

Oregon State Library

Budget Note

Senate Bill 5701

A Presentation to the General
Government Subcommittee of the
Ways and Means Committee
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May 22, 2013



Oregon
State
Library

Budget Note - Senate Bill 5071

- Report to the May 2012 Joint Interim Committee on Joint Ways and Means or the Emergency Board on Government Research Services program
- The report shall include:
 1. the total number of requests received,
 2. the nature of the requests, and
 3. from what entity the request was made,
 4. the number of requests that were responded to,
 5. and the cost associated with providing responses.

Oregon State Library

- **Reference Requests**
 - **point researchers to appropriate sources of information and train users on how to use information tools**
- **Document Delivery**
 - **locate and deliver information sources to users in the most cost-effective way possible**

Request Procedure

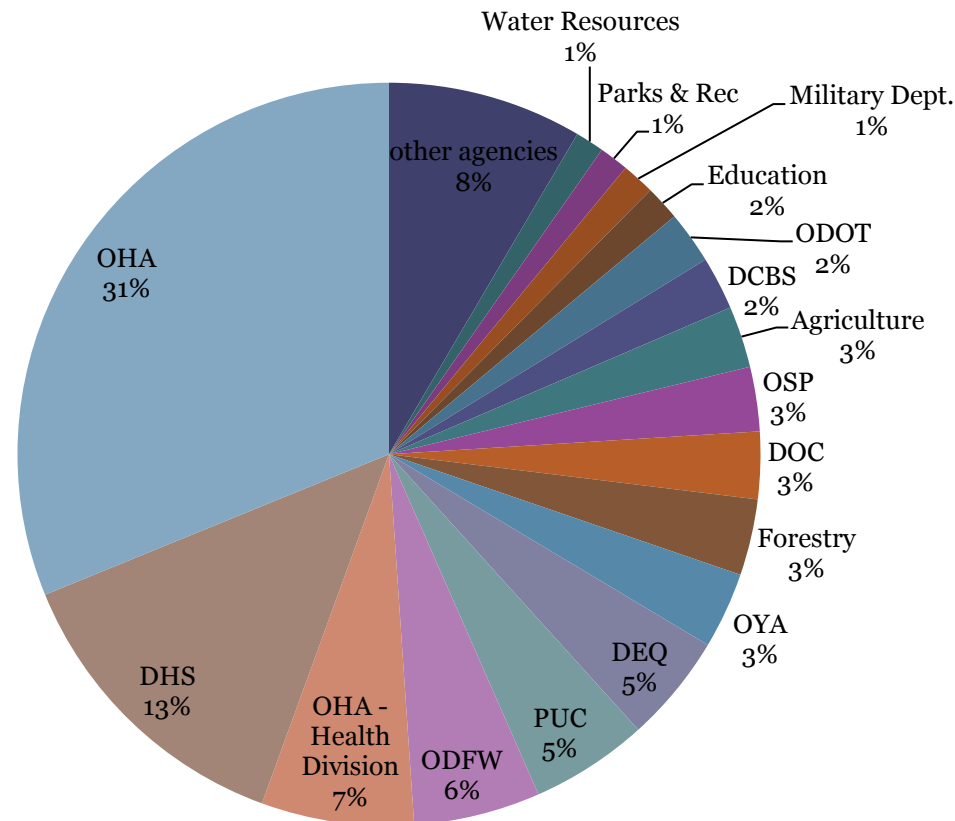
- State agency patrons are asked to verify that their document delivery/interlibrary loan requests are work related prior to submission.
- Library staff reviews submissions and follows up with agency staff to clarify questionable requests before filling them.
- If questions remain other staff members review the request, staff consults with requesting staff manager, and consults with their Program Manager.

Total Number of Document Delivery Requests July 2011- March 2013

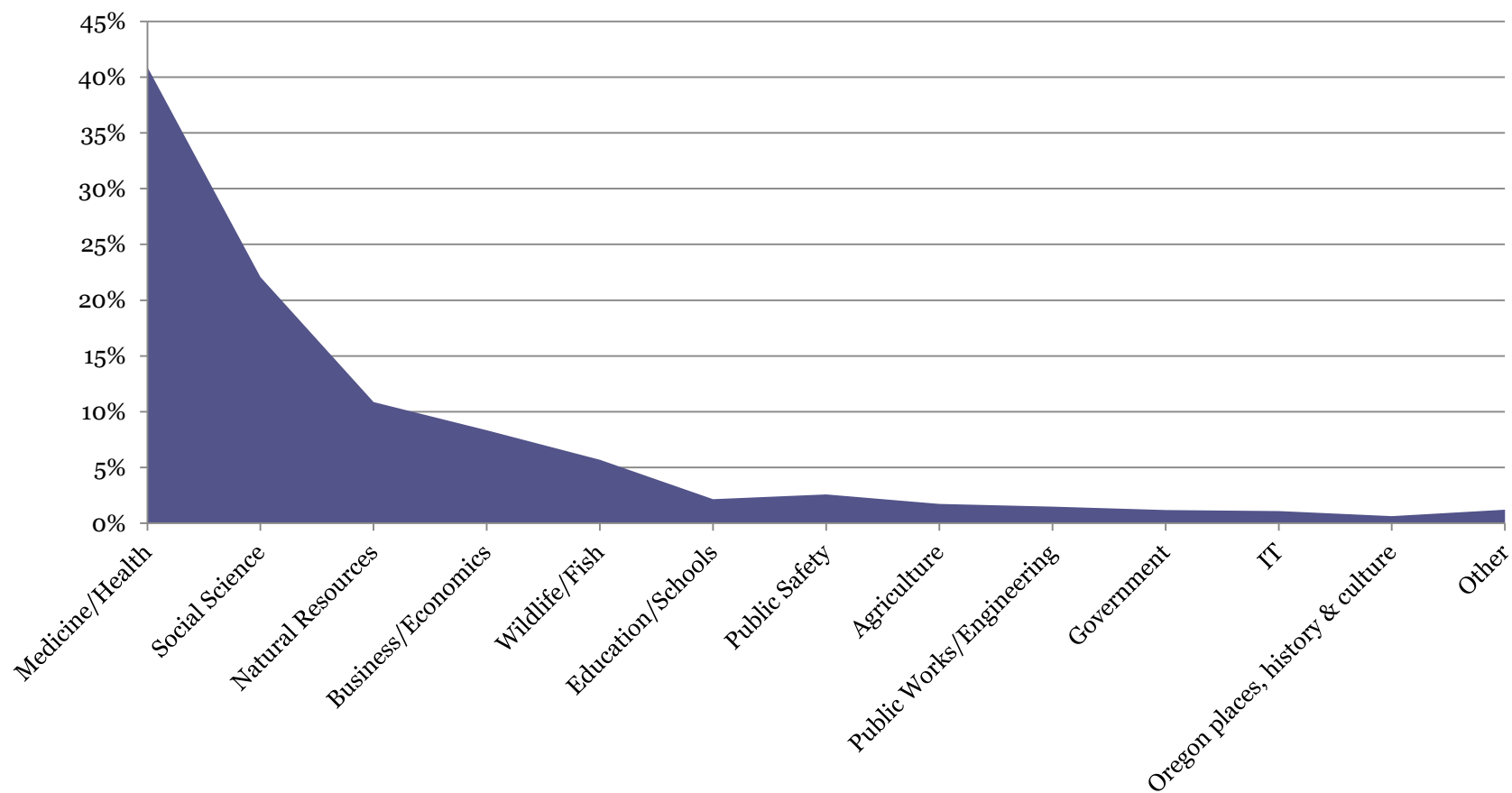
- GRS received 12,488 requests from state agencies from July 1, 2011 through March 31, 2013.
- GRS fulfilled 11,289 requests during the same time period.
- 1,199 requests were cancelled by library staff or requesting staff for a variety of reasons.

Requesting Agencies

July 2011- March 2013



Requests by Topic July 2011- March 2013



Cost per state agency contact

- Contacts with state agency staff include:
 - Setting up and delivering current awareness service for specific requested topics
 - Document delivery and interlibrary loan
 - Reference questions
 - Daily newspaper clippings about state government via e-mail
 - New employee registrations for services
 - Outreach events and training events
 - Setting up and maintaining group e-mail lists

Update on Transformation

- May 1: Transition plan presented to General Government Ways and Means Subcommittee
- May 17: Invitations to participate in Advisory Committee sent
- May 31: Contract signed with Project Manager