules meetings; posts official meeting notices with the Arizona Department of Administration in compliance with state Open Meeting Law; makes meeting arrangements; records the meeting; takes and prepares meeting minutes; manages the Board Chair's correspondence; and corresponds with the U.S. Board on Geographic Names and the Council of Geographic Names Authorities.

### Geographic Names Considered

#### 2014

***Little Maiden Creek*** (Docket 2014-04). Proposed name change from Little Squaw Creek in Yavapai and Maricopa Counties submitted by Shelly Bruno of Chandler, AZ. **Deferred.**

***Maiden Creek*** (Docket 2014 -05). Proposed name change from Squaw Creek in Yavapai County submitted by Shelly Bruno of Chandler, AZ. **Deferred.**

***East Branch Maiden Creek*** (Docket 2014-06). Proposed name change from East Branch Squaw Creek in Yavapai County submitted by Shelly Bruno of Chandler, AZ. **Deferred.**

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***Middle Fork Maiden Creek*** (Docket 2014-7). Proposed name change from Middle Fork Squaw Creek in Yavapai County submitted by Shelly Bruno of Chandler, AZ. **Deferred.**

***North Fork Maiden Creek*** (Docket 2014-8). Proposed name change from North Fork Squaw Creek in Yavapai County submitted by Shelly Bruno of Chandler, AZ. **Deferred.**

***South Fork Maiden Creek*** (Docket 2014-9). Proposed name change from South Fork Squaw Creek in Yavapai County submitted by Shelly Bruno of Chandler, AZ. **Deferred.**

***Maiden Creek Mesa*** (Docket 2014-10). Proposed name change from Squaw Creek Mesa in Yavapai County submitted by Shelly Bruno of Chandler, AZ. **Deferred.**

The Arizona Names Board deferred action on the "Maiden" names pending input from the Maricopa County Board of Supervisors, the Yavapai County Board of Supervisors, the U.S. Bureau of Land Management and the Arizona State Land Department.

**2015**

***Odzilaayé Creek*** (Docket 2015-01) proposed name change for Little Squaw Creek in Yavapai and Maricopa County submitted by Tonto National Forest. **Deferred.**

***Ledni Lii Creek*** (Docket 2015-02) proposed name change for Squaw Creek in Yavapai County submitted by Tonto National Forest. **Deferred.**

***Ché Yagoodigúhn Creek*** (Docket 2015-03) proposed name change for East Branch Squaw Creek in Yavapai County submitted by Tonto National Forest. **Deferred.**

***Iiyá Draw*** (Docket 2015-04) proposed name change for Middle Fork Squaw Creek in Yavapai County submitted by Tonto National Forest. **Deferred.**

***Gosga Creek*** (Docket 2015-05) proposed name change for North Fork Squaw Creek in Yavapai County submitted by Tonto National Forest. **Deferred.**

***Tudigis Creek*** (Docket 2015-06) proposed name change for South Fork Squaw Creek in Yavapai County submitted by Tonto National Forest. **Deferred.**

***Hósh Flat*** (Docket 2015-07) proposed name change for Squaw Creek Mesa in Yavapai County submitted by Tonto National Forest. **Deferred.**

***Serenity Hill*** (Docket 2015-08) proposed new name for an unnamed summit in Mohave County submitted by Leia Landrock of Kingman, AZ. **Deferred.**

The Arizona Names Board deferred action on the Apache names proposals pending input from the Maricopa County Board of Supervisors, the Yavapai County Board of Supervisors, the U.S. Bureau of Land Management and the Arizona State Land Department.

The Arizona Board deferred action on the Serenity Hill name proposal pending input from the Mohave County Board of Supervisors.

**Geographic Name proposals currently being researched in 2015**

***Peanut Peak*** (Docket 2015-09), proposed new name for an unnamed summit in Mohave County submitted by Chris and Kenny Meyer of Las Vegas, NV.

***Vickery Ridge*** (Docket 2015-10), proposed new name for an unnamed ridge in Coconino County submitted by David Wilson of Bloomington, IL.

**New Board Members**

***Todd Stone***, Public Information Officer, Arizona Department of Economic Security, was appointed to a five-year term ending in January 2020.

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*Edwin Slade*, Assistant Attorney General, was appointed to the Board, replacing Joy Hernbrode.

**Training: Council on Geographic Names Authorities annual conference**

The staff member represented the Arizona State Board on Geographic and Historic Names at the 2015 Council on Geographic Names Authorities Annual Conference in Anchorage, AK (Apr. 28 - May 2).



# FISCAL YEAR 2015 ANNUAL REPORT

## ARIZONA CAPITOL MUSEUM

### **Write Us**

Capitol Museum/Museum Store  
1700 W. Washington St.  
Phoenix, AZ 85007

### **Museum Hours**

Monday - Friday, except state holidays  
9 a.m. - 4 p.m.  
Saturday, 10 a.m.-2 p.m.  
(September - May)

### **Call Us**

Telephone: (602) 926-3620  
Fax: (602) 256-7985

### **Physical Location**

Capitol Museum is located off of 17th Avenue between Washington and Jefferson Streets. Free parking is available in Wesley Bolin Plaza just east of the museum.

### **Museum Store Hours**

Monday - Friday, except state holidays  
9 a.m. - 4 p.m.  
Saturday, 10 a.m. - 2 p.m.  
(September - May)

Admission is free. Group tours available by advance reservation.

### **On the Web**

[www.azlibrary.gov/azcm](http://www.azlibrary.gov/azcm)  
e-mail: [capmus@azlibrary.gov](mailto:capmus@azlibrary.gov)  
Facebook:  
[www.facebook.com/AZCapMus](http://www.facebook.com/AZCapMus)

## Arizona Capitol Museum



CHARLIE KNIGHT  
*Director*

### Who We Are

Located in the iconic space that was the last Territorial and first State Capitol of Arizona, the Arizona Capitol Museum (AZCM) is the center of the Capitol complex - a bridge connecting people with Arizona government, past and present.

AZCM uses hands-on activities, artifacts, and technology to engage visitors both onsite and online. Events, exhibits, and educational programs illustrate how the people of Arizona created a successful government for a state that helped to redefine the United States, and how that government continues to evolve today.

### What We Do – Services

AZCM connects people with Arizona government, past and present. The museum is dedicated to telling Arizona's political story from territorial times to the present through onsite and virtual experiences and collecting artifacts pertaining to Arizona government and political figures.

The AZCM Store is on the first floor rotunda next to the main entrance. The store features a unique selection of merchandise inspired by the Capitol's art and architecture. Entertaining and educational gifts include books, jewelry and unique custom-designed products. In FY

2016, we look forward to opening our online store [www.azcapitolgifts.com](http://www.azcapitolgifts.com).

Museum educators guide school groups and other tours through the museum exhibits and to the state legislature. Volunteers staff the information desk and provide orientation to museum visitors, while floor docents are available to answer questions in the exhibit areas.

The museum staff collaborates with other museums, cultural institutions and state agencies to share resources and develop programs and exhibits.

The Arizona State Capitol Museum Guild, a 501 (c)3 non-profit organization, provides support for museum plans and programs. Donations to the Guild are tax deductible. Please send your check or money order to, Arizona Capitol Museum, Attn. Guild, 1700 W. Washington St., Phoenix, AZ 85007.

### AZCM Collections

The museum collection consists of more than 8,500 artifacts, of which only a fraction are exhibited at a time in the museum. The remainder is housed in the Polly Rosenbaum Archives & History Building, in a climate-controlled environment designed for the preservation of these priceless artifacts for decades to come. One of the most popular collections is the silver service from the *USS Arizona*, which is displayed along with a piece of the ship and smaller personal items from Pearl Harbor. Staff and volunteers process and catalogue artifacts, including inventorying and photographing each item. Artifacts may be used for exhibit in the museum, rotated off of exhibit and rested, made available for onsite research, or loaned out for exhibit to qualifying institutions. New artifacts accessioned into AZCM's collection are often donated or part of a bequest to the state of Arizona.

The AZCM currently has 12 collections published on the Arizona Memory Project, includ-

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ing the Merci Train collection; Edward Curtis collection of Native American materials; *USS Arizona* silver service; renderings by Frank Lloyd Wright for a new state capitol; and paintings by Lon Megargee, David Swing and William Besser. Total hits on all AZCM collections on AMP for FY 2015 was 22,861. The Frank Lloyd Wright collection prompted a Norwegian University of Technology & Science professor to contact AZCM, enabling the museum to help an international school obtain analysis of Wright's capitol designs. A French researcher residing in Hawaii also aided with research into the Merci Train.

#### Exhibits

The museum opened three new exhibits in FY 2015: *Your Vote, Your Voice*, *Ernest McFarland*, and *Under the Copper Dome*. The AZCM also hosted several temporary exhibits including several special art exhibits coordinated by the Phoenix Sister Cities Taipei Committee, an exhibit about the history of Thunderbird School of Global Management put together by Arizona State University and Thunderbird and a poster exhibit by the Arbor Day Society.

*Your Vote, Your Voice* examines the electoral process with exhibits of voting equipment and campaign paraphernalia. Used as an information center on candidates running for state offices, the exhibit also offers Arizona residents the chance to register to vote. Channel 12 used *Your Vote, Your Voice* as one of its locations from which to cover the 2014 election.

A room was added to *Arizona - Defense to Development*. The additional room focused on Gov. Ernest McFarland and his contributions to the post-war development of Arizona, including the G.I. Bill. This exhibit opened in conjunction with the new McFarland Memorial in Wesley Bolin Plaza. Ryden Architects, designer of the Memorial, and the McFarland family provided valuable assistance with research and images.

*Under the Copper Dome* tells the story of the Capitol itself; from its initial design to how a growing government has forced changes to the building and the surrounding campus. Dr. Randall Schmidt, ASU Professor Emeritus of Art, who did much of the restoration work of what is now the Capitol Museum in the 1970s and '80s, spoke at the opening of this exhibit and recorded an oral history and video tour of the building. *Arizona Contractors Monthly* magazine also provided information about the restoration.

A temporary exhibit honoring former Gov. Raúl Castro was erected on the 2<sup>nd</sup> floor Rotunda to mark his passing. This tribute received much media attention and was a focal point of the memorial ceremony remembering Governor Castro in May.

#### The Events

In conjunction with Capitol Museum Guild, the museum hosted an event in December commemorating the attack on Pearl Harbor and the *USS Arizona*. A flag flying on board the *Arizona* was unveiled and added to the *USS Arizona* exhibits, with, then, Governor-Elect Ducey in attendance.



This 48-star flag was salvaged from the *USS Arizona* and is thought to have been mounted on Captain Franklin Van Valkenburgh's gig. Oil stains from Pearl Harbor are clearly visible.

On December 7, the Salt River Pima Maricopa Indian Community held a ceremony commemorating the Pearl Harbor attack, followed by the unveiling of the Arizona Veterans Hall of Fame plaque as part of the *Arizona - Defense to Development* exhibit.

Arizona's first governor, George W.P. Hunt (portrayed by Don Shields), and his wife Helen "Duett" Hunt (portrayed by Mary Brown) made an appearance at the museum to commemorate Statehood Day in February in a program in conjunction with the Museum Guild.

Other events held at the AZCM included a presentation about Governor Hunt and baseball in early Arizona; a presentation and book signing by Marshall Trimble - "Arizona's official historian" - on his newest book *Arizona Outlaws and Lawmen*; and a ceremony commemorating the Battle of Midway. Governor Ducey signed his Oath of Office in the Rotunda as well as signing into law the American Civics Act (HB 2064) in the Historic House Chambers. Outreach activities throughout the year saw AZCM staff and Museum Guild volunteers host manned booths at various community events and professional conferences.

The museum participated in the State Library's summer reading program, with 92 participants earning the AZCM badge. Participants could earn a badge by participating in a program at the AZCM or reading *Under the Copper Dome*, a book about the many different incarnations of the state capitol building.

**Store Sales**

Sales for the Museum Store for FY 2015 totaled \$66,949.13 - an increase of \$13,322.18 over FY 2014. In addition to an overall increase in sales, the store also witnessed a small increase in sales per visitor - \$1.03 per visitor in FY 2015 compared with \$.96 per visitor in FY 2014.



Secretary of State Michele Reagan meets the press to remember Gov. Raúl Castro.

**Fiscal Year 2015 Statistics**

Access to the museum is free. Because of this, we do not base visit tallies on number of tickets sold.

<b>Visitors</b>	<b>FY14</b>	<b>FY15</b>
Total	55,711	64,460

<b>Student education hours</b>	<b>FY14</b>	<b>FY15</b>
Total hours	33,407	37,563

<b>Collection</b>	<b>FY14</b>	<b>FY15</b>
Total items	8,285	8,803

<b>Customer Satisfaction</b>	<b>FY14</b>	<b>FY15</b>
	7*	7*

\* On a scale of 1 to 8; 8 being the highest level of service

# FISCAL YEAR 2015 ANNUAL REPORT

## ARCHIVES & RECORDS MANAGEMENT

### ***Write Us***

Polly Rosenbaum Archives  
& History Building  
1901 W. Madison St.  
Phoenix, AZ 85009-5287

Open: Monday - Friday, 8 a.m. to 5 p.m.

Records Management Division  
1919 W. Jefferson Street  
Phoenix, AZ 85009

### ***Call Us***

Archives  
Telephone: (602) 926-3720  
Fax: (602) 256-7982

Records  
Telephone: (602) 926-3815  
Fax: (602) 256-2838

### ***Physical Locations***

The State Archives is located one block south of Jefferson Street on the southwest corner of 19th Avenue and Madison Street.

The Records Center is located west of the Capitol mall, on the southwest corner of 19th Avenue and Jefferson Street.

### ***On the Web***

[www.azlibrary.gov/arm](http://www.azlibrary.gov/arm)

e-mail: [archives@azlibrary.gov](mailto:archives@azlibrary.gov)  
e-mail: [rmd@azlibrary.gov](mailto:rmd@azlibrary.gov)

## Archives and Records Management



MELANIE STURGEON  
*Director*



DENNIS PREISLER  
*Assistant Director*

### Who We Are

The Arizona State Archives is the official archives for Arizona's state and local governments' permanent records. Located in the Polly Rosenbaum Archives and History Building, State Archives collects, preserves and makes available to the public and all branches of state, county and municipal government, permanent public records, historical manuscripts, photographs and other materials that contribute to the understanding of Arizona history.

Located next to the Archives facility is the Records Management Center (RMC). RMC offers low-cost, high-density, secure storage solutions for state agencies and all other public bodies, including schools, city governments and fire districts to name a few. RMC also offers secure, temperature and humidity-controlled vault services for microfilm, hard drives, back-up tapes and any other sensitive media requiring a controlled environment.

During this past year, Archives and Records Management (ARM) staff have worked together closely on the records management-archives continuum of services. This effort included identification of records of enduring value, retention schedules, records training and guidance for state and local governments, digital preservation and electronic records management, digital imaging services and requirements and boxed records storage.

This year, ARM developed a *Records Officer Handbook* to provide guidance to those with records responsibilities. ARM continued efforts to reach out to all state agencies and public bodies in order to attain and establish relationships in the form of Records Officer liaisons with the Records Management Center. Through these connections, we have increased the capacity for shared knowledge and trainings.

### What We Do – Services

We preserve the essential records of the state. Our services help ensure that government is accountable to its citizens by providing evidence of public policies and programs as set forth by Arizona Revised Statutes Title 41, Chapter 1, Article 2.1. A broad range of records trainings and webinars are provided at no charge. Trainings are recommended for anyone responsible for managing and maintaining records: IT managers, Records Officers and HR directors are a few examples, among many others.

### Trainings and Consultations

- Provides consultations with state agencies and public bodies focusing on issues, problems and solutions that better preserve and manage our state's public records.
- Provides regional records management trainings around the state that allow the division to reach more public bodies in specific geographic regions of the state in addition to onsite training for local state agencies and public bodies.

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- Provides online webinars for government employees as a way of reaching a wider audience with fewer resources used.

Trainings and consultations cover the following aspects of records management:

- Standards and Guidance
  - ◊ Establishes standards, procedures and techniques for effective management of records, including creating, maintaining, storing and servicing records.
  - ◊ Establishes standards and procedures for the preparation of records retention schedules providing for the retention and prompt and orderly disposition of records.
  - ◊ Establishes criteria, standards and procedures for designation of essential records.

#### Records Center Services

- Establishes standards and procedures for records accepted for storage.
- Operates a records center to house inactive records for state agencies.
- Destroys records for government agencies.
- Retrieves and refiles records in storage for state agencies.
- Assists customers with public records inquiries.

#### Secure Vault

- Houses micrographic, machine read and selected essential records.
- Stores disaster recovery back-up tapes for state agencies.
- Provides weekly tape rotation services to state agencies.

#### Preservation Imaging for government agencies

- Microfilms source records for permanent and preservation purposes.
- Processes and duplicates microfilm produced by other government agencies.

- Microfilms, processes and duplicates microfilm copies for the Arizona Newspaper Project.
- Digitizes microfilm and scans paper records.

#### The State Archives

- Preserves official records and other collections, making them publically accessible.
- Serves as the depository of state, counties and incorporated cities archives and records not in current use.
- Works with state and local governments, helping them secure the safety and preservation of their permanent records.
- Accepts permanent historical government records of state and local government agencies and records of terminated agencies.

### Fiscal 2015 Statistics

#### Trainings and Consultations

ARM staff provided classes in various aspects of records management, records preservation, historical records research seminars, Archives 101 classes, emergency and disaster preparedness and planning. ARM also customized management briefings from hour-long to full-day programs. We provided trainings onsite, online via a secured virtual classroom, and in key strategic and geographic areas of the state.

In 2015 ARM focused on providing trainings on social media, e-mails-as-records and the long-term preservation of the increasing numbers of permanent electronic records created by state and local government entities.

ARM staff also consulted with state and local government agencies on retention schedules, preservation of electronic and paper records, the basics of preservation imaging, the necessary skills for preservation staff, and the specific challenges faced by governments tasked with preserving permanent, historical records.

**ARM Records and Preservation Trainings, Consultations and Workshops**

	<b>FY14</b>	<b>FY15</b>
ARM consultations (government agency staff and public)	11,599	4,016*
Archives 101 workshop attendees	74	73
Archives Preservation and Emergency Planning/Disaster Preparedness workshop attendees	70	27**
Archives Research Seminar attendees	432	1,028***
Records Management training attendees	4,931	2,612*

\* Records had only one analyst available for six months in FY 2015. Two analysts are now available  
 \*\* Workshops were presented to underserved groups in remote and less-populated areas of the state  
 \*\*\* Two large conferences in FY 2015 accounted for the increase

**Records at ARM**

The Archives collects permanent, state and local government records for preservation and access. We then inventory, perform any necessary preservation work and make the records available for review upon request. We also provide access to our photographs and manuscript collections, map collections and published materials in the Arizona Collection, including the largest collection of Arizona newspapers in the state. As part of the National Newspaper Digitization Project we digitized and provided access to selected Arizona newspapers published before 1922. The Records Management Center stores inactive records for government agencies and pulls and refiles records at the request of the agency.

**Records Ingested, Preserved and Accessed**

	<b>FY14</b>	<b>FY15</b>
State and local government records ingested into Archives (linear feet)	1,587	1,281
Archives records processed and inventoried (linear feet)	1,537	1,281
Archives records accessed (boxes, volumes, photographs, newspapers, and maps)	16,313	16,640



The high-volume freezer in the Polly Rosenbaum State Archives & History Building is designed to “blast freeze” archival material of approximately 5,000 pounds to -40° F in a 24-hour period.

Arizona Newspaper Digitization Project newspaper pages accessed online	565,000	527,039
Records Center records accessed	27,629	33,242
Records Center records refiled	5,613	4,873

**Preservation**

The Archives cleans, humidifies, treats and preserves permanent records. This past year our conservator and other staff helped several state agencies whose records were damaged in flooded storage areas. The Archives blast freezer was able to protect these wet records from further degradation by freezing them until the agencies were able to properly care for them.

Records that have been stored in basements, garages and other exposed areas can be “flash frozen” to rid them of mold, insects and other damaging elements.

**Preservation Imaging**

During FY 2015, the Preservation Imaging team continued participating in an LSTA grant to microfilm Arizona newspapers. The team also scanned documents and microfilmed records for state agencies.

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<b>Agency-wide Consolidated Performance Measures</b>		
	<b>FY14</b>	<b>FY15</b>
Customer service	7.3	7.8*
Public service training hours	10,532	7,913**
Records management and records storage customer contacts	152,707	95,731***
Archives onsite and website records accessed for research	56,407	58,594

\* On a scale of 1 to 8; 8 being the highest level of service.

\*\* ARM staff presented less training because of an increase in internal ARM projects.

\*\*\* In FY 2015, ARM implemented a new method of counting customer contacts. Only purposeful, actionable contacts are now counted.





ARIZONA DEPARTMENT OF STATE  
MICHELE REAGAN *Secretary of State*

**FISCAL YEAR 2015**  
**ANNUAL REPORT**  
**ARIZONA TALKING**  
**BOOK LIBRARY**

***Write Us***

Arizona Talking Book Library  
1030 N. 32nd St.  
Phoenix, AZ 85008

***Call Us***

Telephone: (602) 255-5578  
Toll-free, in state: 1-800-255-5578  
Fax: (602) 286-0444

***Physical Location***

Arizona Talking Book Library is located south of the Loop 202 Freeway, the northwest corner of 32nd Street and Diamond.

***On the Web***

[www.azlibrary.gov/talkingbooks](http://www.azlibrary.gov/talkingbooks)  
e-mail: [talkingbooks@azlibrary.gov](mailto:talkingbooks@azlibrary.gov)  
Facebook:  
[www.facebook.com/aztalkingbooks](http://www.facebook.com/aztalkingbooks)

OFFICE OF THE SECRETARY OF STATE  
ARIZONA STATE LIBRARY, ARCHIVES AND PUBLIC RECORDS

## Arizona Talking Book Library



LINDA MONTGOMERY  
*Director*



RON BRYANT  
*Assistant Director*

### Who We Are

The Arizona Talking Book Library provides another way of reading for individuals who have difficulty reading standard print because of blindness, visual impairment or a physical disability. Any Arizona resident who meets the eligibility requirements may apply. Institutions, schools and facilities that serve the library's target population also may receive services. Established in 1969, the Talking Book Library is one of 56 regional libraries of the National Library Service for the Blind and Physically Handicapped, Library of Congress (NLS).

### What We Do – Services

The Talking Book Library provides audio and braille books and magazines, machines to play the audio materials, and access to downloadable materials, all at no charge to registered users. Items are shipped postage-free to patrons and back to the library.

Staff members provide reader advisement; material selection based on individual patron profiles; circulation of books, magazines, and machines; collection development and maintenance; care and repair of digital reading machines; recruitment, management and training of volunteers; production of audio materials; tours; and technical support. Library staff and volunteers participate in outreach programs and public education activities statewide to provide information about library services to other agencies, organizations, service providers and the public.

Digital reading machines are continuing to be provided by the NLS and loaned free of charge to registered patrons.

### Fiscal Year 2015 Statistics

The National Library Service mandated that regional libraries progress in the removal of local cassette book and machine collections. Elimination of cassette materials in the Talking Book Library is expected in 2016, and interlibrary loan of cassettes will be facilitated by the Talking Book Library from the Multistate Center in Utah. The size of the Library's digital audio book collection continued to grow as more titles became available in digital format, and cassette books were returned to NLS. In FY 2015, 28,480 digital books from NLS were added to the collection while 54,307 audio cassettes and 2,345 cassette machines were returned to the NLS for recycling, resulting in total holdings of 263,690 items.

Shared funding and continued partnerships with outside organizations brought even more digital resources to the Talking Book Library. The Library's partnership with the Department of Economic Development/Rehabilitation Services Administration made Newsline services continuously accessible to registered users of the Talking Book Library. The Newsline audio newspapers, magazines and job listings were accessed over 199,000 times during the year. In addition,

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the Friends of Arizona Talking Book Library purchased 68 described videos for the collection and provided funding for the purchase of digital cartridges and containers for materials duplicated and circulated by our library.

In FY 2015, the number of materials circulated and downloaded experienced an increase over FY 2014. By the end of the fiscal year, audio book circulation by mail was 95% digital and 5% cassettes. An additional 304 library patrons signed up for Braille and Audio Reading Download (BARD) services to supplement or replace their use of digital cartridges

	FY14	FY15
Materials Provided (physical and downloads)	314,016	717,413*

\*Increase in materials reflects shift to digital access.

Staff provided instruction on using and downloading audiobooks and magazines from BARD and BARD Mobile, keeping current on new BARD apps, as iOS and Android devices were updated. They also provided technical support for patrons using the Talking Book Library's digital reading machines as well as third-party devices for listening to their downloaded materials.

In FY 2015, the library conducted a reconciliation of patron records held in the local database to patron records at NLS. Discontinued and suspended patrons were purged. The count of library patrons strives to include only active users.

	FY14	FY15
Public Service: Patrons and Institutions served	9,048	8,771

The role of volunteers at the Talking Book Library continued to be vital. Volunteers spent 19,072 hours recording books and magazines, repairing digital reading machines, assisting in outreach, inspecting books and magazines, assisting in audio duplication, and providing services in various areas of the library as library aides.

Customer service was measured on an eight-point scale, with eight being the highest possible rating.

	FY14	FY15
Customer Satisfaction Rating	7.6	7.64



Secretary of State Michele Reagan recorded a children's book by a local author.



Talking Book Library staff, October 2014.



# FISCAL YEAR 2015 ANNUAL REPORT

## LIBRARY DEVELOPMENT

Library Development empowers Arizona libraries to offer excellent customer service through consulting, grant funding, resources, and training.

### ***Write Us***

Library Development, Carnegie Center  
1101 W. Washington St.  
Phoenix, AZ 85007

### ***Physical Location***

Library Development is located in the  
Carnegie Center on Washington  
Street between 10<sup>th</sup> and 12<sup>th</sup> Avenues.

**Hours:** 8 a.m. to 4:30 p.m.

### ***Call Us***

Telephone: (602) 926-3604  
Toll-free: 1-800-255-5841  
Fax: (602) 256-7995

### ***On the Web***

[www.azlibrary.gov/libdev](http://www.azlibrary.gov/libdev)

## Library Development



HOLLY HENLEY  
*Director*



JAIME BALL  
*Grants Consultant*

### Who We Are

The Library Development Branch of the Arizona State Library, Archives and Public Records empowers local libraries and librarians to offer excellent services to Arizonans by providing support, consulting services, training and grant funding. Library Development Services are provided under A.R.S. § 41-151.07.

Staff members of the Library Development Branch have offices in the historic Carnegie Center, which was dedicated on February 14, 1908 as the first building of the Phoenix Public Library. In addition to being used by the State Library for training space, meeting rooms are made available to government agencies and non-profits at no charge for workshops, meetings, and special events.

As of January 2, 2004, the Arizona State Library, Archives and Public Records serves as host agency for the Arizona Center for the

Book, one of 50 state affiliates of the Center for the Book in the Library of Congress. The goal of the state center is to carry out the mission of the national center of "stimulating public interest in books, reading, literacy, and libraries to the state and local level."

### What We Do – Services

Library Development administers federal Library Services and Technology Act (LSTA) funds from the Institute of Museum and Library Services (IMLS) and State Grants-in-Aid. Programs supported through federal and state funds include:

- Grants to libraries for special projects
- Online access through the State Library and public libraries to databases with thousands of journals, magazines and newspapers
- Statewide summer reading program for all ages, including online access
- ONEBOOKAZ writing contest, statewide discussions, and programs based on winning titles
- Online interlibrary loan
- Consultation for adult and youth services, tribal libraries, continuing education, county librarians, community engagement, and emerging library technology
- Meeting facilities at the Carnegie Center
- Arizona Center for the Book
- Annual public library statistics
- Continuing education in face-to-face settings
- Online training
- Summer Library Institute
- Specialized facilitator and leadership training
- Online event/class registration
- A monthly newsletter for library staff statewide
- Scholarships for continuing education
- Library practitioner certification

**Fiscal Year 2015 Statistics**

**Statewide Projects**

Library Development served all libraries of Arizona, including the 232 public and tribal libraries and their respective 3,091,174 cardholders. During their 27,554,427 visits over the last year, Arizonans checked out 43,661,148 materials and accessed public computers 7,713,018 times. They also found wireless Internet access at 94% of libraries in the state and downloaded 2,443,427 e-Books from the 80% of Arizona libraries now offering the service. Circulation of all electronic materials (e-books, audio, and video) went up by 18.2% from 2,684,158 in the previous year to 3,280,786. The overall number of library programs increased from 61,494 to 73,511, with event attendance rising from 1,284,086 to 1,462,414.

The Secretary of State, State Library, public libraries and community partners promoted all Arizonans reading 20 minutes every day during the statewide summer reading program offered through the libraries. Parents helped pre-readers get ready for school by reading to them; students retained reading skills by practicing all summer; and adults modeled reading as an essential life skill. Over the summer 59,829,055 minutes were read by the 118,796 registered participants.

Library Development provided resources produced by Read On Arizona to libraries throughout the state to share with their patrons: *The Early Literacy Guide for Families*, *Building Blocks to Becoming a Reader*, and *Developing a Thriving Reader From the Early Years* were written and illustrated to help families, caregivers, and all adults who work with Arizona children from birth through third grade to prepare children to learn to read and then to support reading on grade level by the completion of third grade.

ONEBOOKAZ made available an e-book in each of three age levels – adult, teen, and children – for community reading, discussion and author visits. Books were chosen by judges from unpublished or self-published submissions by Arizona authors.

Forty LSTA subgrants enabled local libraries to offer their communities resources, classes, and programs involving:

- science, technology, engineering, arts, and math (STEAM);
- 21<sup>st</sup> century skills for employment and small business;
- local history and heritage through preservation and digitization.

Library Development provided statistical tracking and training, in person and online, on the statewide database package, accessible to all Arizonans through a costshare between the State Library and all county libraries. New databases were available to all Arizonans, beginning July 1, 2014, through their local public libraries or the State Library’s website ([www.azlibrary.gov/dazl](http://www.azlibrary.gov/dazl)).

Statewide project participation statistics reflect participation in statewide Summer Reading, Early Literacy programs, ONEBOOKAZ, LSTA subgrant projects, and use of the statewide databases. The difference between the FY 2014 and FY 2015 statewide participation numbers can be traced primarily to changes in the new database package. Searches were tracked differently in the new package, so numbers are not comparable between FY 2014 and FY 2015. Also, during FY 2014, the database statistics included 10,181,063 searches that originated from school websites, a connection method that was no longer available in FY 2015. As stated above, all database usage in FY 2015 was through public libraries or the State Library website.

	FY14	FY15
	35,596,014	13,247,179*

\* Reduction reflects the change in database tracking explained in detail above.

**Meeting Space and Training Hours**

Meetings and trainings were conducted at the Carnegie Center by the State Library, other government agencies, and non-profits. The Carnegie also served as the venue for public programming by the Arizona Center for the Book.

Workshops with highly qualified instructors were offered by Library Development not only at the Carnegie Center, but also in locations across the state and as webinars. In addition, a four-day Leadership Institute offered professional development for emerging leaders, and a week-long Summer Library Institute trained staff in rural libraries without a graduate degree in library science. Online continuing education provided a wide variety of training options for staff not able to travel for in-person training.

Two mentoring programs prepared staff to teach parents and caregivers strategies for preparing children birth to five years of age for success in school. One cohort group focused on infusing early literacy throughout library programs and activities. The second group con-

centrated on how to select and use technology appropriately with young children.

Statistics reflect the number of hours of training and meeting space use. For example, 50 people attending a five-hour training = 250 hours. Although training hours increased from 14,544 to 15,102 in FY 2015, public service numbers were lower overall due to Carnegie restoration projects that prevented use by outside groups.

	FY14	FY15
Public Service: Meeting Space and Training Hours	66,596	32,496*

\*Reduction reflects reduced availability of the Carnegie Center due to restoration projects.

Customer service was measured by a survey that asked librarians served to rate their satisfaction on an eight-point scale, with eight being the highest possible rating. Library Development's average rating was 7.6.

	FY14	FY15
Customer Satisfaction Rating	7.6	7.6

\* On a scale of 1 to 8; 8 being the highest level of service.



At left: Leadership Institute met at the historic COD Ranch in Oracle. Past ALA President Maureen Sullivan (front row, center) was the instructor.



At right: Nationally recognized Early Childhood Literacy Consultant Saroj Ghoting (standing) facilitated discussion of best practices for early literacy and new media mentoring by Arizona librarians.

Read the 2015 ONEBOOKAZ eBooks Available online

ADULT CATEGORY: *The Blind Eye: A Saphiric Journey* By Marcia Fine  
 TEEN CATEGORY: *Welcome to Harmony* By Dan Tromps  
 KIDS CATEGORY: *Brace and the Road to Courage* By Gale Leach

ONEBOOKAZ  
 Congratulations to the 2015 ONEBOOKAZ winning author!  
 To access these eBooks go to [www.onebookaz.org](http://www.onebookaz.org)  
 If you need assistance downloading eBooks, please visit your local library.

At left: ONEBOOKAZ featured online entry submissions and digital downloads of the winning titles.



At right: ONEBOOKAZ winning author in the adult book category, Marcia Fine, talked with a book lover at the Tucson Festival of Books.

ARIZONA DEPARTMENT OF STATE  
MICHELE REAGAN *Secretary of State*

# FISCAL YEAR 2015 ANNUAL REPORT

## STATE LIBRARY OF ARIZONA

### ***Write Us***

State Library of Arizona  
Arizona State Library, Archives and Public Records  
1700 W. Washington St.  
1938 Addition, Room 300  
Phoenix, AZ 85007-2812

### ***Open***

Monday – Friday, 9 a.m. to 4 p.m., except state holidays.

### ***Call Us***

Telephone: (602) 926-3870  
Toll Free In-State: 1-800-228-4710  
Fax: (602) 256-7984

### ***Physical Location***

The State Library of Arizona is located in-between the Executive Tower and the Capitol Museum on the third floor of the 1938 addition of the Capitol.

### ***On the Web***

[www.azlibrary.gov/sla](http://www.azlibrary.gov/sla)  
email: [research@azlibrary.gov](mailto:research@azlibrary.gov)  
Legal email: [sll@azlibrary.gov](mailto:sll@azlibrary.gov)

OFFICE OF THE SECRETARY OF STATE  
ARIZONA STATE LIBRARY, ARCHIVES AND PUBLIC RECORDS

## State Library of Arizona



JANET FISHER  
*Director, Collections & External Relations*



MALAVIKA MURALIDHARAN  
*Director, E-Rate & Public Services*

### Who We Are

The State Library of Arizona, a branch of the Arizona State Library, Archives and Public Records, provides information and access relating to laws, government information, genealogy and patents and trademarks to the Legislature, state government and the public. State Library of Arizona services are provided under A.R.S. §§ 41-151.01, 151.05 and 151.08.

The vision of the State Library is to serve the residents and government of the State of Arizona by collecting, curating and maintaining publications in order to provide access and information

State Library of Arizona staff includes experts in government, legal, and information resources; family history; and federal patents and trademarks.

### What We Do – Services

State Library of Arizona staff members help patrons to access library services, collections and other resources, in person or using online

services as well as through interlibrary loan services. The State Library of Arizona provides comprehensive collections of state and federal publications in all formats (including e-government sources), current and historical Arizona legal materials, a print collection of genealogy materials, and access to U.S. Patent and Trademark information.

## Collections

### Federal Documents

With its designation as the State of Arizona's only Federal Regional Depository Library, the State Library is responsible for retaining and providing access to federal publications. The State Library also assists the 11 selective depository libraries around the state in selecting and reviewing materials of most use to their communities.

The State Library is home to a sizeable collection of posters, prints, and lithographs produced by the federal government on a wide variety of topics. The Library is digitizing some of these works and hosting them online in the Arizona Memory Project (AMP).

### State Documents

The State Library has the largest collection of Arizona state agency publications in print for use in the library, through interlibrary loan and online on AMP. The history of state government and activities in the state can often be documented through the use of this collection of 117,477 items.

Arizona residents have access to publications from Arizona territorial and state agencies through the library's collection. The State Library is mandated to collect, maintain and preserve Arizona state agency publications (A.R.S. § 41-151.05(A)(6)) and agencies are required to submit their publications to the library (A.R.S. § 41-151.08(A)(2)).

## MICHELE REAGAN ~ SECRETARY OF STATE

In addition to the collection of print materials, full-text, born-digital publications are available through AMP. There is an ongoing effort to scan and add older publications to the AMP collection, enhancing access and usability to a wider audience.

#### Legal Resources

The Library's law collection serves as Arizona's state law library, meeting national standards as such. Included in this collection are current and historical Arizona legislative bills, journals, session laws, statutes, codes, judicial rules, and opinions of Arizona's attorneys general. The collection coverage is rounded out by the inclusion of additional state government and federal government legal materials, online databases such as HeinOnline and Westlaw, and some commercial publications. The law collection is a legal resource for the public, attorneys, and businesses, in addition to legislative, judicial, and executive branch staff and officials.

#### Newspapers

The State Library subscribes to 81 regional and local newspapers, a large number of which include an online version. In addition, the State Library subscribes to hundreds of digital newspapers through Gannett Newsstand and NewsBank's America's Newspapers.

#### Staff

Professionally trained staff members answer questions by mail, phone and in person, including legal research and patent and trademark searches. They organize and deliver events and training programs on topics of interest such as market research, setting up and running a successful business, and new technologies. The staff also provides facility tours upon request.

#### E-rate

The State Library of Arizona assists public libraries in the state with applying for and receiving reimbursements for their telecom and

broadband usage through a federal application process. Ninety-four percent of Arizona libraries apply for E-rate reimbursements.

*"Were it not for our E-rate reimbursements, we would not be able to provide Internet access to our nine rural libraries in Mohave County. This would greatly impact Internet availability in much of Mohave County. We value the E-rate service greatly."*

– Mohave County Library District

#### Exhibit and Training Space

State-of-the-art training and exhibit space is used by the State Library and made available to other government agencies and non-profits. Free Internet access and parking are available to users.

#### Programs and Events

##### Access to Justice

During FY 2014, the library facilitated training to assist local library staff in responding to legal questions. In this pilot project, the State Library planned, coordinated and implemented training sessions for selected Maricopa County library staff. In FY 2015, introductory training sessions expanded into Coconino, Gila, Graham, Greenlee, and Yuma counties.

Other counties will be added over the next year. Additionally, the counties having received the introductory session will receive additional training and/or programming to reinforce access to legal information for Arizonans.

Training and support materials are maintained on the State Library of Arizona's Virtual Reference Desk online at

<http://statelibraryofarizona.wordpress.com/law4az>

**Events**

The ability of the library to plan and schedule presentations has increased this year. A presentation and training area close to the entrance of the library was repurposed and is now a popular location for staff and invited speakers to address a wide variety of topics. Over FY 2015, programs included how to market a business, discovering and using demographic information from the Census Bureau, inventing and patenting ideas, and many more topics. At other times, this space hosts displays for programs such as the Law Day Art Show.

**Fiscal Year 2015 Statistics**

The staff of the State Library of Arizona assisted Arizona legislators and legislative staff, state agency employees and members of the public with the location and loan of materials from the library's collection and, through interlibrary loan, from libraries around the country. In addition, materials from our collections were loaned to requesting libraries. Other materials were located and downloaded from our online resources.

	<b>FY14</b>	<b>FY15</b>
Materials Used (physical and download)	91,327	558,611*

\* Increase in materials used reflects increased usage of online materials.

The number of public service hours steadily increased in FY 2015. The Con Cronin Commons, named in honor of the first State Librarian, hosted staff and invited speakers on a wide variety of topics. The programs included Project Manage-

ment, Discovering and Using Demographic Information from the Census Bureau, Inventing and Patenting Ideas, Attorney General's Opinions, Preservation of Family Photos and Papers, Vital Records, Military Records, Internet Genealogical Research and many more topics. At other times, this space hosted displays for programs such as impact of the Thunderbirds Charities on Arizona's history.

In addition to the programs and services offered at the library, monthly programs were scheduled throughout the community during FY 2015. The topics covered included business, government information and patent and trademarks. Staff attended, facilitated and presented at many meetings and conferences. Programs were given on government, law collections and genealogy.

Statistics reflect the number of hours of tours, events, presentations and meeting space use. For example, 50 people attending a five-hour training = 250 hours.

	<b>FY14</b>	<b>FY15</b>
<b>Public Service: Tours, Events and Presentation Hours</b>	555	921*

\* Increase in public service hours reflects increased public service options under the "Programs and Events" heading

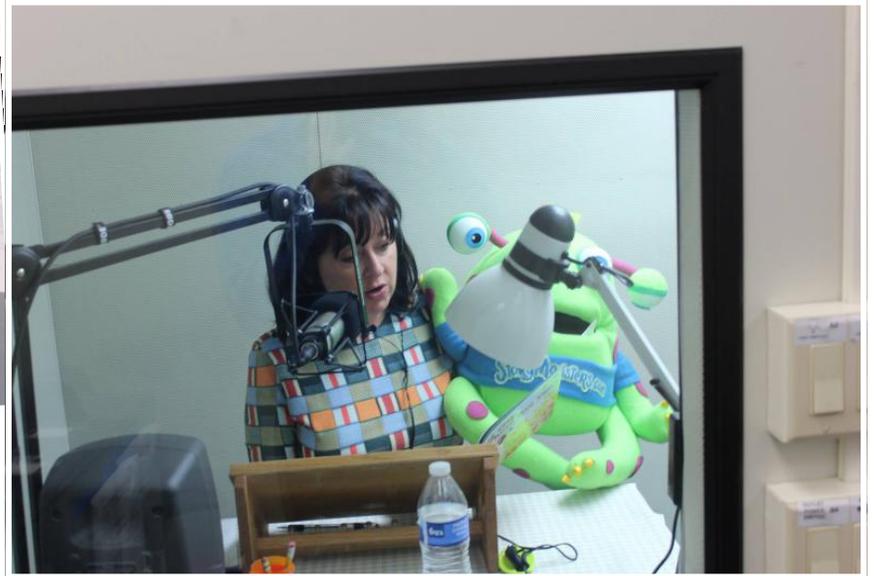
Customer service was measured on an eight-point scale, with eight being the highest possible rating.

	<b>FY14</b>	<b>FY15</b>
Customer Satisfaction Rating	7.6	7.64

# Photo Gallery



(Left) One responsibility of the Secretary is to attest to the Governor's signature on legislation, including the state budget. Secretary Reagan attested to the budget on March 16, 2015. (Below) On June 10, 2015, Secretary Reagan read the children's book "GQ GQ. Where Are You?" at the Arizona Talking Book Library.



(Below) The Secretary travels throughout the state to educate Arizonans about the office. On April 10, 2015, she met with the Tucson Hispanic Chamber of Commerce.



(Above) As a former small business owner, Secretary Reagan's knowledge was tapped while on a policy panel during the Arizona Small Business Association conference May 21, 2015.

*Paper copies of this annual report are available for interlibrary loan through the Arizona State Library, Archives and Public Records (A.R.S. § 41-4153).*