

# Oregon State Library 2015-2017 Strategic Plan

Joint Ways and Means Committee  
General Government Subcommittee

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# Recent Changes & Moving Forward



# Recent Changes

- Relationship with Willamette Valley Genealogical Society has been ended
- Distributed genealogical materials to other libraries and organizations since that is no longer a service we offer.
- Reference room currently closed allowing Government Information and Library Services staff to focus on outreach and training.



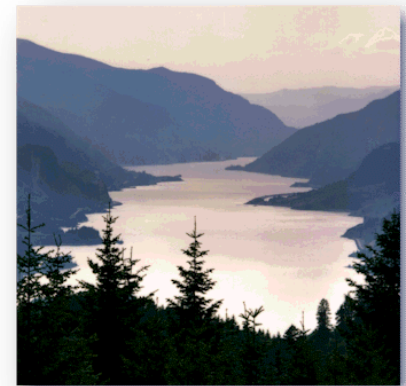
# Recent Changes

- New partnership with Chemeketa Cooperative Regional Library Service to replace the integrated library system (catalog, etc) with a more robust, less expensive system.
- Oregon Poetry Collection has been moved to the University of Oregon Libraries.
- Have begun an organizational development special project with a consultant from the Chief Human Resources Office to develop a thorough performance management system and to develop manager's capacity and skills.



# Vision

- All Oregonians have the information essential to be engaged citizens, to strengthen our communities, and to build a prosperous state.





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# Mission

- The State Library provides leadership and resources to continue growing vibrant library services for Oregonians who are print-disabled, the Legislature and state government, and all Oregonians through local libraries.





## We connect:

- Oregonians to library services of public, school, academic and tribal libraries through technical assistance, statewide programs, and grant funding.
- Oregon state government to information with relevant materials and expertise that supports informed decision-making.
- Oregonians who are print-disabled to reading materials through our partnership with the National Library Service for the Blind and Physically Handicapped.



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# Our Core Values

- Open to Opportunity
- Excellent Customer Service
- Strong Community
- Professionalism
- Personal Leadership





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# STRATEGIC IMPERATIVES



# Focus on the Customer

This imperative will be met by developing customer service standards, defining customer segments, identifying potential customers, and assessing customer satisfaction to determine allocation of resources.



## Build Awareness of the State Library

This imperative will require a “reputation audit”, the results of which will lead to the development of an awareness campaign that will result in increased usage of the State Library by key audiences.



# Cultivate Staff Strengths

The success of this imperative will require a performance management system that provides a framework for continuous improvement and appropriate professional development for all staff.



# Enhance Partnerships

The success of this strategic imperative will require defining the concept of partnership, determining where we can reduce overlap and duplication of services, and working collaboratively with partner agencies to increase effectiveness and efficiency in services to all Oregonians.



# Three Year Objectives

- Improve customer satisfaction including fulfillment with State Library resources and referrals for both quality of service and product.
- Establish a method to prioritize services by customer segment.
- Increase awareness of the State Library
- Increase usage of State Library services
- Increase efficiency through reduction of duplication, overlap, and fragmentation.

**THANK YOU!**