



**State Library**  
*of Oregon*



# State Library of Oregon

*SB 5518*

Joint Committee on Ways and Means  
Subcommittee on General Government  
Caren Agata, Interim State Librarian  
February 11, 2019





**State Library**  
*of Oregon*

# Vision and mission

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



**State Library**  
*of Oregon*

# State Library history

- 1905 — Legislature established the Oregon Library Commission
- 1907 — Oregon Documents Depository Program established
- 1939 — State Library Building completed and opened
- 1956 — Federal Library Services act passed
- 1969 — Talking Book and Braille moved to State Library
- 1993 — Government Information and Library Services state agency assessment instituted
- 1993 — Ready to Read Grant Program for public libraries established
- 2006 — Online Oregon Documents Repository created
- 2015 — HB 3523 passed by Legislature



- **Focus on customer needs**

Use feedback and data gathered from our customers to make improvements in all divisions.



- **Build awareness of the State Library**

Continue to build upon the recent rebranding of the State Library, including the new agency webpage.

Increase in-person outreach through visits at user sites.



- **Cultivate staff strengths**

Use the performance management system to ensure all staff have a development plan including goals that lead to full engagement.



**State Library**  
*of Oregon*

# Program summaries

The **Government Information and Library Services Division** provides quality information services to assist state employees in the efficient performance of their jobs and in more effective decision making for state government.

Populations served:

- State officials, including legislators
- State employees, including legislative staff
- Former statewide-elected government officials
- Contract employees and interns at the request of their state agency
- Citizens of the state with access to our circulating collection, as well as permanent public access to federal and state of Oregon publications

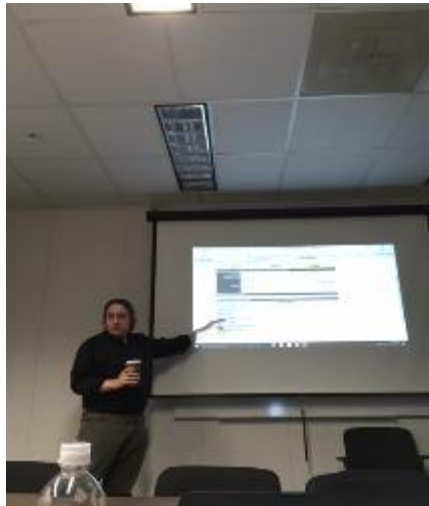
Funding: Assessment 100%



State Library  
of Oregon

# Program successes

## Government Information and Library Services



Instruction in library, agencies, and online.  
Conference presentations, groups visiting the  
government room and outreach at events.







# Program summaries

**Library Support and Development Services** provides leadership, grants, and other assistance to improve library service for all Oregonians.

- Population served:
  - Nearly 1,700 public, academic, school, and tribal libraries.
  - Library staff and Library board members throughout the state.

Funding: General 26%,  
Federal 72%, Other 2%

Highlighted services available	
<b>Summer Reading Program</b> - materials available to all public libraries	<b>Answerland</b> online chat, email and text reference
<b>Consulting and technical assistance</b>	<b>Statewide online databases available to all Oregonians</b> via local libraries, schools, and at home
<b>Oregon School Library System (OSLIS)</b> - website available to all K-12 students and teachers in Oregon	<b>Libraries of Oregon</b> , providing access to federally funded databases and locating local libraries
<b>Edge Assessment</b> - tool for evaluating library technology services	<b>Ready to Read Grant program</b>



**State Library**  
*of Oregon*

# Federal grant administration

- The Library leverages state funding to receive a two-to-one match of federal funds under the Library Services and Technology Act (LSTA) Grants to States program, administered by the Institute of Museum and Library Services (IMLS).
- Maintenance of Effort (MOE) prevents using existing federal grant dollars to replace state funds and to spend state dollars for the same purposes as allowed by federal grant dollars.



**State Library**  
*of Oregon*

# Federal grant administration

- Library Support and Development Services supports academic, public, school, special, and tribal libraries in Oregon through:
  - Numerous programs
  - Statewide projects and initiatives
  - Consulting services
  - Grant opportunities



State Library  
*of Oregon*

# Program successes



LSTA Grant of the Year Award – Springfield Public Library  
*For Every Student, A Library (FESAL)*



# Program summaries

The **Oregon Talking Book and Braille Library** promotes and fosters the joy of reading and lifelong learning for Oregonians who are print-disabled.

- Populations served:
  - Eligible Oregonians who cannot read conventional text or hold conventional books

Funding:

- General fund 100%

Age	Registered users	Percent of registered users
0-18	130	3
19-40	314	6
41-60	638	12
61-80	1,952	38
80+	2,096	41



## **From the National Library Service for the blind and physically handicapped:**

- Audio and Braille
  - Books and magazines
  - Downloadable audio books
  - Equipment

## **Supported by the Donation Fund:**

- National and Oregon newspapers
- Descriptive videos
- Outreach to staff and patrons/clients of assisted living and nursing facilities, public libraries, and state agency staff



State Library  
*of Oregon*

# Program successes

BARD (Braille and Audio Reading Download)





# Division summary

**Operations** provides the agency's administrative management functions:

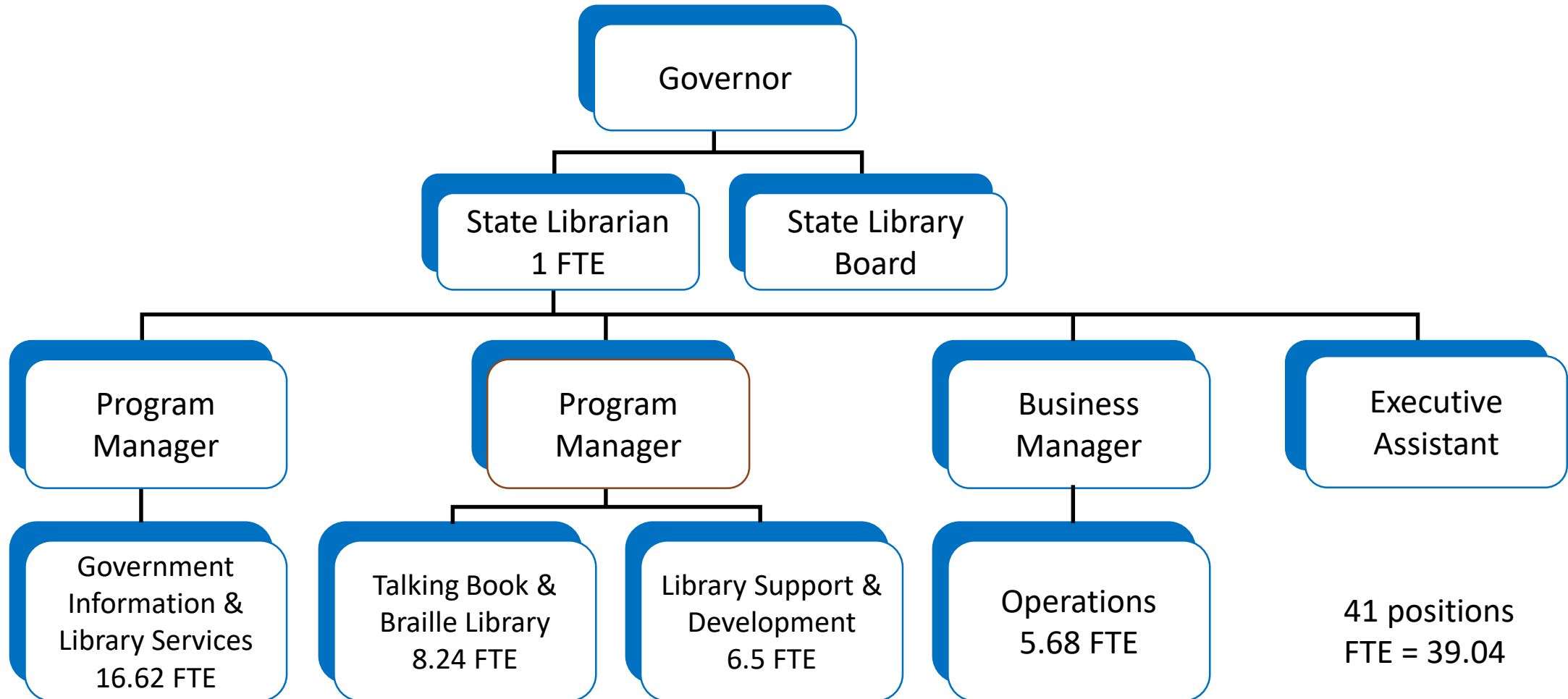
- Accounting
- Financial management
- Volunteer management
- Communications
- Board support
- Facilities management
- Information technology management
- Other administrative support services

Funding: General 6%, Other (Assessment) 85%, Federal 9%





# Organizational chart





# Methods of service delivery

- The State Library is open from 8 a.m. to 5 p.m. each weekday.
- We provide customer services via telephone, email, and chat messaging.
- Document delivery and electronic resources reach the desktop of state agency employees.
- Staff also travel throughout the state to work with libraries, boards, and agency staff, where they are located.
- Our electronic resources are accessible 24/7:
  - The catalog, including ebooks,
  - Digitized materials, primarily federal and Oregon documents and
  - With proper registration, research databases



# Major budget drivers

- Increased expectations of rapid change to accommodate new technologies.
- Reductions of local library budgets with increased library usage and greater reliance on State Library support through grants and consulting.
- Sophisticated information needs of state agency staff requires materials and services of the State Library and staff to meet those needs.



## **House Bill 3523 (2015)**

- Increased membership from seven to nine members on the State Library Board. Representatives from across the state as well as from partner agencies (Commission for the Blind and Superintendent of Public instruction).
- ORS 357.046 State Librarian is appointed and serves at the pleasure of the Governor, subject to confirmation by the Senate. Must also be a graduate of a library school accredited by the American Library Association (or equivalent training and experience).



## House Bill 3523 (continued)

- ORS 357.115 State library shall approve selection, negotiation, purchase of subscriptions statewide, for reference related databases, and physical and digital subscriptions for all state agencies.
- ORS 357.029 Certification of state agency library or library service that is maintained separate from the State Library.
  - Permanent administrative rules were adopted by State Library Board (June 2016)
- Recruitment of State Librarian and building renovations
- Partnering with (DAS) Shared Financial Services

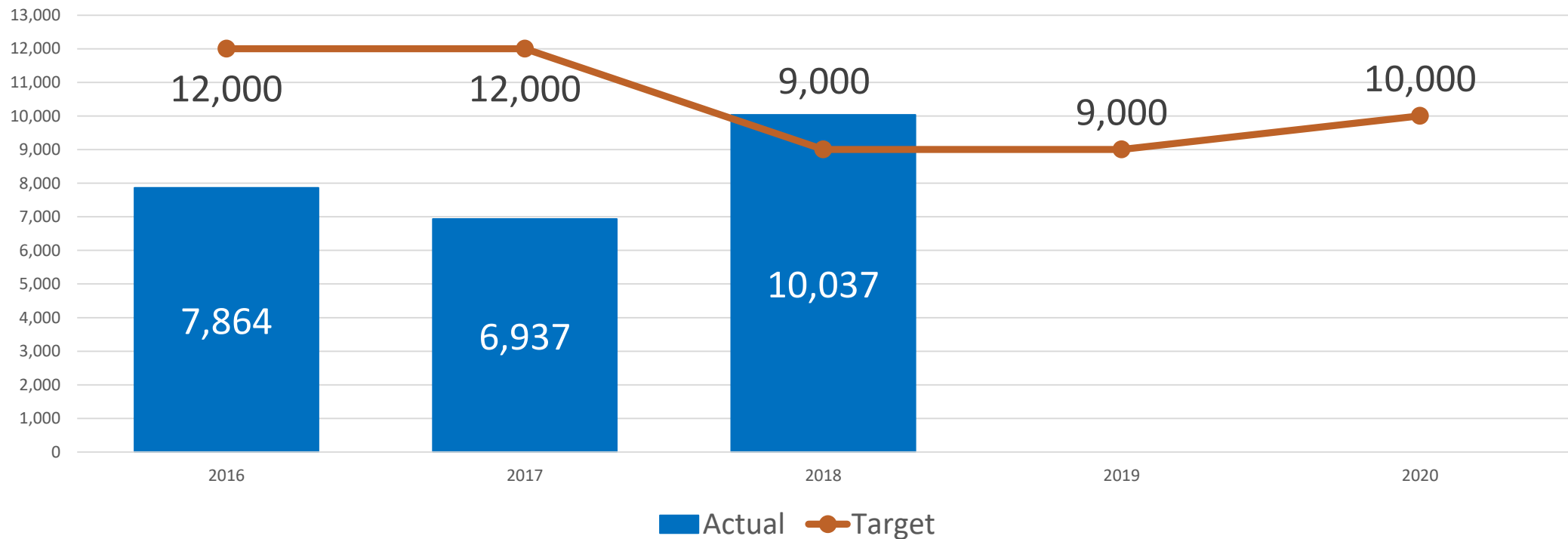


# KPMs: Our performance

1. Research assistance transactions - number of research assistance transactions for state employees
2. Use of Government Services Electronic Resources - average daily use of Government Information and Library Services electronic resources
3. Talking Book and Braille Services users- registered users for these services
4. Cost per circulation - of talking books and Braille books
5. Use of the Oregon School Library Information System (OSLIS) - average daily visits to OSLIS
6. Percentage of Oregon public libraries meeting essential and enhanced level of applicable Oregon Library Association standards for a public library.
7. Customer satisfaction
8. Board best practices (requested removal of KPM)



## Research assistance transactions for state employees



Research assistance transactions in the KPM include additional reference services — document delivery, and outreach and training attendees.



# KPMs: Research assistance transactions

Beginning July 1, 2017:

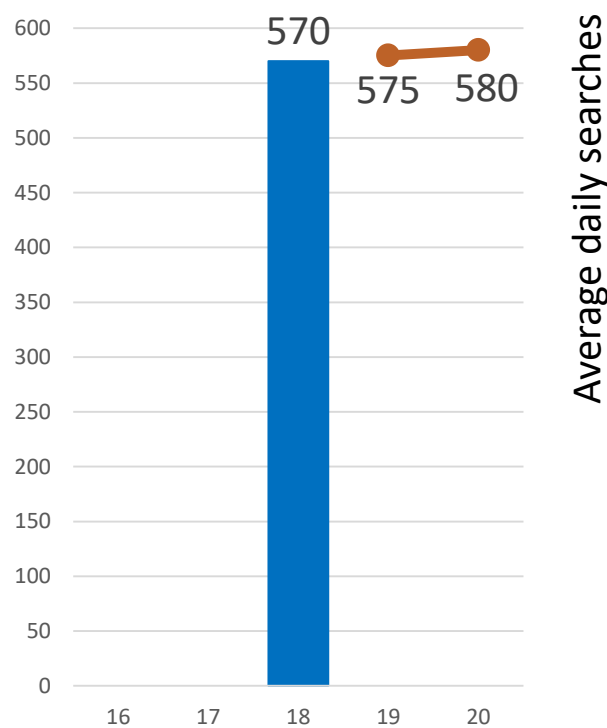
- Definition for **reference** — Information consultations in which library staff recommend, interpret, evaluate, and/or use resources to help others to meet particular information needs.
- New data collection method established, abandoning Legacy programming in favor of standard software for data collection.
- Number and complexity of reference questions are measured using the **READ** scale (Reference Effort Assessment Data), a six-point scale to record qualitative stats; 1 being lowest effort and time and 6 being expert level, deep research requests.



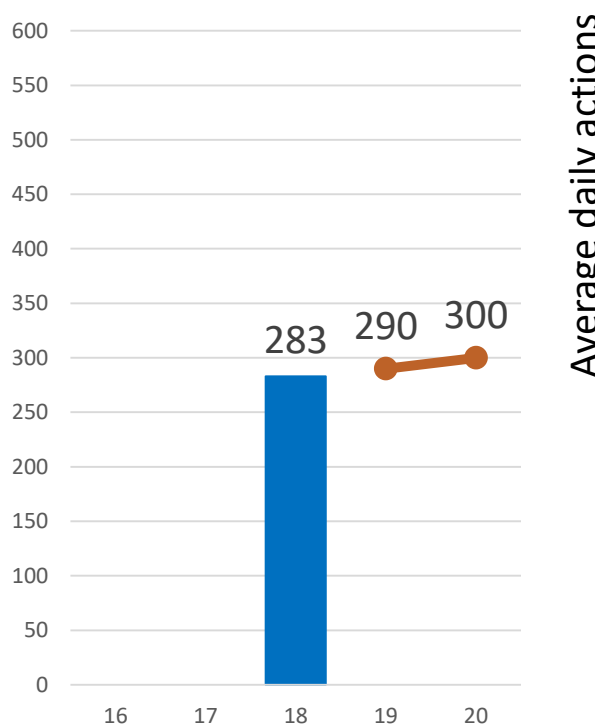


# KPMs: Use of electronic resources

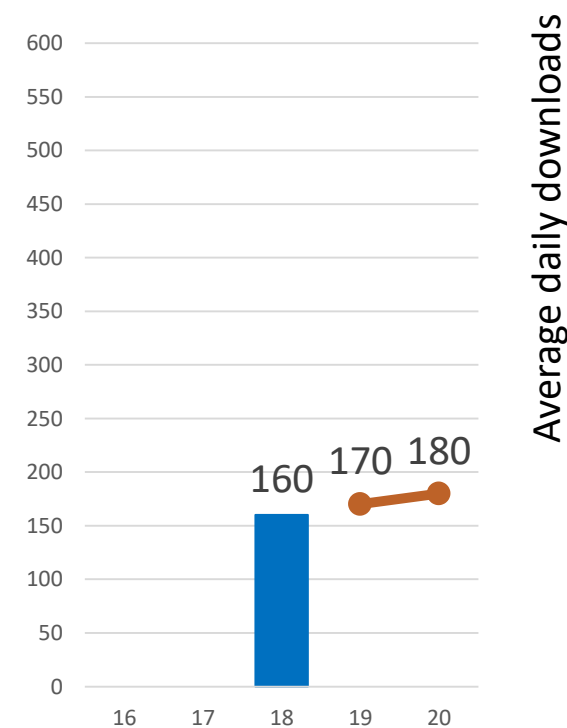
Use of Government Services electronic resources - average daily use of Government Information and Library Services electronic resources



Average daily searches



Average daily actions



Average daily downloads

Actual Target



# KPMs: Use of electronic resources

Use of electronic resources is defined as *user interactions with electronic resources*. These interactions occur at three main points of contact: **searches**, **actions**, and **downloads**.

- A **search** occurs when a user performs a search within a database
- An **action** occurs when a user clicks on a link, views an abstract or retrieves a citation, or to access information about a source
- A **download** occurs when a user downloads the full text of a source

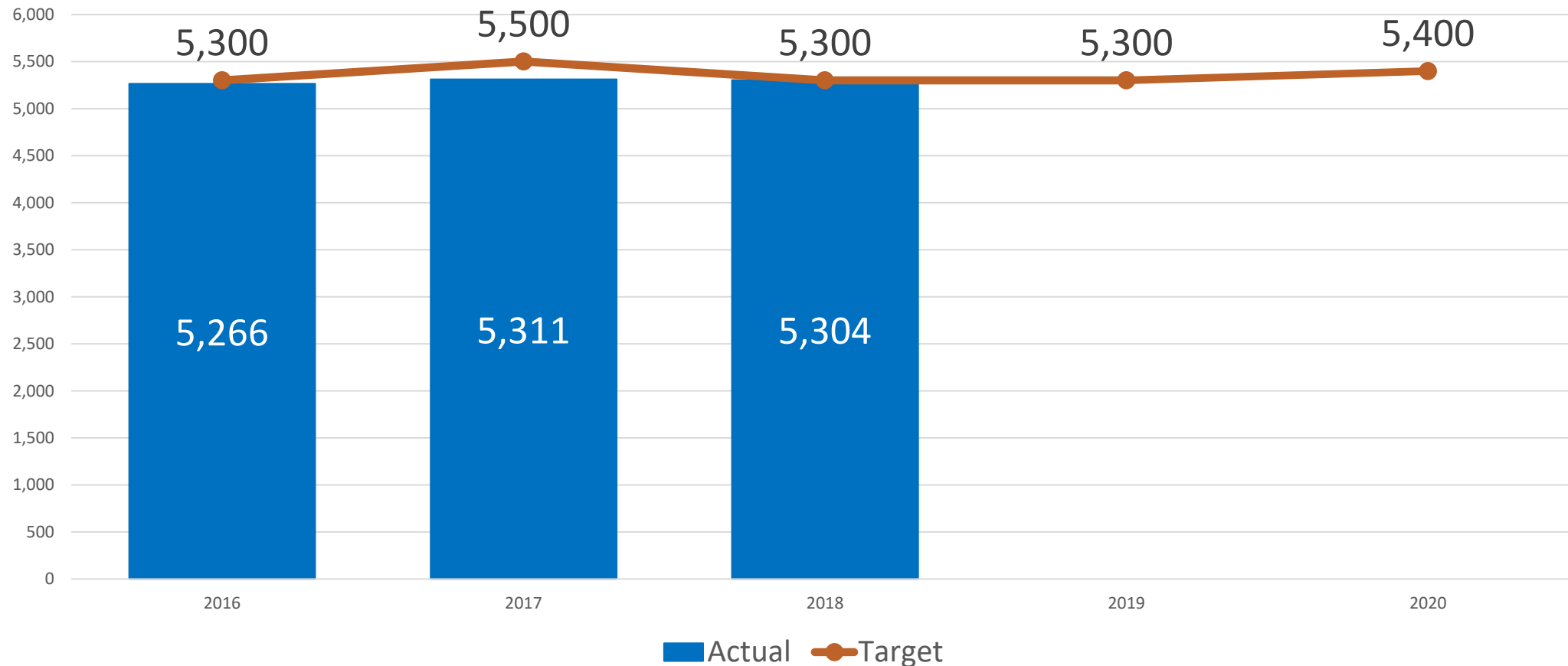
Using these three measurements *demonstrates more accurately* how e-resources are being used.

**Average daily use** is calculated by dividing *total usage in each category* by 240, which is the number of business days per year as determined by multiplying the average number of business days per month (20) by 12.



# KPMs: Talking Book and Braille Services users

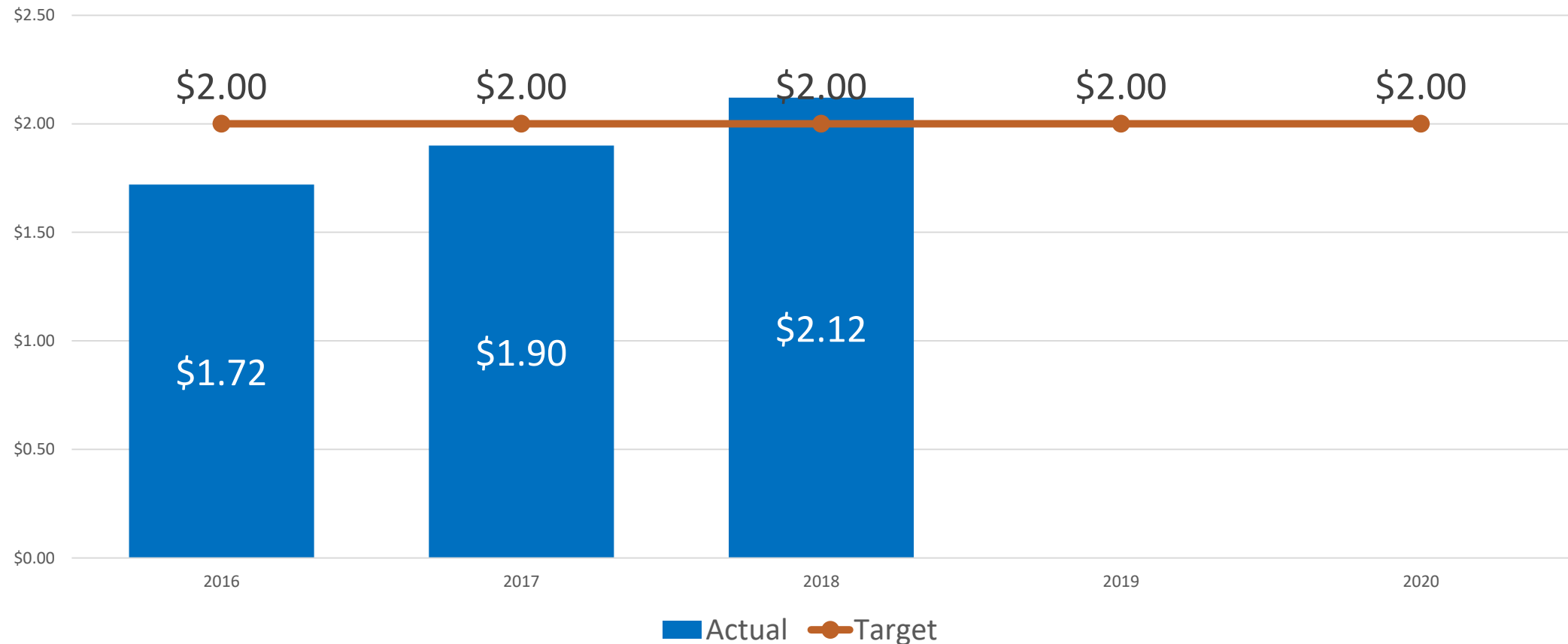
Talking Book and Braille Services users - registered users for these services





# KPMs: Cost per circulation

Cost per circulation - of talking books and Braille books





**State Library**  
*of Oregon*

# **KPMs: Cost per circulation**

Registered users and retention of current users has remained stable.

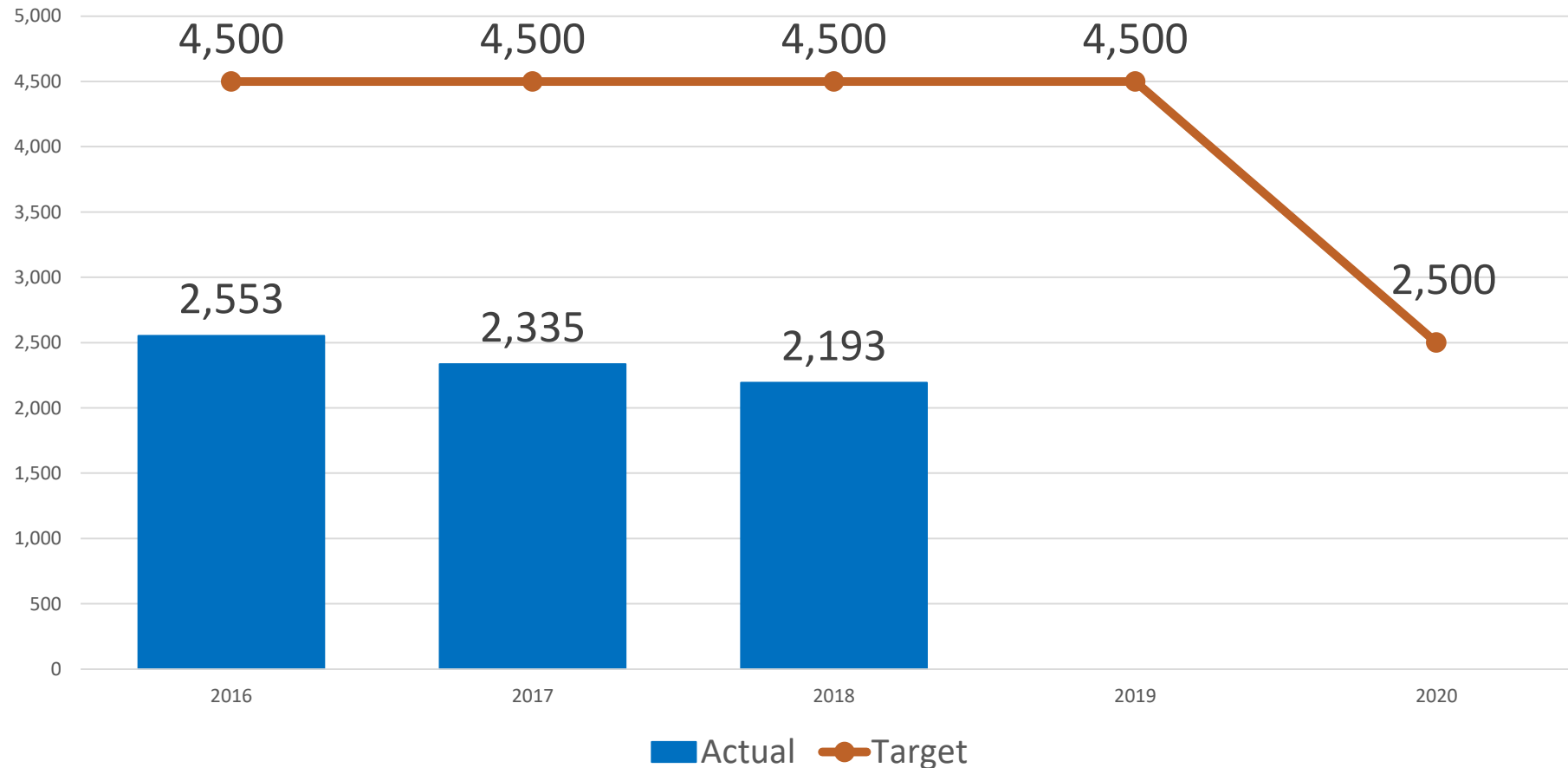
Patrons can download books from BARD (Braille and Audio Reading Download) on demand for their digital players, iOS or Android devices in addition to borrowing books from Talking Books.

Increased staff productivity and increased circulation of books has kept costs down.



# KPMs: Use of the Oregon School Library Information System

Use of the Oregon School Library Information System (OSLIS) - average daily visits to OSLIS





**State Library**  
*of Oregon*

# **KPMs: Use of the Oregon School Library Information System**

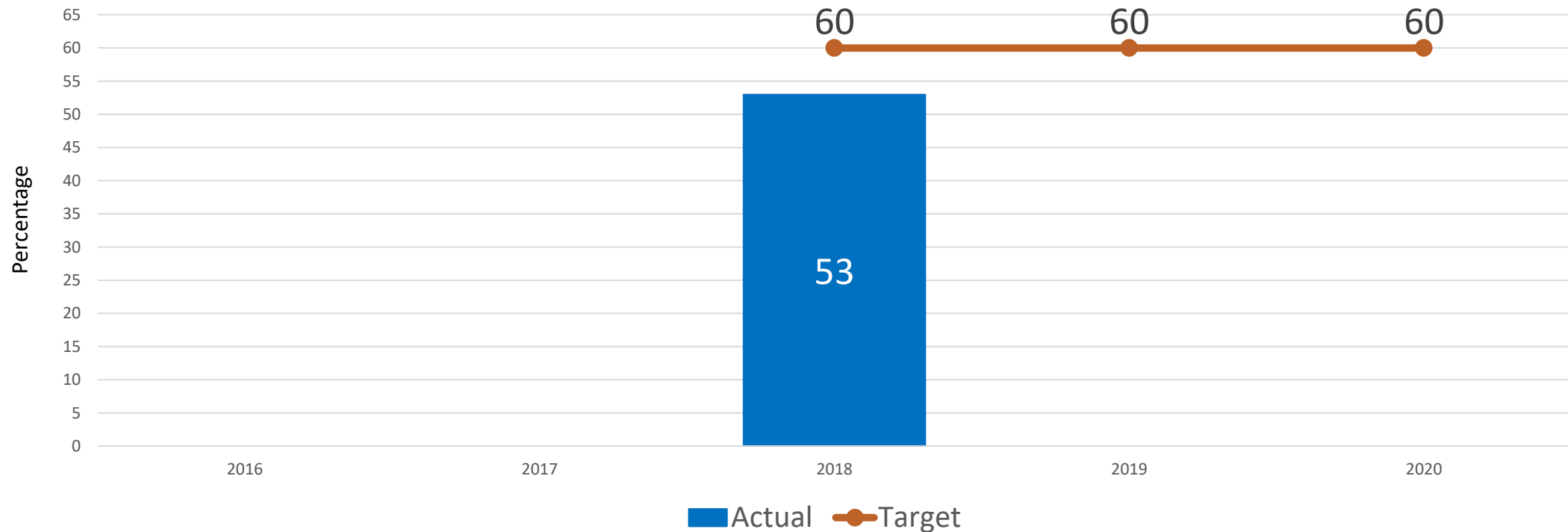
The current platform provides students and teachers access the statewide databases and other materials.

Average daily visits are affected by the decline in the number of certified school librarians and tech-savvy librarians bypassing OSLIS by linking directly to the statewide databases.



# KPMs: Public libraries meeting applicable OLA standards

Public libraries meeting applicable OLA standards



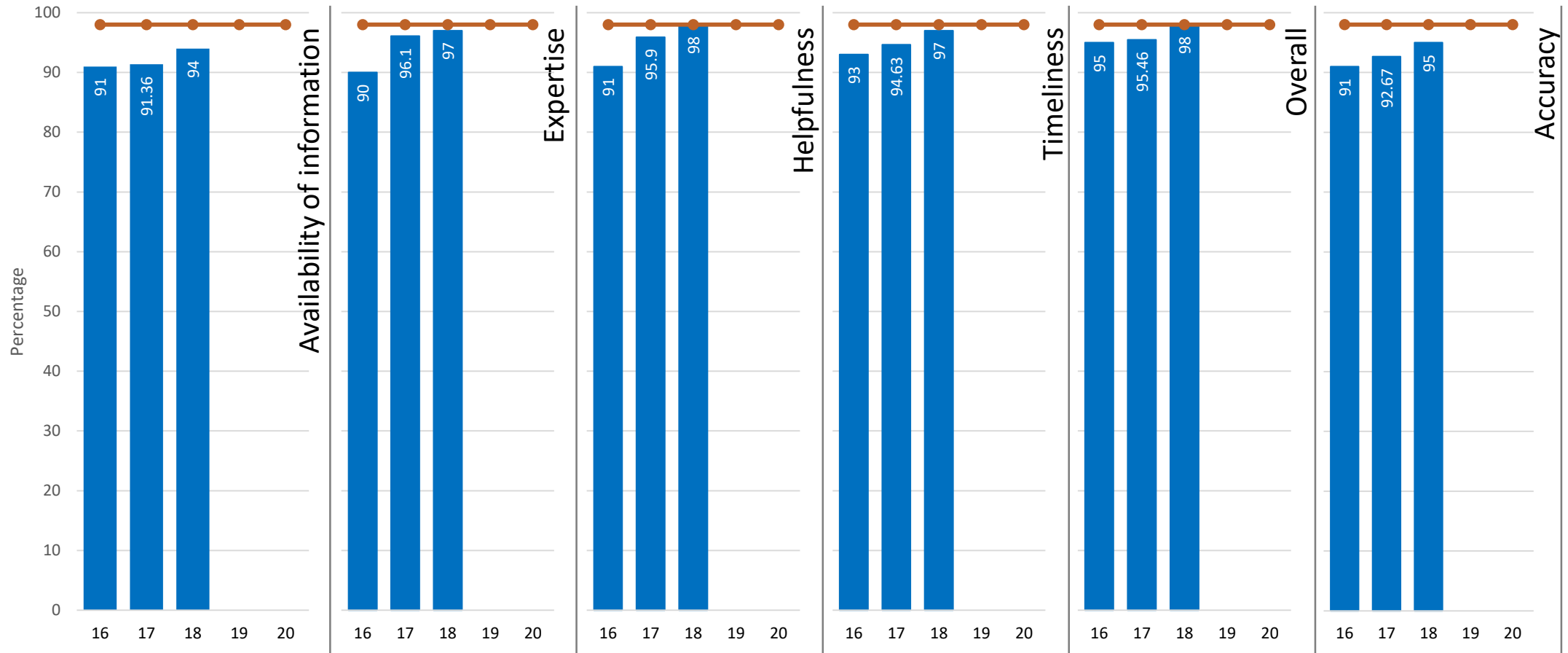
The response rate has been at about 50%. We will be working with library directors to increase the response rate and send the survey out during a better time of year to get a higher volume of responses.





# KPMs: Customer satisfaction

## Customer satisfaction





**State Library**  
*of Oregon*

# KPMs: Customer satisfaction

We consistently score very well on our Customer Service Satisfaction survey due to:

- Reaching out directly to where our customers are, whether receiving talking books in their home, providing document delivery to a state worker's desktop, or going out to libraries to meet with staff and library boards.
- Providing a niche service (Braille or talking books, research services and resources especially for those in state service, and the source of the breadth of Oregon government documents).



# Cost containment

- An extensive overhaul and more accurate measurement of statistics
- Critical evaluation of electronic resources to reduce duplication, measure usage, costs and ROI in subject databases
- Availability of free or low cost in-house training for professional development
- Meeting and providing instruction in the virtual environment



State Library  
*of Oregon*

# State Library funding

	2015-17 Actuals	2017-19 Leg Approved Budget	2019-21 Governor's Budget
<b>General Fund</b>	3,410,982	4,060,172	4,122,825
<b>Lottery Funds</b>	0	0	0
<b>Other Funds</b>	5,839,536	6,842,189	6,898,487
<b>Federal Funds</b>	4,171,184	5,309,791	5,225,697
<b>Other Funds (Nonlimited)</b>	0	0	0
<b>Federal Funds (Nonlimited)</b>	0	0	0
<b>Total Funds</b>	<b>13,421,702</b>	<b>16,212,152</b>	<b>16,247,009</b>
<b>Positions</b>	42	42	41
<b>Full-time Equivalent</b>	<b>40.04</b>	<b>40.04</b>	<b>39.04</b>



**State Library**  
*of Oregon*

# Cooperation with other agencies

- Partnership with the Early Learning Council, with research services and participation of Library Support and Development
- Work with DAS IT to move mailing lists to an enterprise-wide service
- Participation in 2018 Diversity Conference planning and agency attendance
- Outreach by embedded librarians to state agency staff throughout the state



# Reductions

## To achieve a **5% reduction**

- Reduce the budget for Ready to Read Grants by \$210,141, to \$1,311,251.
  - A 14% reduction from the 2019-21 Current Service Level
  - A reduction from \$1.038 per child per year to \$0.895 per child per year.
- Such a reduction may have an impact on the agency's ability to meet MOE requirements.



# Reductions

## To achieve a **10% reduction**

- Reduce the budget for Ready to Read Grants by \$420,282 to \$1,101,110.
  - A 28% reduction from the 2019-21 Current Service Level
  - A reduction from \$1.038 per child per year to \$0.751 per child per year.
- Such a reduction may have an impact on the agency's ability to meet MOE requirements.



**State Library**  
*of Oregon*