

Oregon State Library

Progress Report

Joint Ways and Means Committee
General Government Subcommittee

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Oregon
State
Library



Implementation of HB 3523

2014-2017 State Library Strategic Plan



HB 3523



HB 3523

- The State Library Board of Trustees became the State Library Board.
 - Specific membership
 - 9 members
- Effective January 1, 2016 the State Librarian shall be appointed by the Governor, subject to Senate confirmation. Current State Librarian may serve until July 1, 2017.



Temporary Administrative Rules

- State Library Board met on January 8, 2016 to adopt temporary administrative rules as outlined in HB 3523.
- Those will be made permanent before the end of June 2016.
- OAR 543-020-0080 Database and Subscription Licenses
- OAR 543-020-0060 Eligible Recipients of Government Information Services
- OAR 543-020-0070 Certification of State Agency Libraries



Current Tasks

- Gathering information about database subscriptions across agencies
- Refining the process for approval of database subscriptions
- Gathering information about agency libraries or library services that are maintained separately from the State Library
- Developing agency library certification process and review criteria.
- Continuing to work with agencies and stakeholders to refine rules and processes.



2014-2017 Strategic Plan



Strategic Imperative: Focus on the Customer

- Customer services standards were created and all staff was trained by December 2015
- One floor of shelving was vacated by June 2015 and the funds that were saved on rent were used to purchase several electronic resources that have been requested by agency staff.
- One of those resources was Safari E-Book, which provides a wide variety of technical and professional e-books as well as webinars and recordings of professional conferences.



Strategic Imperative: Enhance Partnerships

- 2015 legislation created the Reference Coordinating Council, shared database subscription purchasing, and certification of agency libraries all of which will allow us to reduce duplication.
- The State's virtual reference service, Answerland, was moved to the State Library. Most Oregon libraries participate in this partnership. In October a permanent virtual reference librarian was hired.



Strategic Imperative: Build Awareness of the State Library

- The closure of the reference room in October of 2014 has allowed Government Services staff the time to focus on working directly with state agency staff.
- The “reputation audit” currently being conducted will provide the basis for an awareness campaign which will be in place in the fall of 2016.



Strategic Imperative: Cultivate Staff Strengths

- All staff members are working with managers to create annual performance and development plans.
- We are working to identify and fill agency wide training needs
- A staff in-service day is being planning by staff and will be held in April 2016.



2014-2017 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
- Develop performance management process



Questions?