



# Oregon

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To: John Borden, Legislative Fiscal Office

From: MaryKay Dahlgreen, <sup>*mkd*</sup> State Librarian

Re: Response to question asked at May 22, 2013 General Government Subcommittee  
of the Joint Ways and Means Committee Work Session

Date: June 6, 2013

The question was asked about our KPM #12 Use of L-Net-Average Daily Visits to the Library-funded L-net e-reference website. The results show that the most current result is 98.00 and the target for 2014 and 2015 are 100.00.

Why is this KPM reported as a *percentage* when it asks for the average *number* of daily visits?

The numbers as reported are correct, there were *98 average daily visits* to L-net in the most current count and the target is *100 average daily visits* for both 2014 and 2015.

Attached please find the two pages that report the State Library Legislatively Approved 2013-2015 Key Performance Measures.



## Legislatively Approved 2013-2015 Key Performance Measures

**Agency: LIBRARY, OREGON STATE**

**Mission:** The mission of the Oregon State Library is to provide quality information services to Oregon state government, provide reading materials to blind and print-disabled Oregonians, and provide leadership, grants, and other assistance to improve local library services for all Oregonians.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
1 - RESEARCH TRANSACTIONS -- Number of research assistance transactions for state employees.		Approved KPM	9,037.00	12,000.00	13,000.00
2 - STATE EMPLOYEE INFORMATION CENTER USERS -- Percent of state employees registered to use the State Employee Information Center website.		Approved KPM	23.00	24.00	25.00
3 - COST PER CONTACT -- Cost per state employee contact.		Approved KPM	4.50	5.75	5.25
4 - TALKING BOOK AND BRAILLE SERVICES USERS -- Number of individuals registered to receive Talking Book and Braille Services.		Approved KPM	5,333.00	5,500.00	6,000.00
5 - PERCENT OF ELIGIBLE USERS -- Percent of eligible users that are registered for Talking Book and Braille Services.		Approved KPM	9.00	12.00	12.00
6 - TALKING BOOK AND BRAILLE SERVICES CIRCULATION-- Number of talking books, Braille books and other materials checked out per year.		Approved KPM	434,403.00	450,000.00	450,000.00
7 - COST PER CIRCULATION -- Cost per circulation of talking books and Braille books.		Approved KPM	1.36	2.00	2.00
8 - USE OF BEST PRACTICES IN SERVING CHILDREN -- Percent of public library grantees incorporating best practices in their services to children.		Approved KPM	54.00	60.00	60.00
9 - USE OF THE OREGON.GOV SEARCH ENGINE -- Average daily visits to the search engine for Oregon.gov.		Approved KPM	4,247.00	4,810.00	5,160.00
10 - USE OF LIBRARY DATABASES -- Average daily visits to Library-funded databases.		Approved KPM	14,173.00	15,000.00	15,000.00
11 - USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM -- Average daily visits to the Library-funded Oregon School Library Information System.		Approved KPM	1,850.00	4,500.00	4,500.00

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**Legislatively Proposed KPMS**

	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
12 - USE OF L-NET – Average daily visits to the Library-funded L-net e-reference website.		Approved KPM	98.00	100.00	100.00
13 - CUSTOMER SATISFACTION – Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Accuracy	Approved KPM	92.00	98.00	98.00
13 - CUSTOMER SATISFACTION – Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Availability of Information	Approved KPM	98.00	98.00	98.00
13 - CUSTOMER SATISFACTION – Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Expertise	Approved KPM	95.00	98.00	98.00
13 - CUSTOMER SATISFACTION – Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Helpfulness	Approved KPM	96.00	98.00	98.00
13 - CUSTOMER SATISFACTION – Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Overall	Approved KPM	96.00	98.00	98.00
13 - CUSTOMER SATISFACTION – Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Timeliness	Approved KPM	96.00	98.00	98.00
14 - BEST PRACTICES: Percent of total best practices met by the Board.		Approved KPM	100.00	100.00	100.00

**LFO Recommendation:**

The Legislative Fiscal Office recommends that the State Library's current key performance measures and targets be approved with the direction that the agency will work with the Department of Administrative Services and the Legislative Fiscal Office to develop new or revised KPMS and targets based on the final reorganization plan approved by the Legislature in 2014.