



Oregon

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REPORT TO THE GENERAL GOVERNMENT SUBCOMMITTEE OF THE JOINT WAYS AND MEANS COMMITTEE FEBRUARY 2016

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

HB 3523 was passed during the 2015 Legislative Session and made significant changes to the governance and duties of the Oregon State Library. That bill took effect on January 1, 2016.

- The State Library Board of Trustees became the State Library Board. The number of members was increased to 9 and now includes the Deputy Superintendent of Public Instruction (or designee) and the Executive Director of the Commission for the Blind. The current Board members will rotate off the Board over the next three years and new members will be members of specific library constituent groups.
- The State Library Board held a meeting 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. The temporary rules were created with full input from stakeholders and customers and will be refined by those committees prior to becoming permanent.
- Effective January 1, 2016 the State Librarian shall be appointed by the Governor, subject to Senate confirmation. The individual serving as State Librarian on the day before the effective date of the legislation may serve until July 1, 2017.
- The State Library has begun to gather information about database subscriptions in other agencies and has created a process to approve the selection, negotiation, purchase and maintenance of subscriptions for all state agencies. Temporary rules were adopted on January 8, 2016.
- The State Library has begun to gather information about agency libraries or library services that are maintained separately from the State Library and a temporary administrative rule has been adopted relating to the certification process and review criteria.
- The Reference Coordinating Council has met to discuss the database subscription process for legal and archival subscriptions which are the responsibility of the State of Oregon Law Library and the State Archives. The Council will review requests and assure that they go to the appropriate organization.

In August of 2014 the State Library Board of Trustees developed a strategic plan for the Oregon State Library. From October 2014 – February 2015 the staff of the State Library worked together to operationalize the first 18 months of the strategic plan and work has been progressing on implementing the four strategic imperatives. In September of 2015 the members of the General Government Subcommittee received an information piece with the timeline and deliverables. That is Attachment #1 to this report. Several of the tasks required in HB 3523 were integrated into the process since they were compatible with our strategic imperatives.

Focus on the Customer

- Customer service standards were created by May 2015 and training for all staff took place in late 2015. The standards training will be integrated into ongoing and new staff training.
- 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. One agency has already dropped their subscription since it is being provided through the State Library.
- Staff is working with a contractor to hold a “reputation audit” which will provide us with information about moving forward with services, products, and marketing. The contractors are training staff to be able to do the “reputation audit” in the future without assistance.

Enhance Partnerships

- HB 3523 provided several opportunities for enhancing partnerships so we have been focusing on those opportunities. They include the Reference Coordinating Council, shared database subscription purchasing, and certification of agency libraries which will allow us to reduce duplication.
- In July 2015 the virtual reference service, Answerland, was moved to the State Library. In October the new librarian, approved during the 2015 session, began work. Libraries around the state donate the time of their staff to provide this service which requires coordination. The virtual reference librarian is also moving forward on an RFP for a hosted chat service.

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. Each librarian is assigned agencies and will be expected to make contact and provide services to their agencies.
- The “reputation audit” will provide a basis an awareness campaign which will be in place in the fall of 2016. This will also provide a benchmark so we can measure the awareness of state library services after the awareness campaign.

Cultivate Staff Strengths

- Each staff member is working with their manager to develop an annual work and professional development plan. Those will be in place by July 2016 and will be used for ongoing planning and evaluation.
- We are working on identifying and holding necessary agency wide trainings.

- A staff in-service day is being planning by staff and will be held in April 2016. The expected outcomes of the day are: staff will come together to hear outside speakers; staff will interact between divisions; and staff will provide input on operational planning for 2016-2017.

2014-2017 Strategic Plan Objectives & Measures

- 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