



Oregon

John A. Kitzhaber, MD, Governor

State Library
250 Winter St. NE
Salem, OR 97301-3950
(503) 378-4367
FAX (503) 585-8059

To: Senator Steiner Hayward, Co-Chair, Representative Smith, Co-Chair, Ways and Means General Government Subcommittee

From: MaryKay Dahlgreen, State Librarian

Re: SB 5701 Budget Note Report

Date: April 8, 2013

The Oregon State Library (OSL) provides quality information services to Oregon state government, reading materials to blind and print-disabled Oregonians, and leadership, grants and other assistance to improve local library services for all Oregonians.

Government Research Services (GRS) provides reference and research assistance to state agency staff so they have accurate information resources to inform high quality, evidence-based services to the citizens of Oregon. The collection holds more than one million items and includes in-depth collections in business, history, political and social sciences. The collection holds federal and state publications to provide permanent access to those publications for all Oregonians. The library also holds a comprehensive collection of materials about Oregon.

In addition to OSL's physical collections, GRS provides agency staff with access to information available exclusively in proprietary databases and from other libraries in Oregon and the U.S. Those materials include journal articles, electronic books, online training tools, and physical books.

In the 2012 Legislative Session, a budget note for the State Library was included in SB 5701 requesting an analysis of the requests and responses received by the GRS program. Specific information requested was 1) total number of requests received 2) nature of the requests 3) from what entity the request was received 4) number of requests responded to 5) cost associated with providing responses.

The budget note requested a report to the May 2012 Joint Interim Committee on Ways and Means or the Emergency Board. At that time, the State Library was in a period of transition and we did not provide the report as requested. We apologize for that oversight, and submit this report to meet the requirements of that budget note.

Requests and Responses 2011-2013 Biennium to date

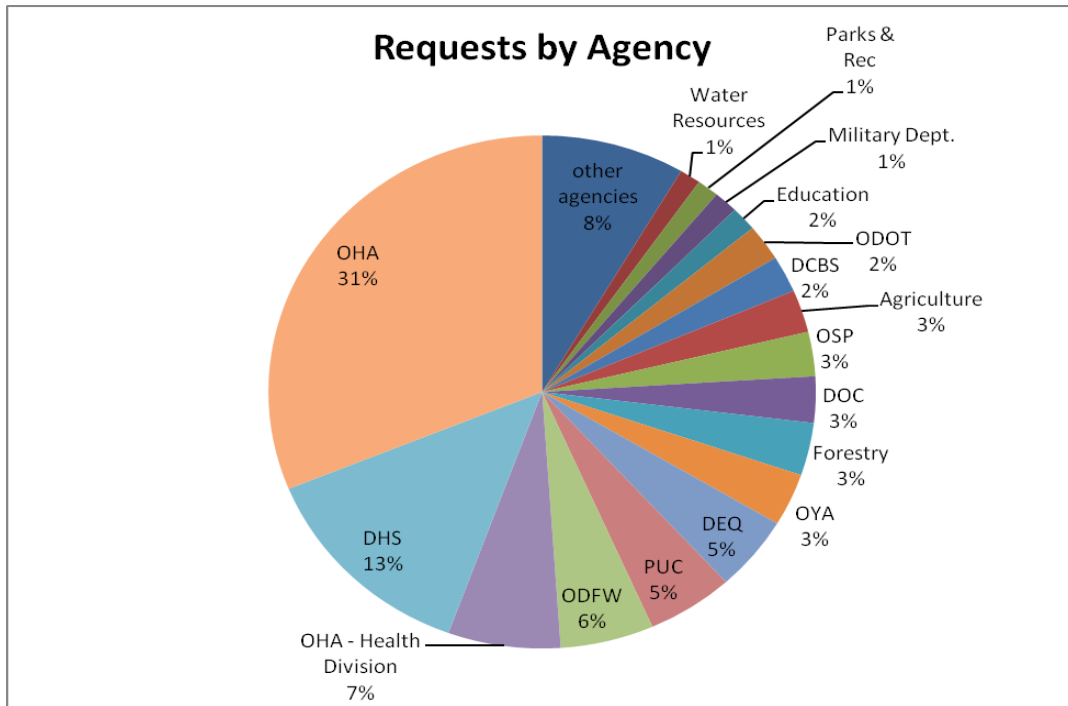
Staff perform a variety of tasks in support of providing information to state agencies. Interlibrary loan and document delivery services provides books, journal articles, book chapters and information in other formats in response to requests. The following information gives the subcommittee a better understanding of the work of the Government Research Services program.

Total Number of Requests Received and Responded to

In the current biennium, the Government Research Services program has received 12,488 requests from state agencies, and filled 11,289 requests. The difference in those two numbers represents the number of requests that are cancelled before we have fulfilled them.

The Entity Making the Request

The chart below demonstrates which state agencies have received service from the Government Research Services program in the current biennium. As you can see, health and human service agencies make up more than 50% of the requests, but the remaining agencies represent a broad cross-section of agencies across state government.

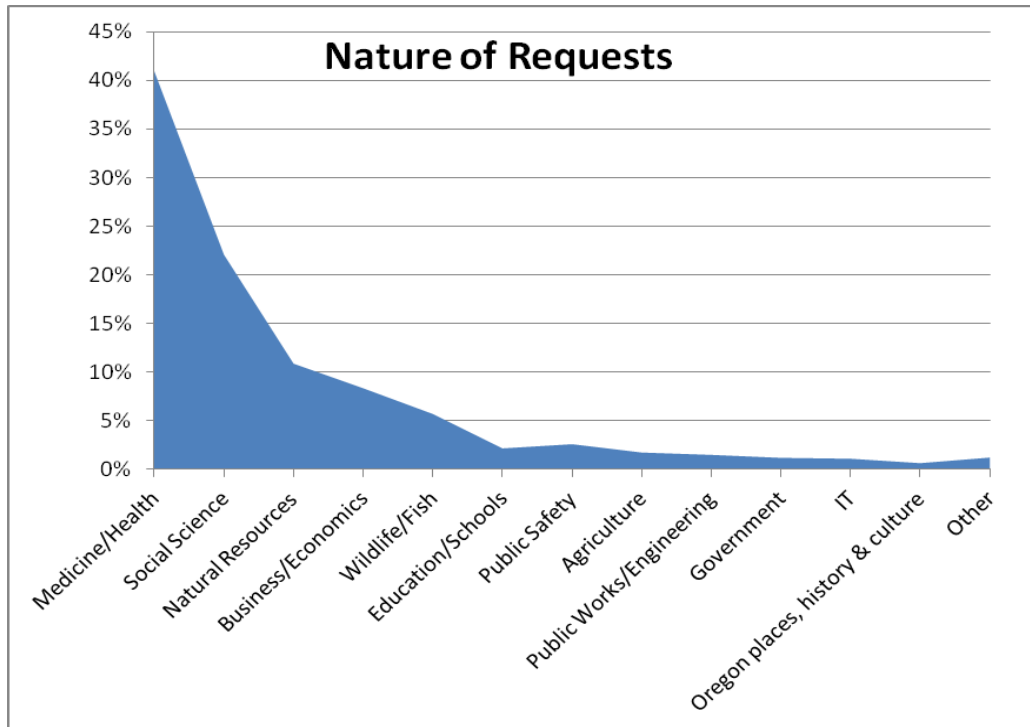


The Nature of Requests

State agency employees request documents and publications in support of their work related research and information needs. Requests are tracked by agency, title of document, format of delivery, and several other categories.

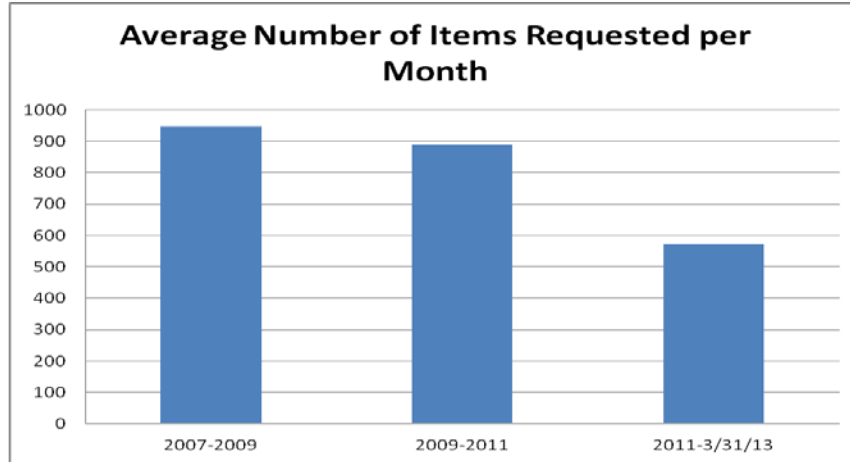
In the past, we have not classified the nature of the request by assigning a subject heading. This may be an activity we need to institute to provide better analysis of the use of our services. We will explore that as we move through our reorganization.

In order to respond fully to this budget note, we have retrospectively reviewed and assigned a general subject heading to a sample of titles requested during the biennium to date, July 1, 2011 – March 31, 2013. While the review is for only a sample of the requests, we believe the data represents the trends associated with the overall nature of requests for the biennia to date.



Historical Context of Request Volumes

The chart below provides some perspective on use of interlibrary loan and document delivery services over the last three biennia.



There has been a substantial decrease in items requested from the 2009-2011 biennium to the current biennium. We believe there are several factors including:

- The State Library reduced the number of electronic resources we subscribe to as a result of budget reductions. This has reduced the number of databases available for searching and thus has resulted in fewer requests for full text articles.
- Coupled with the decrease in databases available is the increase in state employee's usage of internet search technology to complete their own searches.
- Finally, the State Library has eliminated essentially all of its proactive training resources, and therefore many state employees do not even know the resources that are available to them in the Government Research Services program.

Cost Associated with Providing Responses

Government Research Services and the administrative costs associated with it are funded with an agency assessment. According to statute, (ORS 357.203) all agencies except the Oregon University System participate in the State Library assessment. Two-thirds of the assessment is allocated based on full-time equivalent (FTE) positions and one-third on agency use of library services in the previous biennium (assessment for 2011-2013 is based on use in 2007-2009). The State Library does not charge state agencies anything additional for providing library services. All costs are covered by an agencies assessment payment.

The State Library KPM #3 *cost per state employee contact* was reported as \$4.50 in the FY 2012 APPR. This reflects every contact the State Library has with a state employee including in person, online, by phone. In addition to reference questions answered and materials delivered it includes, e-clips current awareness service, subject alert set up, individual consultation, group training and program attendance.

OSL 2012 Budget Note Report

The State Library also subscribes to journal databases that provide full text articles (rather than providing simply an abstract or a citation) for agency staff, especially for staff who are required to use evidence-based practices. The library staff negotiates with the vendor for one price for all state agency staff which results in economy of scale. The database journals are usually general but are sometimes subject specific.

For example, from January through December 2012 there were 2,398 articles downloaded from the vendor who supplies OSL (and therefore all agency staff) with electronic access to the Salem Statesmen-Journal. At an average cost of \$5.00 per article those articles would have cost \$11,990. The subscription negotiated by the State Library cost is \$2,234 . Other State Library subscriptions demonstrate the same or greater level of savings.

We can make this service even more cost effective for the State by promoting and training agency staff to use this resource which is a core service that will be included in the agency reorganization.

Summary

In the Governor's budget, the State Library has been instructed to reorganize, especially as it relates to Government Research Services. There is a general belief that the State Library must evolve in its service delivery model. In response to this direction, the State Library has undertaken an effort to evaluate all of its services

We are working to identify our essential services and core audiences and expect that by the end of the 2013-2015 biennium, the Oregon State Library will be providing only those services to those audiences. We will also be putting into place evaluation tools that will provide us with the outcomes of our work that we can use to improve our services into the future. We look forward to future discussions with the subcommittee on our progress to transition to a 21st century library.