



State Library
of Oregon



State Library of Oregon

HB 5017

Joint Committee on Ways and Means
Subcommittee on General Government
Jennifer Patterson, Director / State Librarian
February 10, 2021





State Library
of Oregon

Vision and Mission

VISION: Equitable access to library and information services for all Oregonians.

MISSION: The State Library of Oregon cultivates, preserves, and delivers library and information services to foster lifelong learning and community engagement.



VALUES

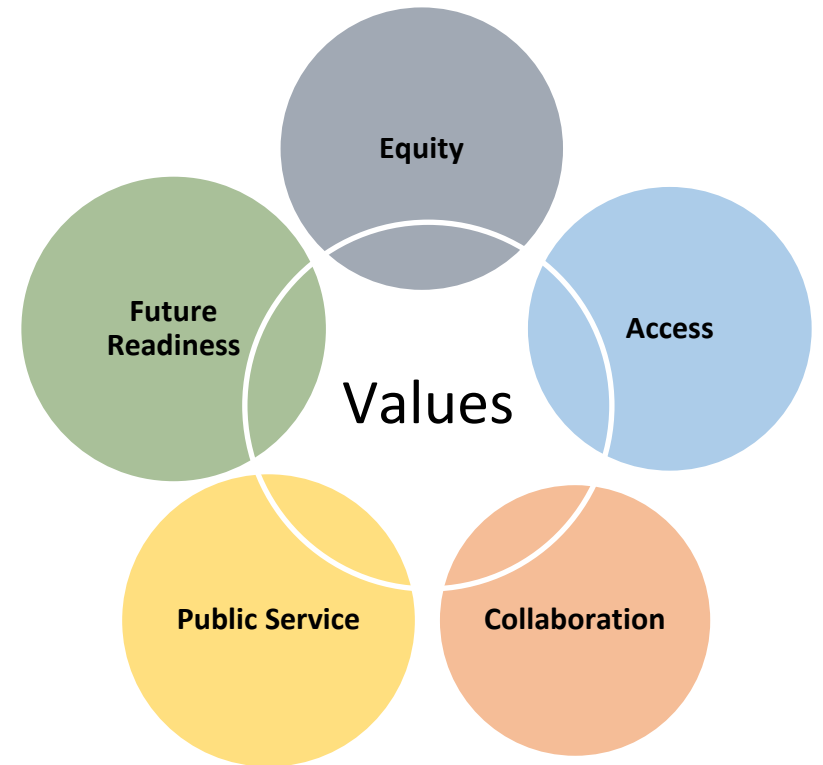
Equity: We challenge our personal and organizational biases in order to improve our practices and better serve all communities.

Access: We commit to ensuring information is preserved, discoverable, and available.

Collaboration: We invest in sustained and intentional partnerships by sharing expertise and resources to achieve mutual goals.

Public Service: We deliver excellent customer service and stewardship of resources to support democracy and the public good.

Future Readiness: We anticipate and respond to evolving trends and needs of all Oregonians.

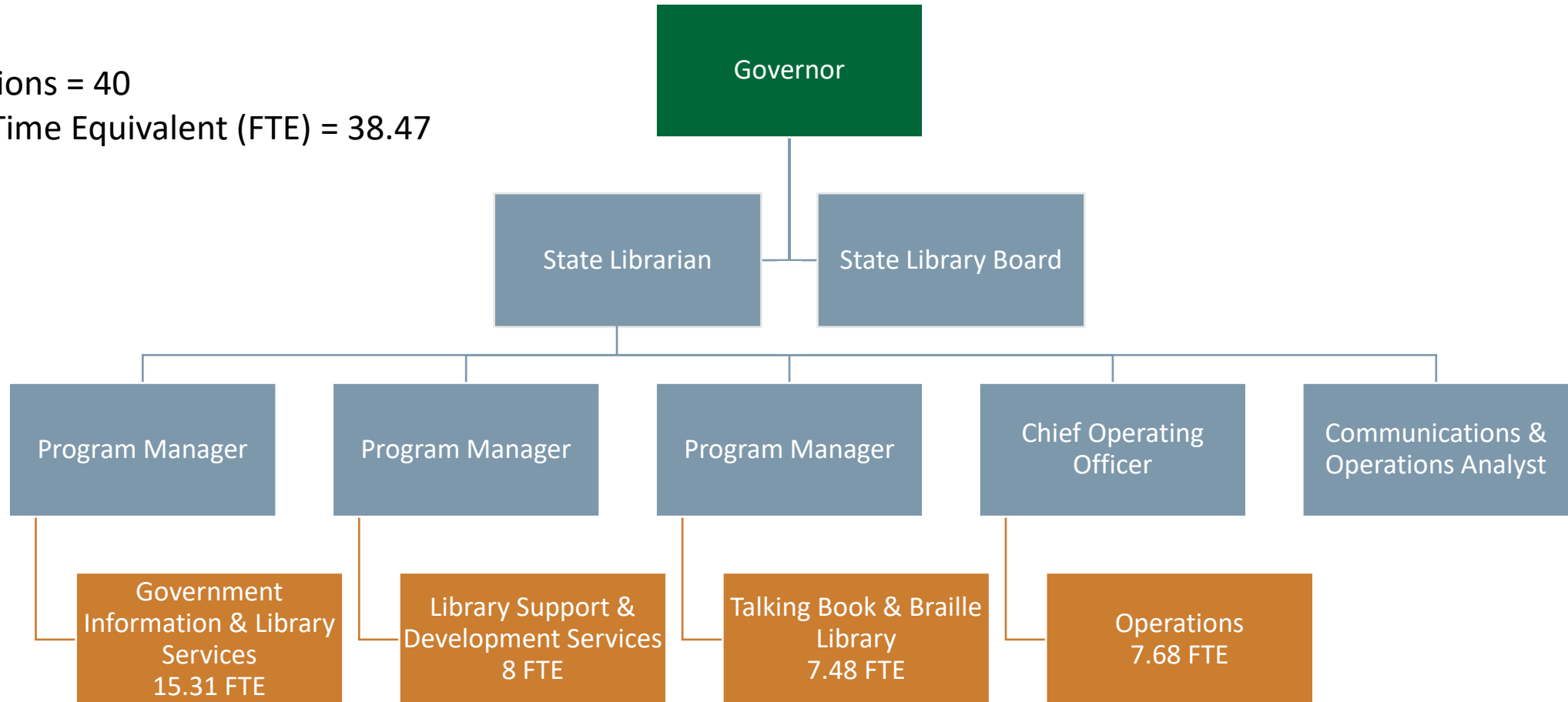




Organizational Chart

*Positions = 40

*Full-Time Equivalent (FTE) = 38.47

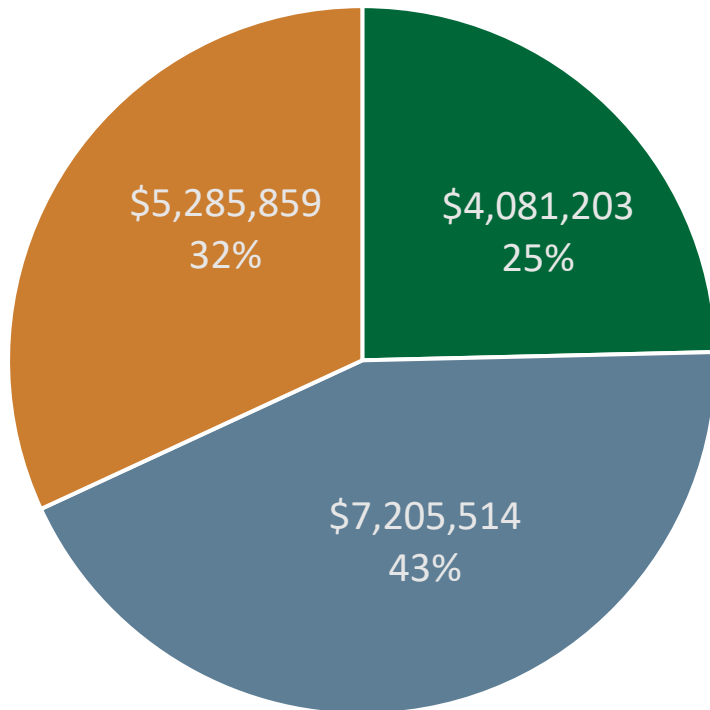


*Permanent Finance Plan in 2020 resulted in change from the legislatively approved budget of 41 positions and 39.04 FTE



State Library Budget

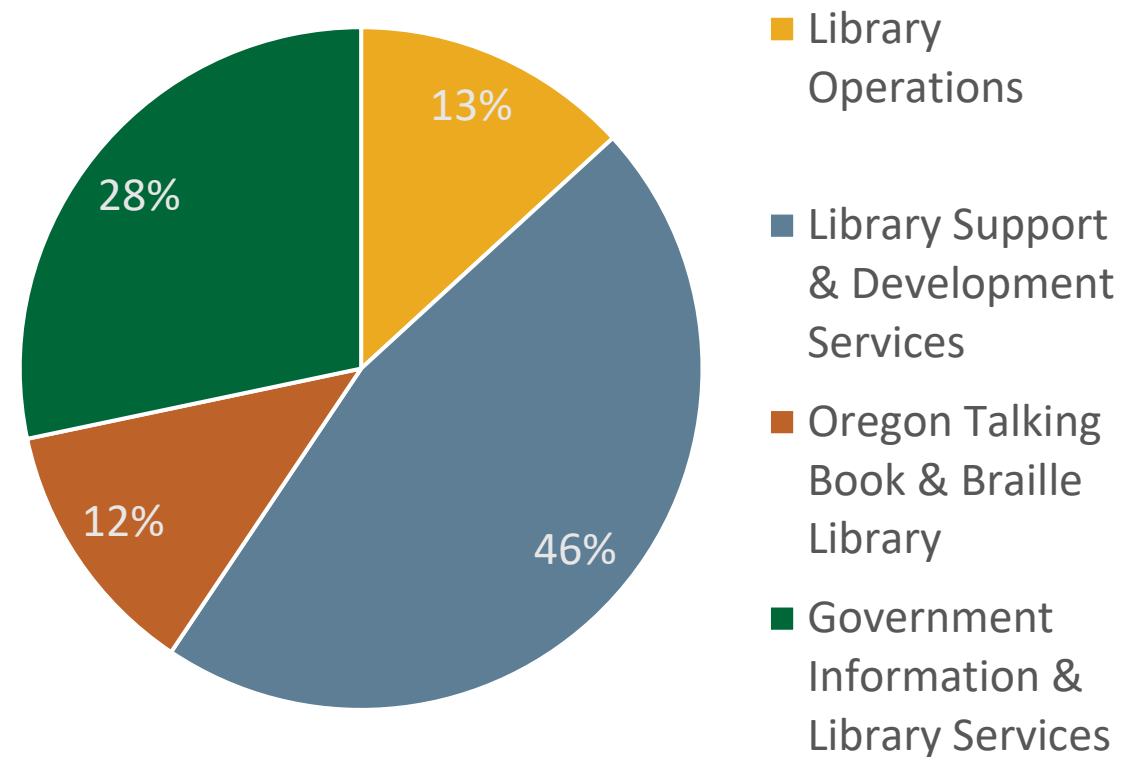
Legislatively Approved Budget 2019-21



■ General Fund ■ Other funds ■ Federal Funds

Total Budget = \$16,572,576

2019-21 LAB by Division



- Library Operations
- Library Support & Development Services
- Oregon Talking Book & Braille Library
- Government Information & Library Services



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Library Support & Development Services

The Library Support and Development Services Division provides:

- consultation services
- professional development
- statewide library services
- state and federal grant funding

to 1,700 public, academic, school, and tribal libraries across the state.

Funding: 35% General Fund; 64% Federal Funds; 1% Other Funds



Library Support & Development Services

State-funded Ready to Read grants to public libraries in Oregon to support summer reading and early literacy programs.

Ready to Read Grant Impact	2019 Grant Cycle		2020 Grant Cycle	
	Actual	Eligible	Actual	Eligible
Legally established public libraries receiving grant funds	133	133	132	132
Children served in library early literacy programs	252,397*	243,772 (0-4 years) 235,462 (5-9 years)	123,771*	243,772 (0-4 years) 235,462 (5-9 years)
Children served in library summer reading programs	211,368*	721,339 (0-14 years)	108,399*	721,339 (0-14 years)

*Actual numbers reflect total participation in programs, not a count of unique individuals.

Participation in early literacy and summer reading programs in 2020 was significantly impacted by COVID-19.



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Library Support & Development Services

Federal [Library Services and Technology Act](#) (LSTA) grant funding received through the Institute of Museum and Library Services (IMLS):

- Competitive grants: [\\$394,924 awarded](#) to local libraries in FFY 2020
- Statewide library services including:
 - [Answerland online reference service](#): Spanish language service added
 - [Oregon School Library Information System \(OSLIS\)](#)
 - [Statewide Database Licensing Program](#): 24 databases available to all Oregonians

LSTA allotment for Federal Fiscal Year (FFY) 2020 is \$2,401,036

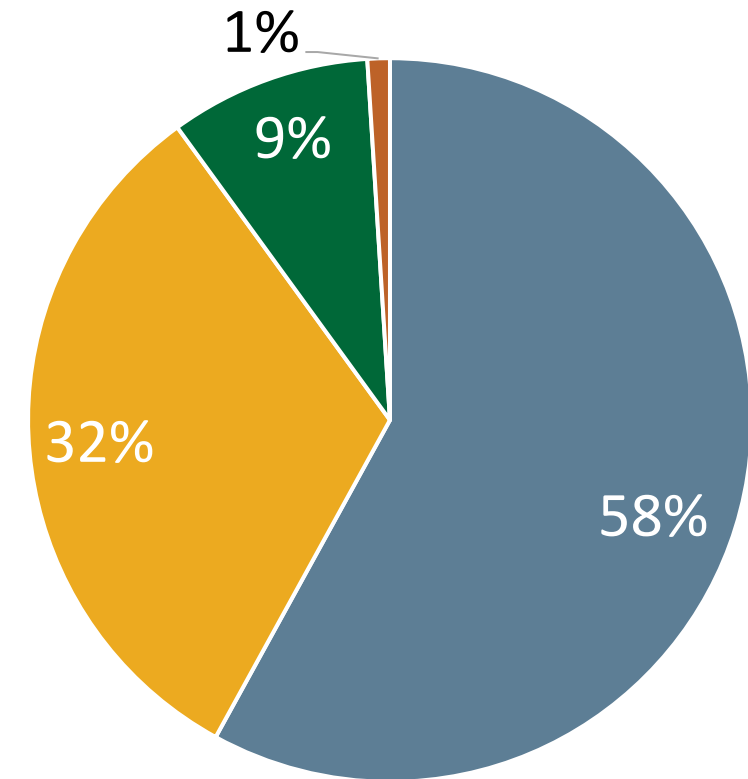


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Library Support & Development Services

COVID-19 Response Mini-grants

- Grants to Oregon libraries for COVID-19 response
- \$500, \$1,500 or \$3,000 grants offered
- 101 grants distributed for a total of \$240,000
- Funds used for:
 - continuing education for staff
 - digital services such as e-books and online resources
 - costs associated with providing library programs remotely



■ School Libraries

■ Public Libraries

■ Academic Libraries

■ Tribal Libraries



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Library Support & Development Services

CARES Act Grants

- Allocated \$381,108 through IMLS.
- IMLS provided direction on how CARES Act funding is to be used:
 - Primarily to address digital inclusion and related technical support, using the following types of data to inform targeted efforts:
 - Poverty/Supplemental Nutrition Assistance Program (SNAP)
 - Unemployment
 - Broadband availability
 - Secondarily to address other efforts that prevent, prepare for, and respond to COVID-19



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Library Support & Development Services

CARES Act Grants

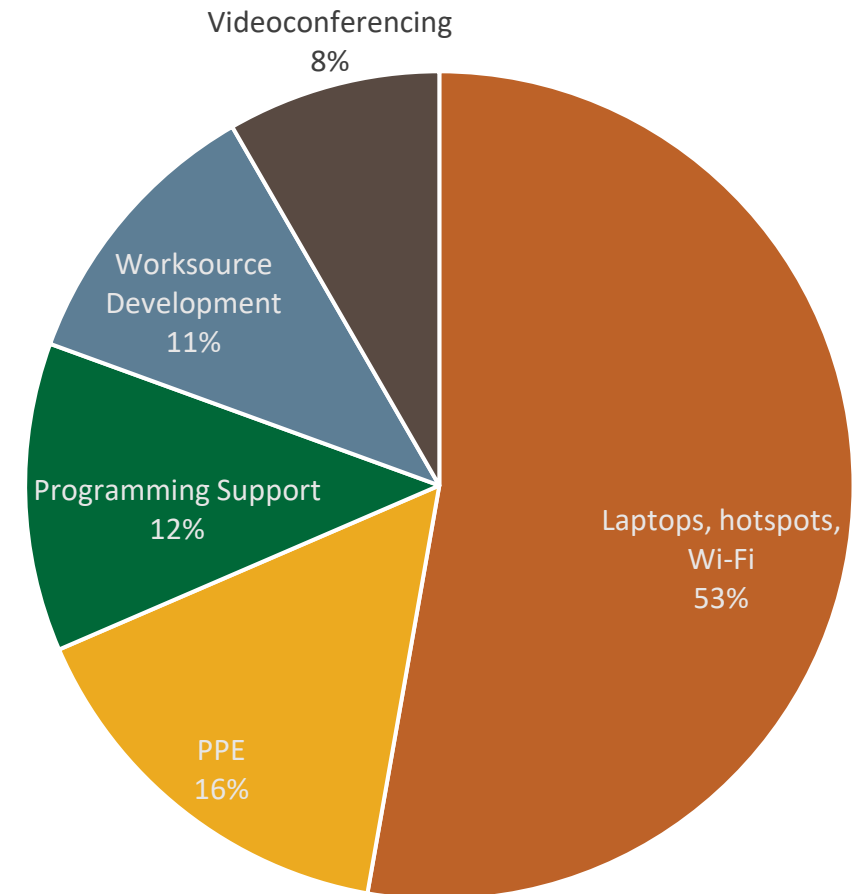
Grants offered to:

- The nine federally recognized tribes
- All public libraries and community college libraries in highest need counties (Baker, Coos, Crook, Curry, Douglas, Harney, Jackson, Jefferson, Josephine, Klamath, Lake, Lincoln, Malheur, and Union)

\$2,000 minimum grant, plus allocation based on service population.

Grants distributed to 3 tribal libraries, 4 Community college libraries, and 36 Public libraries

Funding Categories





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Library Support & Development Services

COVID-19 Support for Local Libraries

- [COVID-19 Resource Guide](#)
- [Statewide COVID-19 Advice for Library Sector](#)
- Consulted OHA to provide [library materials handling advice](#)
- Regular check-ins for local library staff and [Topic Talks webinars](#)

“This has been so appreciated. It has been daunting thinking about how to protect everyone and having the REALM Study reviewed by experts is a weight off my mind.” – Astoria Public Library

“Y'all are just knocking it out of the park with the services you're providing to the library staff of Oregon. I'm not sure how y'all do it, but it makes a mighty nice and mighty big impression on us out here.” – Driftwood Public Library

“I'm so incredibly thankful for all of you. I appreciate all of the hard work and collating of resources so much! It's made life FAR easier.” - Corvallis-Benton County Public Library



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Talking Book & Braille Library

The Talking Book and Braille Library serves Oregonians with print disabilities by providing audiobooks, descriptive videos, Braille materials, and magazines through the mail and digital download.

- 5,000 active users and an average of approximately 30,000 items circulated every month.
- For the fiscal year ending June 30, 2020, there were **5,004** active users with an average use per user of **69** items per year.

Funding: 100% General Fund



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Talking Book & Braille Library

Duplication on Demand

New system implemented in 2020 that allows talking book libraries to create customized digital cartridges containing titles requested by patrons from the entire National Library Service for the Blind and Print Disabled (NLS) collection of more than 90,000 titles.

Ronald from Portland shared with us that, *“Outside of having [eight books] on one cartridge, it is so easy to go from one story to the next...it’s less mail, and less cassettes to handle and manipulate. It just makes it easier for myself...I just find that it’s such a convenience.”*

Norma in Prineville has enjoyed the new system stating that, *“...with the eight books on a [cartridge] I usually go for a whole week before having to...send it back. I really enjoy having more than one book on a tape.”*



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Talking Book & Braille Library

Duplication on Demand

Benefits to Patrons	Benefits to State Library
Increased title availability	Staff time spent checking in and checking out materials reduced from 8 hours to 2 hours per day
Eliminated wait time for popular titles	Space needed to house the collection reduced by 57%
Increased the number of titles a patron can have a one time	Staff no longer spend time managing overdue materials and can instead focus on excellent service and meeting customer needs.



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Talking Book & Braille Library

Downloadable Books – BARD

- Braille and Audio Reading Download (BARD) provides free access to download any NLS book 24 hours a day, 7 days a week.
- No limits or due dates.
- Approximately **25%** of the items circulated are through BARD.





Budget Note

- Evaluate ways to better meet the needs of visually impaired Oregonians through the use of technology.
- Consult with partners, including the Commission for the Blind and the Oregon Textbook and Media Center on the needs of the customers of those agencies and on opportunities to better partner and leverage resources.
- Confer with the Library of Congress National Library Service on opportunities to receive materials or access federal funds to meet current technology needs or to adopt new technologies as they become available.



2019-21 Budget Note

- Oregon Commission for the Blind: Representative on State Library Board and on the Talking Book and Braille Library Advisory Council
- Oregon Textbook and Media Center: Memorandum of Understanding
 - Talking Book and Braille Library provides reading materials to students by mail and digital download.
 - OTMC provides students with textbooks.
 - OTMC requests non-traditional textbooks from Talking Book and Braille Library.
- NLS introduced duplication on demand system, and Oregon was one of the earliest Talking Book Libraries to implement.
- Use of BARD downloadable books continues to grow.



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Government Information & Library Services

The Government Information and Library Services Division provides library services to state employees and the state legislature including:

- Research assistance
- Professional development
- Instruction
- Print and electronic resources

“Thank you for everything you’re doing; I very much appreciate such a rapid response.” - DOJ

Wow, that is completely amazing that you found that!!! Excellent work, so helpful. Hooray! - ODOT

Funding: 100% Other Funds Assessment



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Government Information & Library Services

Embedded librarian program: Each state agency is assigned a librarian to provide specialized assistance and resources to support state agency staff in their work.

From 01/01/2019 through 06/30/2020:

- Embedded librarians conducted 66 presentations
- Engaged with a total of 1,249 state employees
- Held 92 classes for state employees with a total of 898 participants

*“Wonderful class! I will be sharing some of the info with my co-workers and encouraging them to take the class when it is available.” -
Psychiatric Security Review Board*



Government Information & Library Services

Research Support

Reference Statistics	2019	2020
Reference Transactions	1820	1559
Time spent on reference transactions	831 hours	757 hours
Average time per transaction	.46 hours	.49 hours

Outreach Statistics	2019	2020
Outreach Presentations (classes)	95	120
Outreach Participants	1207	1637

“Just wanted to thank you for your speedy response and compliment you on always being there to keep the state agency's staff informed. This is soooooo great! Especially in these challenging socially distant times!” - DEQ



Government Information & Library Services

The State Library provides dozens of [online databases](#) to state employees to support their research needs.

- Over 500 daily searches on average
- Over 100 daily downloads on average

Document Delivery Statistics	2019	2020
Document Delivery Total	6508	6228

O'REILLY®

Introducing Microsoft Teams
Understanding the New Chat-Based Workspace in Office 365
by Balu N Ilag
Apress

Introducing Microsoft Teams:
Understanding the New Chat-Based
Workspace in Office 365

★★★★★ 0 REVIEWS

by Balu N Ilag
Publisher: Apress
Release Date: June 2018
ISBN: 9781484235676
Topic: Productivity Tools



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Government Information & Library Services

By statute, the State Library collects state agency publications.

- [Oregon Digital Collections](#) has over 120,000 Oregon government publications and over 800 videos.
- 14,273 documents added to Oregon Documents collection, with 13,891 added to Digital Collections in 2020.
- Quarterly increase in Oregon Documents added to the collection of 67% from January to December 2020.
- Increase in volume due to 4,100 COVID-19 publications in 39 languages.

“The state library has completed digitizing all of the Plant Annual Reports from 1995-2018. They are all available now at the state library if anyone needs to cite them as a reference. Thank you, State Library!” - ODA

“I love that your team has been able to do this so quickly. Beyond helping me, I truly believe it helps Oregonians connect with their own history by seeing documents like catalogs and yearbooks from the past.” - Community member



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Operations Division

The Operations Division is responsible for administrative functions and program support including:

- Strategic leadership
- Fiscal management
- Information technology
- Volunteer coordination
- Communications
- State Library Board support

“The amount of work you put into the volunteer program is evident, and shows that the State Library really cares about its volunteers and the work they do.” - Answerland volunteer

“You're doing great! I think this opportunity to volunteer remotely is really special and I appreciate being involved.” – Answerland volunteer

Funding: 5% General Fund; 88% Other Funds Assessment; 7% Federal Funds



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Budget Drivers

- New and updated technology to support remote work and modernize library systems.
- 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 to meet those needs.



COVID-19 Impacts

- Library Support and Development Services Division spending significant time providing information, guidance, resources, and consultation support to local libraries on COVID-19 related topics.
- Management of COVID-19 mini-grants and CARES Act grants to local libraries resulted in increased workload.
- Government Information and Library Services Division seeing increase in Oregon documents volume due to thousands of COVID-19 publications in 39 languages. One staff member devoted to cataloging COVID-19 publications.



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Agency Changes

- New State Librarian hired May 2019
- Management restructure implemented in 2020; new management team in place.
- New three-year strategic plan adopted by State Library Board in 2020
- House Bill 3523 (2015)
 - Increased State Library Board from seven to nine members. Mix of library and state agency representatives.
 - State Librarian is appointed and serves at the pleasure of the Governor, subject to confirmation by the Senate.
 - State Library certification of state agency libraries.
 - Approval of agency purchases of research database subscriptions.



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10% Budget Reduction Options

General Fund

• Operations Division Other Services & Supplies	\$23,517
• Talking Books Professional Services	\$41,033
• Hold Talking Books SLS1 Position Vacant	\$93,385
• Hold General Fund portion of OPA1 Position Vacant	\$18,443
• Reduce Ready to Read Grant Funding	<u>\$277,067</u>
Total	\$453,445



10% Budget Reduction Options

Other Fund - Assessment

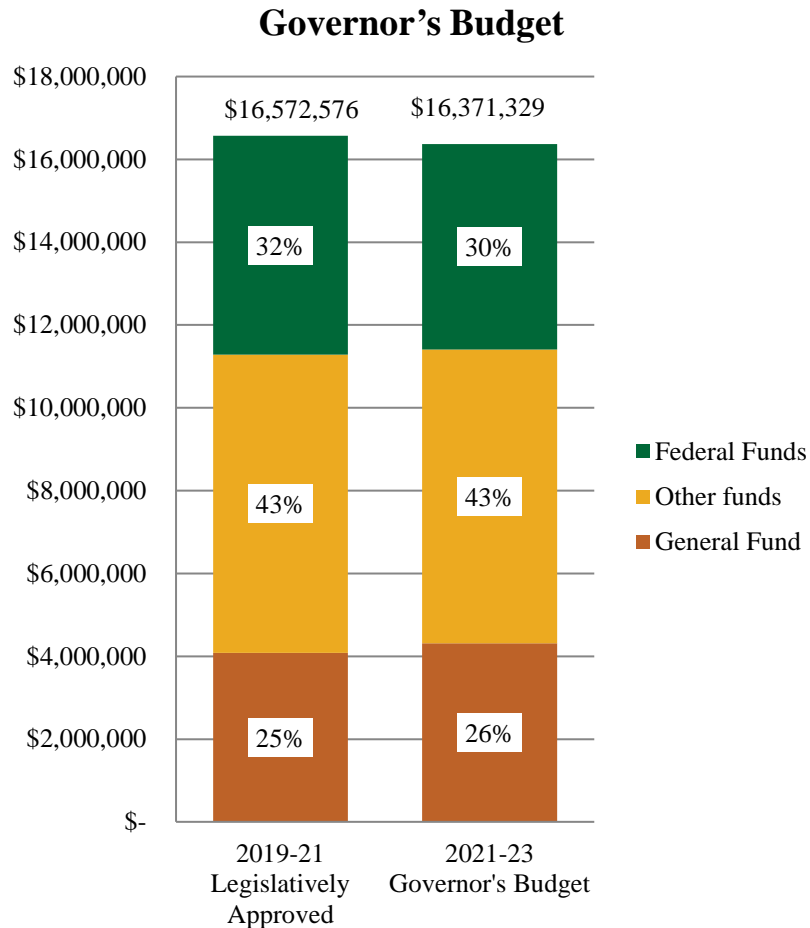
• Eliminate Vacant Part-Time Office Assistant 1 Position	\$39,721
• Cancel select e-resources subscriptions	\$30,035
• Reduce Government Services Travel, Professional Services, Office Supplies, and Other Services & Supplies budgets	\$30,036
• Hold Acquisitions and Serials Specialist (SLS2) position vacant	\$180,555
• Hold ISS4 position vacant	\$161,556
• Hold OPA1 position vacant	\$123,793
• Eliminate Outreach and Technical Services (SLS2) position	<u>\$141,175</u>
Total	\$706,871



Governor's Budget

Change from 2019-21 Leg Approved Budget: **-1.21%**

Change from 2021-23 Current Service Level: **-7.33%**



Reduction	Impact
Operations Other Services & Supplies reduction	Reduces ability to respond to unanticipated supply needs
Talking Books Professional Services reduction	Limits opportunities to bring in consultants and staff training
Hold Talking Books position vacant for 1 year	Assessing staffing needs given new service model
Eliminate Government Services vacant part-time Office Assistant position	Tasks distributed to other staff; may impact capacity for some collection projects



Cost-cutting Actions

- Critical evaluation of electronic resources to reduce duplication, measure usage, and reduce costs.
- Take advantage of free or low-cost virtual training for professional development.
- Meeting and providing instruction in the virtual environment.
- Assessed landline needs and deleted lines that are no longer necessary.
- Will be assessing collection space needs, which may result in reduced rent costs in coming years.



Key Performance Measures

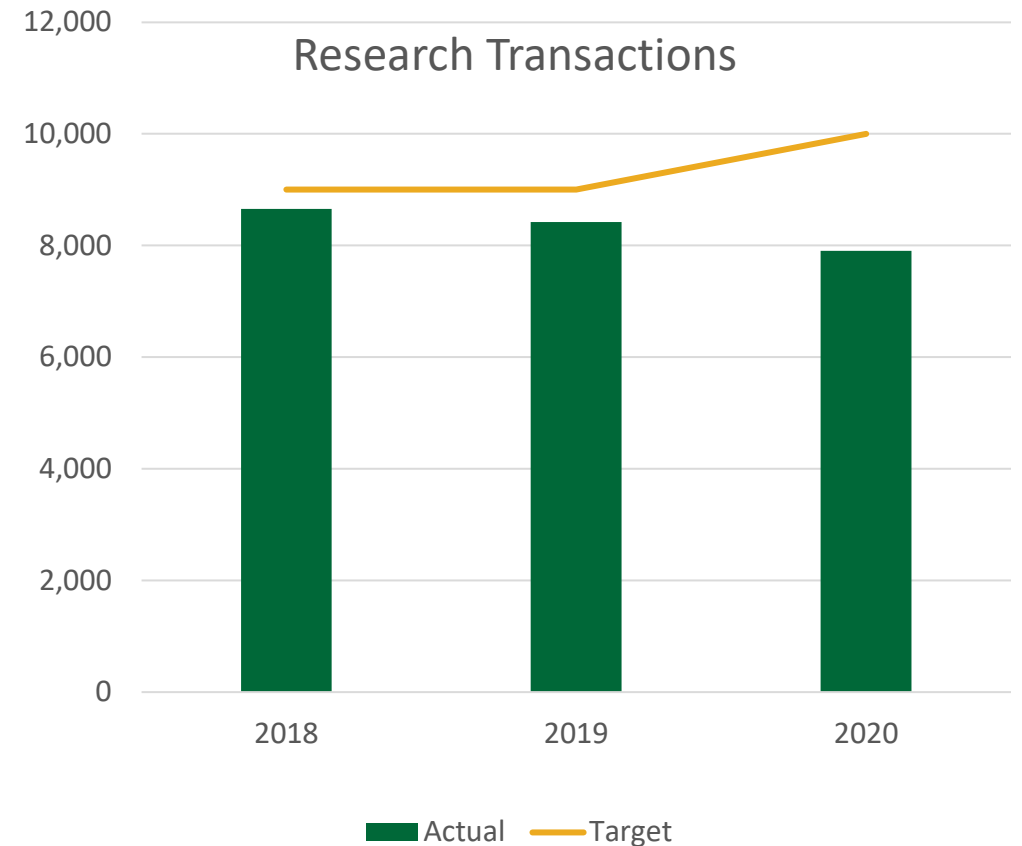
Current

Research Transactions - Number of research assistance transactions for state employees.

Revised

Patron Service Transactions – Number of reference queries, document delivery and interlibrary loan requests, and outreach/instruction sessions to state agency employees.

- **Current Target: 9,000**
- **New Target: 8,000**





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Key Performance Measures

Current

Use of Government Services Electronic Resources - Average [daily] use of Government Information and Library Services electronic resources.

Revised

State Agency Employee Use of Electronic Resources – Total yearly use of Government Information and Library Services electronic resources.

- Includes 3 different measures:
 - Total yearly searches: A SEARCH is a point of entry into a library database
 - Total yearly actions: ACTION is the process of navigating throughout a database
 - Total yearly downloads: DOWNLOAD is the successful conclusion of locating the needed information for the research.

Targets

- Searches: 140,000
- Actions: 90,000
- Downloads: 55,000



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Key Performance Measures

Current

Talking Book and Braille Services Users - Number of individuals registered to receive Talking Book and Braille Services.

Revised

Talking Book and Braille Library Average Use by User – Total number of circulations per year divided by the number of registered users at the end of the fiscal year.

- **Target:** 70 books/user



Key Performance Measures

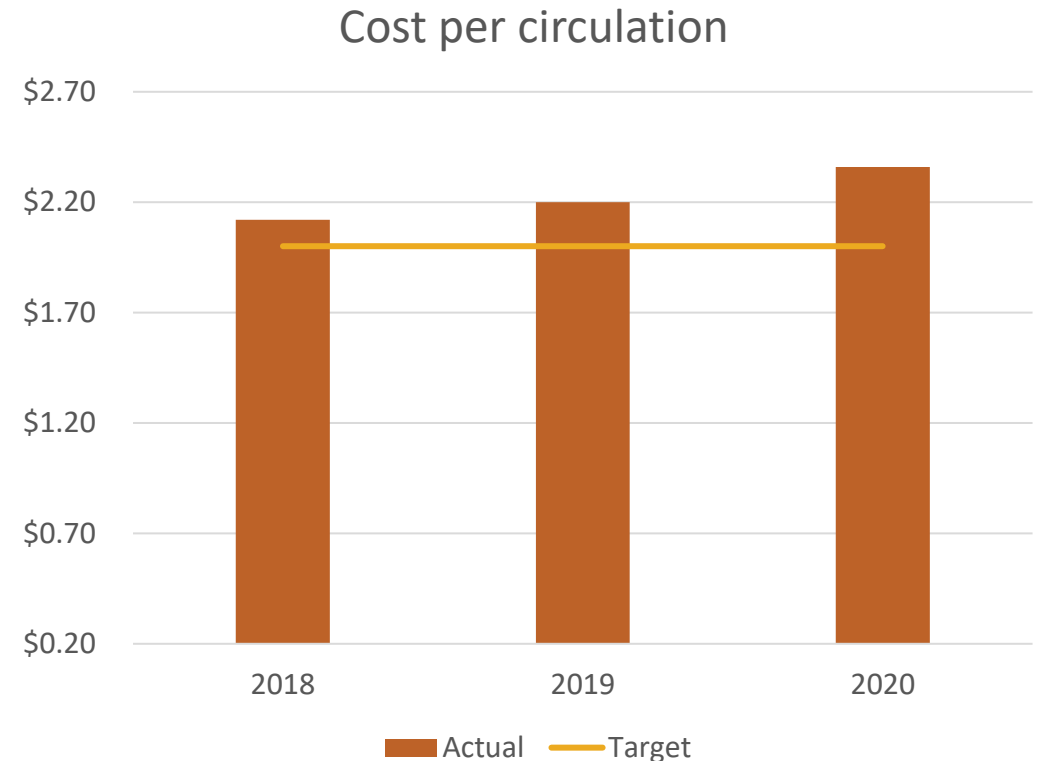
Current

Cost Per Circulation - Cost per circulation of talking books and Braille books.

Delete and replace with:

Value of Talking Book and Braille Library – Percent of Talking Book users that strongly agree or agree that the Talking Book and Braille Library has added value to their life.

- **Target: 80%**





Key Performance Measures

Current

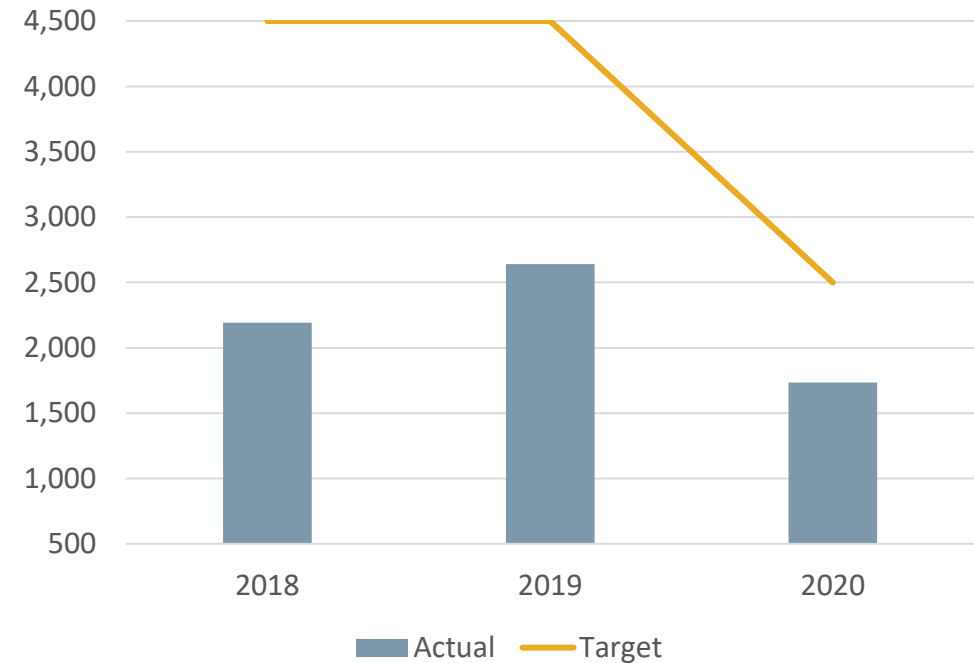
Use of The Oregon School Library Information System - Average daily visits to the Library-funded Oregon School Library Information System.

Delete and replace with:

Value of Library Support Programs and Services – Percent of Oregon library staff that strongly agree or agree that the services and programs offered by Library Support help them provide better library service to their community.

- **Target: 70%**

Use of Oregon School Library Information System





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Key Performance Measures

Current

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.

Delete and replace with:

Ready to Read Participation – Total annual participation of youth 0 – 14 years of age in a Ready to Read grant funded activity.

- **Target:** 330,000



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Key Performance Measures

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.

- **Current Target: 98%**
- **Proposed Target: 90%**