

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Library, Oregon State

Mission Statement:

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

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. RESEARCH TRANSACTIONS - Number of research assistance transactions for state employees.		Approved	7,864	9,000	9,000
4. TALKING BOOK AND BRAILLE SERVICES USERS - Number of individuals registered to receive Talking Book and Braille Services.		Approved	5,266	5,300	5,300
7. COST PER CIRCULATION - Cost per circulation of talking books and Braille books.		Approved	\$1.72	\$2.00	\$2.00
11. USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Average daily visits to the Library-funded Oregon School Library Information System.		Approved	2,553	4,500	4,500
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	91%	98%	98%
	Expertise		90%	98%	98%
	Helpfulness		91%	98%	98%
	Timeliness		93%	98%	98%
	Overall		95%	98%	98%
	Accuracy		91%	98%	98%
14. BEST PRACTICES - Percent of total best practices met by the Board.		Approved	100%	100%	100%
15. USE OF GOVERNMENT SERVICES ELECTRONIC RESOURCES - Average [daily] use of Government Information and Library Services electronic resources.		Proposed New	No Data	185	205
16. PUBLIC LIBRARIES MEETING APPLICABLE OLA STANDARDS - Percentage of Oregon public libraries meeting essential and enhanced level of applicable Oregon Library Association Standards for a Public Library.		Proposed New	No Data	60%	60%
2. STATE EMPLOYEE INFORMATION CENTER USERS - Percent of state employees registered to use the State Employee Information Center website.		Proposed Delete	26%	24%	0%
3. COST PER CONTACT - Cost per state employee contact.		Proposed Delete	\$3.78	\$5.00	\$0.00
5. PERCENT OF ELIGIBLE USERS - Percent of eligible users that are registered for Talking Book and Braille Services.		Proposed Delete	8%	10%	0%
6. TALKING BOOK AND BRAILLE SERVICES CIRCULATION - Number of talking books, Braille books and other materials checked out per year.		Proposed Delete	418,555	440,000	0
8. USE OF BEST PRACTICES IN SERVING CHILDREN - Percent of public library grantees incorporating best practices in their services to children.		Proposed Delete	61%	60%	0%
9. USE OF THE OREGON.GOV SEARCH ENGINE - Average daily visits to the search engine for Oregon.gov.		Proposed Delete	3,254	0	0

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
10. USE OF LIBRARY DATABASES - Average daily visits to Library-funded databases.		Proposed Delete	12,809	16,000	0
12. USE OF L-NET - Average daily visits to the Library-funded L-net e-reference website.		Proposed Delete	57	105	0

LFO Recommendation:

The Legislative Fiscal office recommends approval of the proposed Key Performance Measures and targets with the instruction that the agency review KPM #1 - Research Transactions to determine if it is the appropriate outcome measure for services provided by Government Information and Library Services staff or propose a new measure for the 2019-21 biennium.

SubCommittee Action: