



Oregon

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To: Joint Committee on Ways and Means Subcommittee on General Government

From: State Library of Oregon

Re: Customer Satisfaction Survey Response Rates

State Library Customer Satisfaction Survey Response Rates

As requested, the State Library Customer Satisfaction Survey response rates for recent years are included in the table below. The response rates for each division and the overall response rates are included. The 2020 response rates were impacted by COVID-19. Widespread disruption to local library operations across the state impacted library worker access to work email and attention was focused on how to serve patrons in new ways. Many state employees transitioned to remote work environments and work priorities shifted dramatically for some employees with attention focused on COVID-19 response and new ways of doing business. The 2019 response rates are more reflective of the typical annual survey response rates.

CUSTOMER SATISFACTION SURVEY RESPONSE RATES

Division	# of Surveys Sent	# of respondents	Response rate
Government Services			
2020	8104	491	6.1%
2019	8652	1053	12.2%
Library Support			
2020	1709	339	19.8%
2019	826	205	24.8%
Talking Books			
2020	4991	556	11.1%
2019	5173	484	9.4%
Overall Average 2020 response rate			12.3%
Overall Average 2019 response rate			15.4%

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