State Library
of Oregon

2023-2025

Budget Reference

Documents

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February 8, 2023

To: Joint Ways and Means Subcommittee on General Government
From: State Library of Oregon
Re: Requested Reference Materials for Budget Presentation

State Library of Oregon
Budget Reference Materials

AGENCY MISSION AND GOALS

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.

State Library Strategic Plan 2020 – 2023

The full strategic plan is available on State Library web site at:
https://www.oregon.gov/library/operations/Pages/Mission-Values.aspx

STRATEGIC FOCUS AREA 1: DELIVER RESPONSIVE PROGRAMS AND SERVICES
Goals

- Oregonians pursue learning that contributes to their personal well-being and the well-being of their community.

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

- Oregonians are connected to state government and Oregon's heritage through digital initiatives and preservation strategies.
- Stakeholders' interests and needs are reflected in relevant and effective programs and services.

Objectives

- Equip Oregon library staff to respond to changing demographics and to the community needs of early learners (children 0-5 years old).
- Grow workforce development efforts to enhance the contribution local libraries can make to economic and community well-being.
- Increase access to local-interest books available to print disabled individuals.
- Enhance preservation and access to physical and digital library and heritage collections.
- Improve user experience with State Library services to retain and grow the user base.

STRATEGIC FOCUS AREA 2: ENHANCE STRATEGIC PARTNERSHIPS AND ENGAGEMENT

Goals

- State employees and the public receive seamless information and research services through partnerships and collaborations with state agencies.
- Oregon communities receive more robust services when libraries collaborate with agencies and organizations around mutual interests.

Objectives

- Maximize the use of library and information resources and reduce duplication between agencies.
- Develop partnerships that leverage existing infrastructure and shared expertise to improve service delivery.

STRATEGIC FOCUS AREA 3: GENERATE AWARENESS OF AND SUPPORT FOR OREGON LIBRARIES

Goals

- Stakeholders understand and appreciate the impact of State Library programs and services on individuals and communities.
- Oregonians understand and appreciate the value and impact libraries throughout Oregon have on individuals and communities.

Objectives

- Increase awareness of and engagement with the State Library.
- Make data and tools available to library staff across Oregon to effectively communicate the positive impact of libraries on community well-being.

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STRATEGIC FOCUS AREA 4: BUILD AGENCY INFRASTRUCTURE AND CAPACITY

Goals

- Staff are empowered to deliver quality services and programs through updated technology tools and professional development opportunities.
- Staff integrate anti-racism, equity, diversity, and inclusion principles into daily work, decision-making, and programs and services.

Objectives

- Modernize critical library systems to increase reliability, effectiveness, and sustainability into the future.
- Enhance staff knowledge and skills to ensure successful strategic plan implementation and personal development.
- Increase employee anti-racism, equity, diversity, and inclusion competencies.
- Increase access to State Library services for populations that are being, or have historically been, underserved or marginalized.

HOW THE REQUESTED BUDGET WILL ACHIEVE DESIRED PROGRAM RESULT

The Governor's budget will allow the State Library to continue to provide excellent service to our various customers and partners and work towards our strategic plan goals.

The inclusion of Policy Package #102 provides for the addition of a Library Support position that will be dedicated to assisting libraries across the state with technical support and guidance in the area of diversity, equity, and inclusion. This was the most requested priority for this division's customers – local academic, public, school, tribal, and other libraries across the state – and will be achieved with existing federal funds.

With policy package #103, the State Library will be able to continue to support Answerland, a statewide service that connects Oregonians with volunteer librarians to find answers to their questions 24 hours a day, 7 days a week. The part-time Virtual Reference Coordinator position will be fully funded with federal dollars.

OVERVIEW OF AGENCY PERFORMANCE AND OUTCOME MEASURES

The State Library worked with the State Library Board to assess the agency key performance measures (KPMs) in 2022 and has proposed changes to the agency KPMs that are more reflective of the work we do and measure our effectiveness in more meaningful ways.

The proposed changes are below:

1. **Current**: **Patron Service Transactions** - Number of reference queries, document delivery and interlibrary loan requests, and outreach/instruction sessions to state agency employees.

   - **Current Target**: 8,000
   - **New Target**: 8,300

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2. **Current**: **State Agency Employee Use of Electronic Resources** - Total yearly use of Government Information and Library Services electronic resources.

This 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

Delete and Replace:

Percentage of digital Oregon Government Publications made accessible – Number of born-digital items created by state agencies that are collected and fully cataloged by State Library staff.

- **Proposed Target:** 88%

3. **Current**: **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.

- **Current Target:** 70 books/user
- **Proposed Target:** 90 books/user

4. **Current**: **Cost Per Circulation** – Cost per circulation of talking books and Braille books.

- **Current Target:** $2.00
- **Proposed Target:** $2.00

5. **Current**: **Use of The Oregon School Library Information System –** Average daily visits to the Library-funded Oregon School Library Information System.

- **Current Target**: 2,500

Revise to:

- Average annual visits to the site
- **Proposed Target:** 750,000

6. **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:** 90%
- **Proposed Target:** 90%

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7. **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.

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

8. **Ready to Read Participation** – Total annual participation of youth 0–14 years of age in a Ready to Read grant funded activity per year divided by Ready to Read grant funding per year.

    Revise to:

    Ready to Read grant funding per year divided by total number of youth 0–14 years of age participating in a Ready to Read grant funded activity.

    - **Proposed Target:** $3.50

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

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

The 2022 Annual Performance Report is included in this packet.

SUMMARY OF PROGRAMS

Library Support and Development Services Division

The Library Support and Development Services Division provides consultation services, professional development, statewide library services, and grants to 1,600 public, academic, school, and tribal libraries across the state.

The division administers state-funded Ready to Read grants to public libraries in Oregon to support summer reading and early literacy programs. The Ready to Read grant program is supported by state General Fund dollars. It is available to all legally established public libraries to provide early literacy and summer reading programs to local communities. In 2021 and 2022 respectively, 135 and 140 libraries received Ready to Read grants. In total, 142,630 children were served by library early literacy programs and 356,746 children participated in summer reading programs. The participation during these two years was down considerably, as the open hours of many libraries were impacted by COVID-19.

In addition, the division administers federal Library Services and Technology Act (LSTA) grant funding received through the Institute of Museum and Library Services (IMLS) as competitive grants and for statewide library services including the Answerland online reference service, the Oregon School Library Information System (OSLIS), and the Statewide Database Licensing Program. Oregon's LSTA allotment for Federal Fiscal Year (FFY) 2022 is $2,438,090.

Federal LSTA funds received from IMLS require maintenance of effort (MOE) and a match on the part of states. The State Library must contribute 34 percent of the total LSTA program funding per year from

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non-Federal resources. This non-Federal "match" may include contributions from a State, from local sources, or from other non-Federal entities, including corporations and foundations. The MOE requires the state to maintain its financial support for library programs and services at not less than the average amount reported for the previous 3 years. The Ready to Read General Fund grant funds distributed to public libraries every year contribute significantly to the required MOE and match and support libraries in providing early literacy and summer reading programming. In addition, General Funds allocated to the Talking Book and Braille Library contribute to MOE.

Beyond the combined [$657,391 awarded in LSTA competitive grants](#), the State Library provided additional support opportunities to local libraries in response to the COVID-19 pandemic during the FY21 and FY22 time frame:

ARPA Grants

The American Rescue Plan Act (ARPA) included $200 million in additional funding for IMLS, of which $178 million was allocated to State Libraries and territories based on population. The State Library of Oregon was granted $2,924,165 in ARPA funds, and later was granted an extension for expending the funds through March 2023. IMLS provided the following direction on how this ARPA funding was to be used:

- First, to support digital inclusion efforts to enable libraries, museums, and tribes to reach residents such as through internet hotspots, accessible Wi-Fi, and digital content and related resources, particularly in support of education, health, and workforce development needs.

- Second, to provide rapid emergency relief to libraries, museums, and tribes, allowing them to safely respond to the pandemic and implement public health protocols.

The State Library invited proposals from eligible institutions that addressed one or more of the following focal areas:

- Connectivity
- Digital Equity and Inclusion
- Equity, Diversity, Inclusion, and Anti-Racism
- Workforce Development
- Needs Arising from the Pandemic

ARPA funded grants were awarded to libraries, museums, schools, community colleges and other nonprofit organizations. Projects were varied and include bookmobiles, an embedded social worker, and wi-fi hotspots for checkout. No matching funds were required for this grant, and priority was given to projects that target communities that have been historically or are currently being underserved. Additional details are available on the State Library's [ARPA web page](#).

COVID-19 Support

In addition to grant funding, the Library Support and Development Services division provided COVID-19 information and resources to local libraries including:

- [COVID-19 Resource Guide](#)

- [Statewide COVID-19 Advice for Library Sector](#)

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- Consulted OHA to provide library materials handling advice

- Regular check-ins for local library staff and Topic Talks webinars

Talking Book and Braille Library

The Talking Book and Braille Library serves Oregonians with print disabilities by providing Braille materials, audiobooks, descriptive videos, and magazines through the mail and via digital download. This is a free service to eligible Oregonians, with over 5,000 active users and an average of 30,000 items circulated every month. The Talking Book and Braille Library is the regional library in Oregon for the Library of Congress' National Library Service for the Blind and Print Disabled (NLS) network. For the fiscal year ending June 30, 2022, there were 4,936 Oregonians registered for the service and the average use per registered user was 107 items per year.

The Talking Book and Braille Library implemented Duplication on Demand in 2020, which increased title availability, eliminated wait time for popular titles, and increased the number of titles a patron can have at one time. Duplication on Demand is a system that allows talking book libraries to create customized digital cartridges containing titles requested by patrons from the entire NLS collection of more than 90,000 titles. This change greatly enhanced customer service and streamlined operations. Patrons had been receiving books in a traditional way—one title per cartridge. Now patrons can get up to 20 titles on a single cartridge, reducing wait times and increasing customer satisfaction. In addition to the benefits to patrons, the time spent by staff checking in and checking out materials each day has been reduced from eight hours to two hours.

Additionally, the NLS has streamlined the application process for eligible users of the Talking Book and Braille Library. While applications must still be certified, the Library of Congress has expanded who can serve as a certifying authority to now include librarians, rather than strictly medical professionals. The State Library welcomes this change, which should ease the process of connecting readers, especially those with a reading disability, in need of this service.

Government Information and Library Services Division

The State Library's Government Information and Library Services Division promotes informed decision-making and government transparency by providing professional, high-quality, unbiased information services to support state government and permanent public access to government publications. Library services provided to state employees include research assistance, professional development, and training to use library resources. The State Library provides dozens of online library resources specifically for state employees to support their research needs. In the fiscal year ending June 30, 2022, the total number of research assistance transactions was 8,433.

The division collects and preserves state and federal agency publications and other Oregon-related materials. These materials are then made discoverable through the library's online catalog, Oregon Digital Collections website, and interlibrary loan services. These materials are key to the library services provided to state employees. State Library staff also offer reference assistance to Oregonians to utilize these materials, both virtually and in person.

By statute, the State Library is required to collect state publications, and has been doing so since the early 20ᵗʰ century. In 2009 the State Library created an online repository for digital agency publications. In 2016, a new digital asset management system moved forward efforts to modernize the collection and availability of electronic agency publications as they are published. The State Library is systematically digitizing older items from the Oregon Documents Collection, prioritizing unique or rare items. Digitizing efforts make these publications available worldwide and protect fragile items from damage through physical use.

- From July 1, 2020, through June 30, 2022, there was a total of 35,392 Oregon documents added to the Oregon Documents collection, with 34,405 of those added to Digital Collections and 987 to the print collection.

Due to the increased need for outreach to the public during the COVID-19 pandemic, state agencies significantly increased their number of publications as well as the number of languages those publications were written in. Because of this increased volume and complexity of cataloging works in other languages, the workload of State Library staff was significantly impacted.

- As of June 30, 2022, there are 151,233 Oregon state government publications and 1,180 videos in Digital Collections.

- From July 1, 2020, through June 30, 2022, the State Library added 21,158 COVID-19 related agency publications in 48 languages to the Oregon Documents collection. This is a 5-fold increase over FY 20.

Work continued with the State Library's highly successful embedded librarian program, in which each state agency is assigned a librarian to provide specialized assistance and resources to support state agency staff in their work. Through the embedded librarian program, these librarian liaisons become familiar with the work of their assigned agencies and conduct presentations and training on resources tailored to the specific needs of the state agency, as well as providing research support on specific agency initiatives and programs.

Between July 1, 2020, through June 30, 2022, embedded librarians conducted 58 presentations or participated in events with their embedded agencies, engaging with a total of 878 state employees. Agencies with active embedded librarian programs include:

- o Department of Agriculture, Department of Environmental Quality, Department of Human Services (Vocational Rehabilitation, Lean Academy Self-Sufficiency), Oregon Advocacy Commissions Office, Department of Transportation, Department of Fish and Wildlife, Oregon Youth Authority, Oregon Health Authority (Office of Equity & Inclusion, State Hospital), Employment Department, Department of Administrative Services, Higher Education Coordinating Commission, Department of Consumer and Business Services, Oregon Bureau of Labor & Industries, Department of Corrections, Commission for the Blind, Department of Energy, Department of Revenue, PERS, Oregon Real Estate Agency, Health Related Licensing Boards, and Oregon Patient Safety Commission.

In addition to the embedded librarian presentations, during this same period librarians held 98 general classes for state employees with a total of 763 participants.

Approximately 34% of reference interactions with state employees have been initiated through these embedded efforts, and a total of 46% of reference librarian time is spent answering them. Questions are

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lengthier and require more effort as state agencies increasingly turn to the State Library as their information partner to supplement their own research efforts.

Operations Division

The Operations Division is responsible for administrative functions and program support including strategic leadership, fiscal management, information technology, volunteer coordination, communication, and State Library Board support. The Operations Division provides the infrastructure support and services necessary for the other State Library divisions to successfully carry out their programs and services. The division manages the agency finances and provides information and support to other divisions in managing budgets and purchasing. The division provides information technology support for the agency and supports staff in troubleshooting issues, purchasing and installing equipment, and identifying and implementing technology solutions. The division recruits, trains, and supports volunteers in providing service throughout the agency. Agency communications are produced and coordinated by the Operations Division. The State Library has a nine-member policy board that is supported by this division including meeting scheduling, minute-taking, travel coordination, and board packet preparation. The State Library building has meeting rooms that are available to state employees and the public, and the Operations Division coordinates the scheduling and support of these rooms.
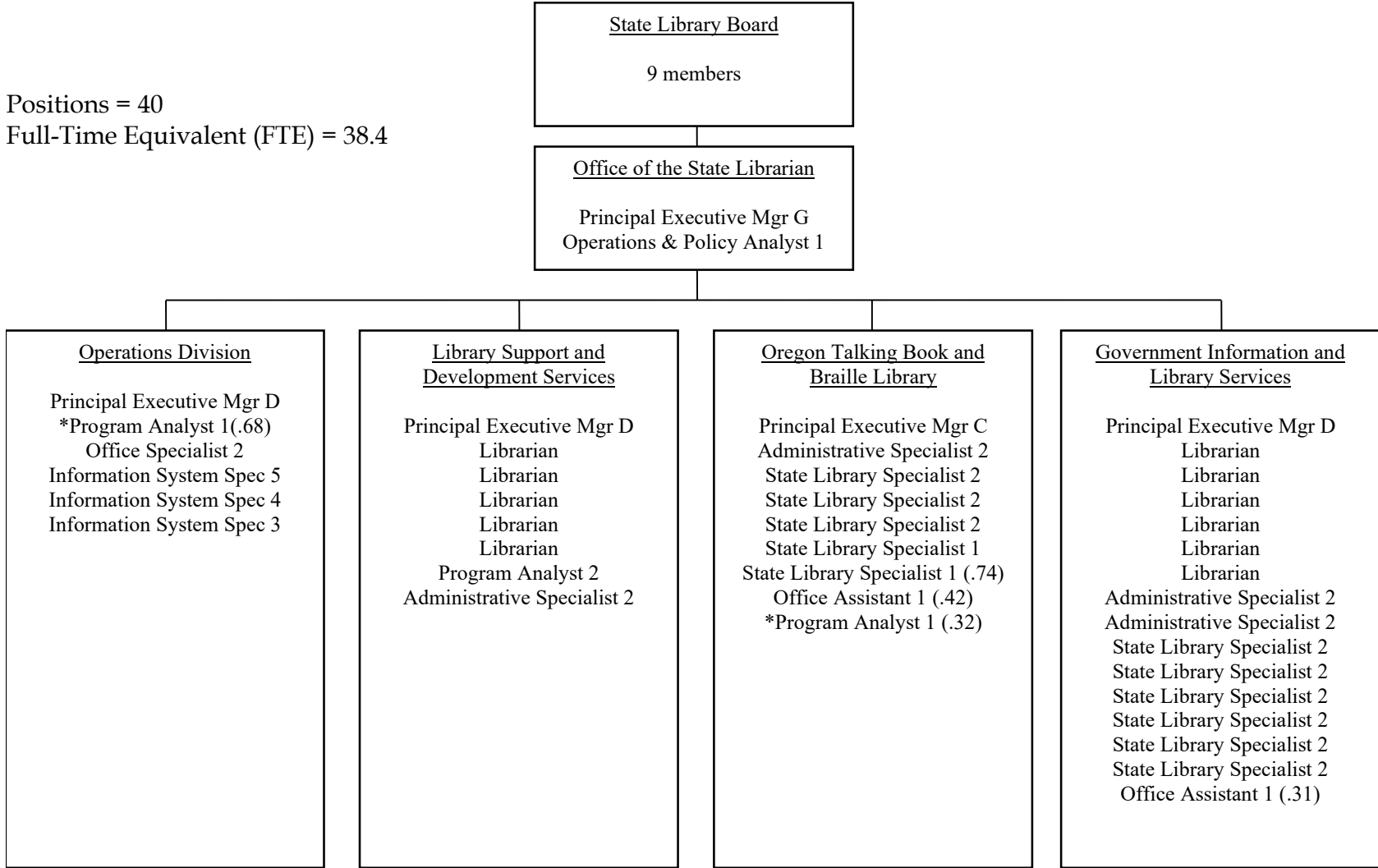
AGENCY ORGANIZATIONAL CHART AND DESCRIPTION OF HOW SERVICES ARE DELIVERED

State Library of Oregon Organization Chart

Positions = 40
Full-Time Equivalent (FTE) = 38.4

State Library Board

9 members

Office of the State Librarian

Principal Executive Mgr G
Operations & Policy Analyst 1

Operations Division

Principal Executive Mgr D
*Program Analyst 1(.68)
Office Specialist 2
Information System Spec 5
Information System Spec 4
Information System Spec 3

Library Support and Development Services

Principal Executive Mgr D
Librarian
Librarian
Librarian
Librarian
Librarian
Program Analyst 2
Administrative Specialist 2

Oregon Talking Book and Braille Library

Principal Executive Mgr C
Administrative Specialist 2
State Library Specialist 2
State Library Specialist 2
State Library Specialist 2
State Library Specialist 1
State Library Specialist 1 (.74)
Office Assistant 1 (.42)
*Program Analyst 1 (.32)

Government Information and Library Services

Principal Executive Mgr D
Librarian
Librarian
Librarian
Librarian
Librarian
Administrative Specialist 2
Administrative Specialist 2
State Library Specialist 2
State Library Specialist 2
State Library Specialist 2
State Library Specialist 2
State Library Specialist 2
State Library Specialist 2
Office Assistant 1 (.31)

* This position is split between two programs.

Proposed State Library of Oregon Organization Chart

Positions = 42
Full-Time Equivalent (FTE) = 39.72

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State Library Board

9 members
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```
Office of the State Librarian
Agency Head 7
Operations & Policy Analyst 1
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Operations Division	Library Support and Development Services	Oregon Talking Book and Braille Library	Government Information and Library Services
Manager 1	Manager 1	Supervisor 2	Manager 1
*Program Analyst 1(.68)	Librarian	Administrative Specialist 2	Librarian
Office Specialist 2	Librarian	State Library Specialist 2	Librarian
Information System Spec 5	Librarian	State Library Specialist 2	Librarian
Information System Spec 4	Librarian	State Library Specialist 2	Librarian
Information System Spec 3	Librarian	State Library Specialist 1	Librarian
	Program Analyst 2	State Library Specialist 1 (.74)	Librarian
	Administrative Specialist 2	Office Assistant 1 (.42)	Administrative Specialist 2
	Program Analyst 2 (.75)	*Program Analyst 1 (.32)	Administrative Specialist 2
	Librarian (.50)		State Library Specialist 2
			State Library Specialist 2
			State Library Specialist 2
			State Library Specialist 2
			State Library Specialist 2
			State Library Specialist 2
			Office Assistant 1 (.31)

* This position is split between two programs. New positions are in italics.

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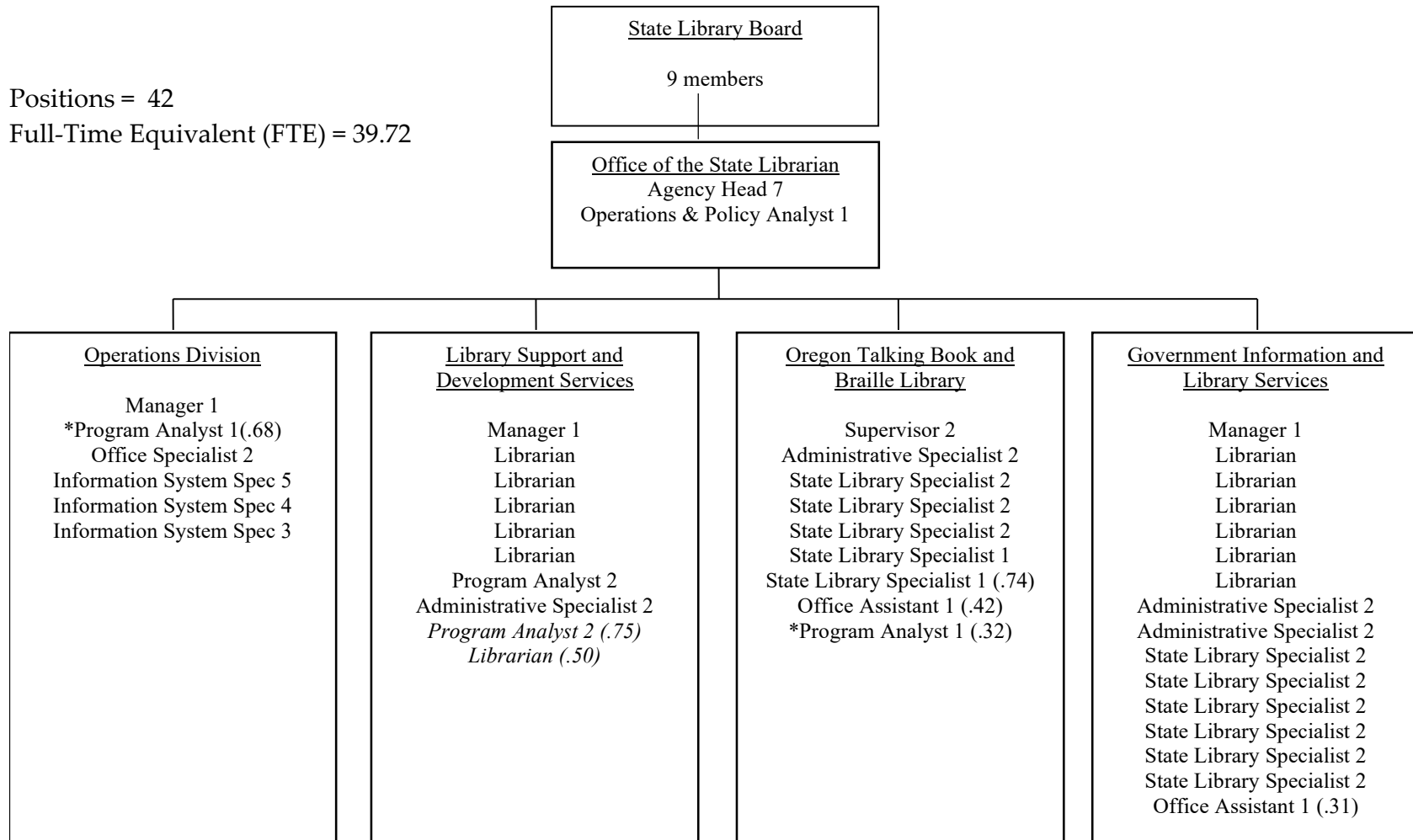
Service Delivery

The State Library building is open to the public from 8:00 a.m. to 5:00 p.m., with staffing available to assist the public with the collection and questions from 1:00 p.m. to 4:00 p.m. each weekday. While the COVID-19 pandemic meant the building itself was closed starting in March 2020, we were pleased to re-open to the public on May 1, 2022. The State Library continues to provide assistance to the public by phone and email. As always, State Library digital collections are freely available to the public 24/7.

State Library services are delivered in the following ways:

- Customer service is provided in person and via telephone, email, and chat messaging.
- Document delivery and electronic resources reach the desktop of state agency employees.
- Staff work with libraries, boards, and agency staff throughout the state through virtual and in-person meetings.
- Our electronic resources are accessible 24/7:
  - State Library Catalog
  - Digital Collections
  - Research databases for state employees and the legislature
  - Databases available to all Oregonians
  - Answerland 24/7 chat reference service

MAJOR BUDGET DRIVERS

- New and updated technology to modernize library systems.
- Sophisticated information needs of state agency staff requires materials and services to meet those needs.
- Reductions of local library budgets with increased library usage and greater reliance on State Library support through grants and consulting.

MAJOR CHANGES TO THE AGENCY IN THE PAST 8 YEARS

2021-2023

- New State Librarian hired in March 2022.
- Leadership transition in May 2021 with Interim State Librarian in place.

2019-21

- New State Librarian hired in May 2019.
- Management restructure implemented in 2020.
- New three-year strategic plan adopted by State Library Board in 2020.

2017-19

- Leadership transition with Interim State Librarian in place.
- Accountant position was eliminated. The State Library partners with Department of Administrative Services Shared Financial Services for accounting, payroll, and budget assistance.

2015-17

- 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.

COST CUTTING MEASURES

- Critical evaluation of electronic resources to reduce duplication, measure usage, and reduce costs. Reduced the electronic resources budget by 10% in the 2017-19 biennium.
- Take advantage of free or low-cost virtual training for professional development.
- Meeting and providing instruction in the virtual environment.
- Will be assessing collection and office space needs, which may result in reduced rent costs in coming years.

IMPROVING SERVICES

- Streamlining grant applications and shifting resources to high-priority projects.
- Upgrading and modernizing the state employee registration process for library services.
- Integrating library services into state employee onboarding efforts.
- Expanding customer service with proactive outreach to Talking Book Library users.

BUDGET INFORMATION: REVENUES AND PROGRAM BUDGETS

State Library Revenues

Other Funds

Donations: Donations are received from individuals in varying amounts as well as from various non-profit and enterprise foundations and businesses. Grants are occasionally available on a competitive basis for special projects to benefit all Oregon library users or specific groups of users. Donations are for specified projects and may not be expended for any other purpose. Donation fund estimates are based on historical data and adjusted for anticipated trends.

Projected donations and interest income for the 2023-25 biennium is $305,000.

Miscellaneous receipts: Miscellaneous income is from rental of conference rooms and from charges for lost materials. Additional minor receipts are from proceeds of sales of surplus property. These miscellaneous receipts may be used for any budgeted programmatic expenditure. Miscellaneous receipts income estimates are based on historical data and adjusted for anticipated trends.

Projected miscellaneous receipts income for the 2023-25 biennium is $20,750.

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State agency assessment: The State Library biennially assesses state agencies for services provided, one-third based on agency use and two-thirds on FTE (full time equivalent) count.

The Department of Administrative Services provides a listing of state agencies and their FTE staff count. This information is used to calculate the two-thirds portion of the assessment based on FTE.

Agency usage of the State Library is calculated from recorded transactions collected during the 2019-2021 biennium. Transactions are weighted for the various types of activities or services. State Library staff have determined the weighting factors, based on estimates of the relative labor, systems support, resource materials, and processing steps required for the delivery of individual types of transactions, focusing on the staff time and effort cost for delivering the respective services.

The following weighting factors were used to develop the 2023-25 biennium assessment:

Weight Factors for Assessment Computations

ITEM	Effort/Cost Index	Calculation Basis
Patron Services: Reference and consulting	5	Per contact, 0-5 min.
	30	Per contact, 6-30 min.
	60	Per contact, 31-60 min.
	90	Per contact, >60 min.
Interlibrary loan, Document delivery (all formats)	45	Per item
Government Information and Library Services patron registration	5	Per individual registration
Instruction and Outreach: number of patrons from each agency, per session	60	Per participant

- **Patron Services -** State Library staff record and compile statistics on all reference and consulting transactions as they occur. The transactions are individually recorded by state agency and computed by the index/scale in the table above. The statistics are totaled and reported monthly, quarterly, and annually.

- **Interlibrary Loan/Document Delivery -** Transactions are recorded for each item processed and submitted in the monthly, quarterly, and annual statistics.

- **Government Information and Library Services patron registration -** Registrations are recorded as they occur and compiled for annual statistical reporting.

- **Instruction/Outreach -** The number of patrons from each agency are counted for each instructional session and the usage calculation is based on average class/presentation time of 60 (minutes).

Assessments to state agencies for library services are projected to be $7,634,890 for the 2023-25 biennium.

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Federal Funds

The State Library administers various federal Library Services and Technology Act (LSTA) grants to local libraries through a competitive application process and utilizes LSTA funds to support statewide programs and resources. The State Library monitors federal legislative actions to project anticipated funding levels.

Under the state maintenance of effort requirements of the Library Services and Technology Act (LSTA), states must maintain the average of expenditures in the past three years in state-funded programs relevant to the priorities of LSTA. Any reduction in state funding results in an identical percentage reduction in funding under the LSTA.

In the 2021-2023 biennium, the State Library received one-time federal funds from both the CARES Act and the American Rescue Plan Act. All funds will be distributed by June 30, 2023. These funds were excluded from match requirements and do not impact maintenance of effort calculations.
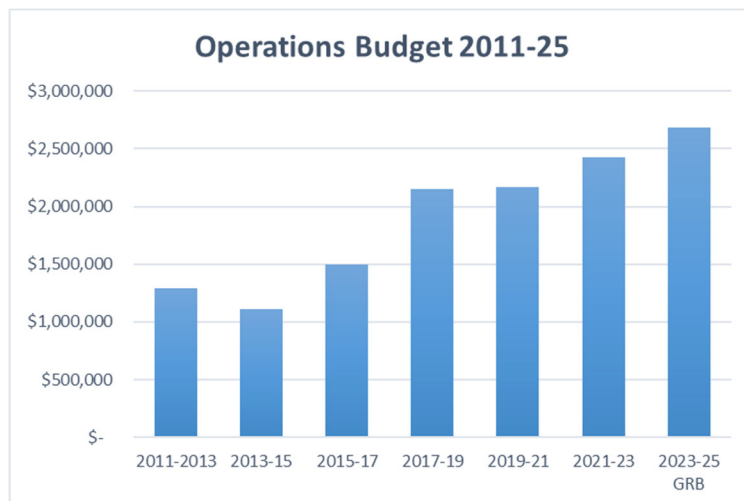
The Library Services and Technology Act (LSTA) funding is expected to increase annually at approximately 2.5% per year as follows:

- FFY2022 $2,420,826
- FFY2023 $2,619,286
- FFY2024 $2,630,000

Projected LSTA income for the 2023-25 biennium is $5,200,000.

Program Budget Information
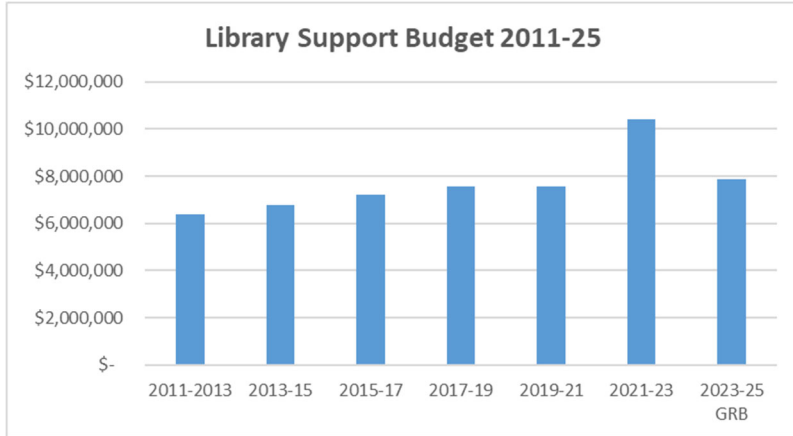
OPERATIONS DIVISION

Governor's Budget

General Funds $ 128,728

Other Funds $2,365,167

Federal Funds $ 192,258

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Total   **$2,686,153**

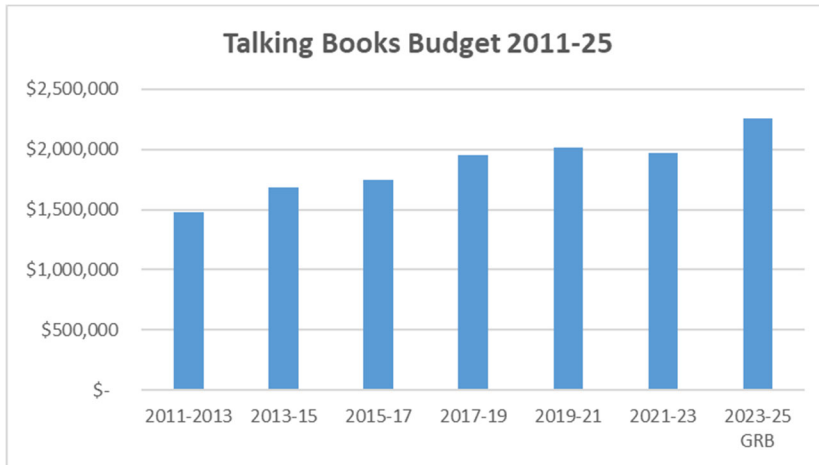## LIBRARY SUPPORT AND DEVELOPMENT SERVICES DIVISION

Governor's Budget

General Funds $2,821,551

Federal Funds $5,073,355

Total   **$7,894,906**

TALKING BOOK AND BRAILLE LIBRARY

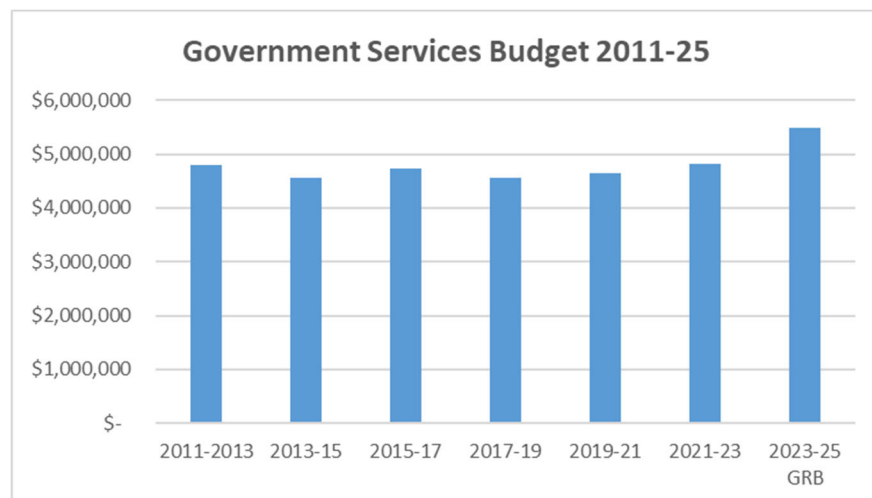**Governor's Budget**

General Funds $1,943,834

Other Funds $ 311,744

Total   **$2,255,578**

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GOVERNMENT INFORMATION AND LIBRARY SERVICES DIVISION

Governor's Budget

Other Funds $5,495,125

Total   **$5,495,125**

PROGRAMS THAT ARE SHARED WITH OR DEPENDENT ON OTHER AGENCIES

N/A

SUMMARY OF PROPOSED LEGISLATION AFFECTING AGENCY OPERATIONS

N/A

REDUCTIONS INCLUDED IN THE GOVERNOR'S BUDGET, 15% REDUCTION OPTIONS REQUESTED BY LFO, AND INFORMATION ON VACANT POSITIONS

Governor's Budget Reductions

The reductions in the Governors' budget include minimal adjustments to services and supplies. The State Library can absorb these reductions without impact to our services.

15% Budget Reduction Options

General Fund

- Library Support Division Other Services & Supplies $ 55,441
- Talking Books Professional Services $ 44,644

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- Eliminate vacant Talking Books SLS1 Position $101,864
- Eliminate General Fund portion of OPA1 Position $ 20,986
- Reduce Library Support Librarian position to .50 $130,607
- Reduce Ready to Read Grant Funding $381,502

Total **$789,842**

The State Library prioritized preserving Ready to Read grant funding as much as possible when developing the 15% reduction options for the General Fund. Ready to Read funding is the only state funding for local public libraries and supports libraries in providing early literacy and summer reading programming for youth.

Since Ready to Read funding accounts for over 30% of the State Library's general fund budget, there aren't many reduction options without impacting programs and staffing. A 15% reduction in General Funds would greatly impact the State Library's ability to meet the required maintenance of effort (MOE) for the federal funds received from the Institute of Museum and Library Services (IMLS).

One of the Library Support Librarian positions is responsible for the administration of the competitive LSTA federal grants program. A 15% reduction in Federal Fund will eliminate the need for this grant support, accounting for half of the work of this position. This position is currently filled and fully funded by General Fund.

Eliminating the vacant Talking Books SLS1 position would hinder the possibilities for reorganizing Talking Book staffing in the future.

Federal Fund

- Reduce LSTA Competitive grants $717,869
- Reduce continuing education resources $ 30,000
- Eliminate ISS4 position $ 19,734
- Eliminate Communications and Operations Analyst (OPA1) position $ 22,239

Total **$789,842**

The Library Services Technology Act (LSTA) funds are the only source of Federal Funds the State Library receives. The funds are allocated to the states under federal law on a formula basis, and funds not claimed by the State Library would be returned to the US Treasury.

The State Library considered reductions to other LSTA funded programs but determined it would be better to reduce the largest component, LSTA Competitive grants, rather than eliminate or cripple important statewide programs, including the Oregon School Library Information System that serve all Oregon libraries. Reducing LSTA Competitive grants by 15% would mean that fewer Oregon libraries would be able to demonstrate new and innovative library services in their communities, and fewer libraries would be able to initiate programs to cooperate and share their resources. The ability of the State Library Board to meet the goals they have set for Oregon in the five-year LSTA plan would be severely impacted, as would the State Library's partnerships with various public and nonprofit organizations across the state.

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

Other Fund - Assessment

• Eliminate Vacant Part-Time Office Assistant 1 Position	$ 43,291
• Cancel select e-resources subscriptions	$157,372
• Reduce rent of Operations Suite	$ 59,451
• Eliminate SLS2 position	$149,414
• Eliminate ISS4 position	$177,599
• Eliminate OPA1 position	$140,866
• Eliminate Reference Librarian position	$198,603
• Eliminate Special Collections Librarian position	<u>$261,214</u>
Total	**$1,187,810**

Reductions to the Other Fund Assessment would result in impacts to staffing and programs. The State Library is a small and lean agency. The Government Information and Library Services Division is funded 100% through these funds, and reductions would impact the division's ability to provide service to state employees, the legislature, and Oregonians seeking access to our online resources. The first three proposed reductions could be absorbed with less impact:

- Elimination of the vacant part-time office assistant 1 position can be absorbed without significant impact by reassigning duties to other positions.
- In the 2017-19 biennium, the State Library proactively reduced the e-resources budget by 10% after carefully analyzing usage. Further reductions would impact the services we provide state agency employees, limiting direct and timely access to relevant resources and ebooks. This would likely result in increased interlibrary loan costs as we would need to pay to access articles we would no longer have access to through our own reference resources.
- A reduction in rent costs by releasing the Operations Suite (Room 101) is one of the few options for Other Fund reductions without personnel impacts.

The remaining reductions would create more significant impact to services and operations:

- Eliminating the SLS2 position in Government Services would impact cataloging causing delays in providing access to library resources.
- The ISS4 position is one of three IT positions at the State Library. With this limited staffing, the agency can manage day-to-day operations, but would be unable to adequately move the agency technology-related initiatives forward in a timely manner. This position is currently filled, so this would result in the layoff of an employee.
- The OPA1 communications and operations analyst position is responsible for the development and coordination of agency communications and processes as well as administrative support in areas such as research, data collection and tracking, and report writing. It is critical for the implementation of the agency strategic plan goals and initiatives under the strategic focus area to generate awareness of and support for Oregon libraries. This position is currently filled, so this would result in the layoff of an employee.

- Eliminating a Reference Librarian position would shrink the number of embedded librarians working for state agencies. The State Library would struggle to meet the information needs of our patrons without this position, reducing overall customer satisfaction. This position is currently filled, so this would result in the layoff of an employee.
- Eliminating the Special Collections Librarian position would impact both the reference and technical services of the Government Information and Library Services unit. The State Library would struggle to complete the core business of the agency, or meet our legal mandates, without this position.

Other Fund – Donation

- Eliminate part-time Student Office Assistant position   <u>$47,351</u>

                                                  Total   **$47,531**

The Talking Book and Braille Library is largely funded by General Fund but does have a small Other Fund amount through donations. Reducing this portion of the donation fund budget would hinder efforts to enhance services to Talking Book patrons and could result in an overall reduction in customer service satisfaction. This position is currently filled, so this would result in the layoff of an employee.

Long Vacant Positions

The State Library is a small and lean agency. The State Library carefully assesses each vacancy to determine whether the position is still needed and if so, whether the position description should be modified to best meet agency needs. There are currently two long-vacant positions that are being held open for organizational review:

Talking Books Division

- Talking Books SLS1 Position (included in 15% budget reduction options)

Government Services Division

- Government Services Part-Time Office Assistant 1 Position (included in 15% budget reduction options)

AGENCY'S GOVERNOR'S BUDGET

The agency Governor's Budget document will soon be available on the State Library website and shared with the Legislative Fiscal Officer when ready.

RESULTS OF ALL AUDITS ON THE AGENCY CONDUCTED BY THE SECRETARY OF STATE UNDER ORS 297.070 DURING THE CURRENT BIENNIUM

N/A

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

SUPERVISORY SPAN OF CONTROL REPORT FOR AGENCIES WITH MORE THAN 100 EMPLOYEES

N/A

SUMMARY OF PROPOSED TECHNOLOGY AND CAPITAL CONSTRUCTION PROJECTS

N/A

Agency Name: State Library of Oregon

2023-25 Biennium | Agency Number: 54300

Program/Division Priorities for 2023-25 Biennium

1	2	3	4	5	6	7	8	10	12	14	15	16	17	18	19	20	21	22
Priority (ranked with highest priority first)		Agency Initials	Program or Activity Initials	Program Unit/Activity Description	Identify Key Performance Measure(s)	Primary Purpose Program-Activity Code	GF	OF	FF	TOTAL FUNDS	Pos.	FTE	New or Enhanced Program (Y/N)	Included as Reduction Option (Y/N)	Legal Req. Code (C, D, FM, FO, S)	Legal Citation	Explain What is Mandatory (for C, FM, and FO Only)	Comments on Proposed Changes to CSL included in Agency Request
Agcy	Prgm/Div																	
1		SLO	Library Support and Development Services	This program provides leadership, grants, and consulting assistance to approximately 1,600 public, school, academic and tribal libraries. The Ready to Read Grant program enhances public library services to children. The Library Services and Technology Act grant program uses federal funds to extend services to all Oregonians and encourage library innovation.	KPM 5, 7,9, 10	7	3,772,759	0	5,416,942	$ 9,189,701	10	9.50	Y	Y	FO	Library Services and Technology Act 20 U.S.C. 9101	Must meet Federal Match requirements (34%). Must meet MOE requirements (GF funding related to 5 year plan equal to average of past three years). Federal funds must be spent on the Oregon Five Year Plan activities which are based on the LSTA Purposes.	Package 101: Connecting Oregon Libraries Fund Package 102: DEI Staff Position Package 103: Virtual Reference Coordinator
2		SLO	Government Information and Library Services	This program provides information and research services to state employees in all branches of state government. Information is provided in-person, by phone or email, or by using the State Library's website that contains a wealth of databases and other information resources. The division provides permanent access to state government publications and acquisitions, catalogs, and circulates library materials.	KPM 1, 7, 11	4	0	5,555,184	0	$ 5,555,184	16	15.31	N	Y	S	ORS 357		
3		SLO	Talking Book and Braille Library	This program serves Oregonians with print disabilities by providing Braille, audiobooks, descriptive videos, and magazines through the mail and digital download. This is a free service to eligible Oregonians, with over 5,000 active users and an average of approximately 30,000 items circulated every month.	KPM 3, 4,7,8	7	1,954,139	315,675	0	$ 2,269,814	8	7.23	Y	Y	FO	US Code, Sec. 135a	Provide services and products from Library of Congress, National Library Services for the Blind and Print Disabled (NLS) program to all residents in the state that meet the NLS eligibility criteria. Services must be provided at no cost to such residents. Conduct all activities in accordance with NLS policies and procedures and Association of Specialized and Cooperative Library Agencies Standards.	Package 104: Talking Books Librarian
N/A		SLO	Library Operations	This program is responsible for administrative functions and program support including strategic leadership, fiscal management, information technology, volunteer coordination, communications, and State Library Board support. The Operations Division provides the infrastructure support and services necessary for the other State Library divisions to successfully carryout their programs and services.	KPM 7	4	198,728	2,291,632	192,258	$ 2,682,618	8	7.68	Y	Y				Package 105: IT Modernization Strategic Plan
							5,925,626	8,162,491	5,609,200	$ 19,697,317	42	39.72						

Document criteria used to prioritize activities:

> 1. How many Oregonians does the program serve?
> 2. Does the program provide a good return on investment?
> 3. Would the program be valued by a majority of Oregon citizens?
> 4. Is there clear evidence that the program provides good results?

Within each Program/Division area, prioritize each Budget Program Unit (Activities)
     by detail budget level in ORBITS

7. Primary Purpose Program/Activity Exists

1	Civil Justice
2	Community Development
3	Consumer Protection
4	Administrative Function
5	Criminal Justice
6	Economic Development
7	Education & Skill Development
8	Emergency Services
9	Environmental Protection
10	Public Health
11	Recreation, Heritage, or Cultural
12	Social Support

19. Legal Requirement Code

C	Constitutional
D	Debt Service
FM	Federal - Mandatory
FO	Federal - Optional (once you choose to participate, certain requirements exist)
S	Statutory

2023-25

107BF23

UPDATED OTHER FUNDS ENDING BALANCES FOR THE 2021-23 & 2023-25 BIENNIA

Agency: State Library
Contact Person (Name & Phone #): Dan Dunn 971- 900-9751

(a) Other Fund Type	(b) Program Area (SCR)	(c) Treasury Fund #/Name	(d) Category/Description	(e) Constitutional and/or Statutory reference	(f) 2021-23 Ending Balance In LAB	(g) 2021-23 Ending Balance Revised	(h) 2023-25 Ending Balance In CSL	(i) 2023-25 Ending Balance Revised	(j) Comments
						Combined	Combined	Combined	
Limited	001-00-00-00000	5430000401 OF	Assessments (F0410)	357.203	$ 1,132,032.96	$ 1,095,887.00	$ 1,167,472.00	$ 1,131,326.04	Moved the difference between AY23 LAB & Revised into AY25 Revised
Limited	001-00-00-00000	5430000401 OF	Rental Income (F0405 - P 4***)	357.200	$ 41,779.04				
					Combined	Combined	Combined	Combined	
					$ 50,001.00	$ -	$ -	$ -	
Limited	002-00-00-00000	5430000443 Donation	Database licensing Reserve (F0321 - P2898)	357.200			$ -	$ -	Reserve funds spent on ebooks to benefit Oregon libraries
Limited	002-00-00-00000	5430000401 OF	Misc. Receipts (F0400 - P 1***)	357.200			$ -	$ -	
					Combined	Combined	Combined	Combined	
					$ 540,244.00	$ 777,544.00	$ 251,007.00	$ 488,307.00	Moved the difference between AY23 LAB & Revised into AY25 Revised
Limited	003-00-00-00000	5430000443 Donation	Donations (F0308)	357.195					
Limited	003-00-00-00000	5430000443 Donation	Endowment Interest (F0300 - P3100)	357.195					
Limited	003-00-00-00000	5430000443 Donation	Endowment (F0301)	357.195		$ 1,285,804.00		0	Not in ORBITS
		5430000443 Donation	Endowment: OITP@ Treasury	357.195		$ 1,503,438.22		0	Not in ORBITS - Funds are in the OR Intermediate Term Pool (OITP)
					Combined	Combined	Combined	Combined	
					$ 1,105,864.00	$ 1,970,599.00	$ 1,212,301.00	$ 2,077,036.00	Moved the difference between AY23 LAB & Revised into AY25 Revised
Limited	004-00-00-00000	5430000443 Donation	Long & Moses Endowment (F0302 - F0303)	357.195		$ 7,000.00			
Limited	004-00-00-00000	5430000443 Donation	Long & Moses Interest (F0306 - F307)	357.195		$ 8,728.49			
Limited	004-00-00-00000	5430000401 OF	Misc. Receipts (F0400 - P 4***)	357.200		$ 64,127.92			
Limited	004-00-00-00000	5430000401 OF	Rental Income (F0405 - P 4***)	357.200		$ 29,891.32			
Limited	004-00-00-00000	5430000401 OF	Assessments (F0410)	357.203		$ 1,860,851.27			

Objective: Provide updated Other Funds ending balance information for potential use in the development of the 2023-25 legislatively adopted budget.
Instructions:
Column (a): Select one of the following: Limited, Nonlimited, Capital Improvement, Capital Construction, Debt Service, or Debt Service Nonlimited.
Column (b): Select the appropriate Summary Cross Reference number and name from those included in the 2021-23 Legislatively Approved Budget. If this changed from previous structures, please note the change in Comments (Column (j)).
Column (c): Select the appropriate, statutorily established Treasury Fund name and account number where fund balance resides. If the official fund or account name is different than the commonly used reference, please include the working title of the fund or account in Column (j).
Column (d): Select one of the following: Operations, Trust Fund, Grant Fund, Investment Pool, Loan Program, or Other. If "Other", please specify. If "Operations", in Comments (Column (j)), specify the number of months the reserve covers, the methodology used to determine the reserve amount, and the minimum need for cash flow purposes.
Column (e): List the Constitutional, Federal, or Statutory references that establishes or limits the use of the funds.
Columns (f) and (h): Use the appropriate, audited amount from the 2021-23 Legislatively Approved Budget and the 2023-25 Current Service Level at the Agency Request Budget level.
Columns (g) and (i): Provide updated ending balances based on revised expenditure patterns or revenue trends. Do not include adjustments for reduction options that have been submitted. The revised column (i) can be used for the balances included in the Governor's budget if available at the time of submittal. Provide a description of revisions in Comments (Column (j)).
Column (j): **Please note any reasons for significant changes in balances previously reported during the 2021 session.**

Additional Materials: If the revised ending balances (Columns (g) or (i)) reflect a variance greater than 5% or $50,000 from the amounts included in the LAB (Columns (f) or (h)), attach supporting memo or spreadsheet to detail the revised forecast.

2021-23 ARPA ENDING BALANCES

Agency: State Library of Oregon 54300
Contact Person (Name & Phone #): Wendy Cornelisen 503-378-4367

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
			2021-23		**2023-25 POP**		
SCR	**Program Description**	**2021-23 LAB**	**Ending Balance**	**Amount Obligated**	**Y/N**	**POP #**	**Comments**
002-00-00-00000	$2,924,165	$2,924,165	-		N		All funds will be expended by June 30, 2023.

Instructions:

Column (a): Select the appropriate Summary Cross Reference number and name from those included in the 2021-23 Legislatively Approved Budget.

Column (b): List American Rescue Plan Act (ARPA) balances by legislatively approved uses and/or specified transfers to agency programs.

Column (c): Provide the expenditure limitation approved for the ARPA funds transferred to the agency in the 2021-23 Legislatively Approved Budget.

Column (d): Enter the total estimated balance of ARPA funds that will be unspent at the close of the 2021-23 biennium.

Column (e): Enter the amount of the unspent ARPA balance obligated to a project/program through an award, grant agreement, or other contract as of June 30, 2023.

Column (f) and (g): Indicate whether the 2023-25 Agency Request Budget includes a policy option package (POP) to utilize the ARPA funds carrying forward into the 2023-25 biennium, and if so, provide the POP number.

(h) Please provided any additional information related to ARPA ending balances.

SLO				State Library of Oregon											
2023 - 2025 Biennium															
				Detail of Reductions to 2023-25 Current Service Level Budget											
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Priority (ranked most to least preferred)		**Agency**	**SCR or Activity Initials**	**Program Unit/Activity Description**	**GF**	**LF**	**OF**	**NL-OF**	**FF**	**NL-FF**	**TOTAL FUNDS**	**Pos.**	**FTE**	**Used in Gov. Budget Yes / No**	**Impact of Reduction on Services and Outcomes**
Dept	Prgm/ Div														
		54300	002	Reduce Library Support other services and supplies	$55,491						$ 55,491				This reduction can be absorbed without direct impact on user services or personnel but will have an impact if unforeseen needs arise for services and supplies.
		54300	003	Reduce Talking Books professional services	$44,644						$ 44,644				This reduction can be absorbed without direct impact on user services or personnel but will limit our options for providing staff training.
		54300	002	Reduce Ready to Read Funding	$381,502						$ 381,502				Ready to Read funding is distributed to officially recognized Oregon public libraries through a grant program focused on early literacy and summer reading. Public libraries use this funding for youth programs, services, and collections. By statute, libraries receive a minimum grant of $1,000. With these cuts, approximately 50 libraries would continue to receive the minimum grant of $1,000, but the rest of the libraries (approximately 90) would receive a reduced grant amount at a time when library budgets are shrinking. A 15% reduction in General Funds would greatly impact the State Library's ability to meet the required maintenance of effort (MOE) for the federal funds received from the Institute of Museum and Library Services (IMLS).
		54300	004	Eliminate vacant Office Assistant position			$ 43,291.00				$ 43,291	1	0.31		If required, we can complete the core business of the agency without this position but key strategic plan goals and initiatives will be impacted.
		54300	001	Rent reduction for Operations Suite			$ 59,451.00				$ 59,451				Releasing the Operations Suite (Room 101) is one of the few options for other fund reductions without personnel impacts.
		54300	003	Eliminate Talking Book Student Office Assistant position			$ 47,351.00				$ 47,351	1	0.42		The reduction to this portion of the Talking Books donation fund budget would hinder efforts to enhance services to Talking Book patrons and reduce overall customer service satisfaction.
		54300	002	Reduce LSTA innovation and cooperation grants					$ 717,869.00		$ 717,869				Fewer Oregon libraries would be able to demonstrate new and innovative library services in their communities, and fewer libraries would be able to initiate programs to cooperate and share their resources. The ability of the State Library Board to meet the goals they have set for Oregon in the five-year LSTA plan would be severely impacted, as would the State Library's partnerships with various public and nonprofit organizations across the state.
		54300	004	Reduce data processing costs			$ 157,372.00				$ 157,372				Reducing costs would limit direct and timely access to relevant library resources, including ebooks, and impact the information services provided to state employees. These services would continue at a reduced level.
		54300	002	Reduce continuing education resources for Oregon's libraries					$ 30,000.00		$ 30,000				Reducing the continuing education resources available to Oregon's libraries means that fewer Oregon libraries would be able to meet the needs of their communities. The ability of the State Library Board to meet the goals they have set for Oregon in the five-year LSTA plan would be impacted.
		54300	004	Eliminate SLS 2 position			$ 149,414.00				$ 149,414	1	1.00		If required, we can complete the core business of the agency without this position but key strategic plan goals and initiatives will be impacted.

				Detail of Reductions to 2023-25 Current Service Level Budget											
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Priority (ranked most to least preferred)		**Agency**	**SCR or Activity Initials**	**Program Unit/Activity Description**	**GF**	**LF**	**OF**	**NL-OF**	**FF**	**NL-FF**	**TOTAL FUNDS**	**Pos.**	**FTE**	**Used in Gov. Budget Yes / No**	**Impact of Reduction on Services and Outcomes**
Dept	Prgm/ Div														
		54300	002	Reduce Library Support Librarian position	$130,607						$ 130,607	1	0.50		One of the Library Support Librarian positions is responsible for the administration of the competitive LSTA federal grants program. A 15% reduction in federal funds will eliminate the need for this grant support. This position is fully funded by general funds.
		54300	001	FF portion of ISS 4 position					$ 19,734.00		$ 19,734	1	1.00		While the agency can manage day-to-day operations without this ISS4 position, we will be unable to adequately move the agency technology-related initiatives forward in a timely manner.
		54300	001	OF portion of ISS 4 position			$ 177,599.00				$ 177,599				
		54300	001	GF portion of Communications OPA 1 position	$20,986						$ 20,986	1	1.00		The OPA1 communications and operations analyst position is responsible for the development and coordination of agency communications and processes as well as administrative support in areas such as research, data collection and tracking, and report writing. It is critical for the implementation of the agency strategic plan goals and initiatives under the strategic focus area to generate awareness of and support for Oregon libraries.
		54300	001	FF portion of Communications OPA 1 position					$ 22,239.00		$ 22,239				
		54300	001	OF portion of Communications OPA 1 position			$ 140,866.00				$ 140,866				
		54300	003	Eliminate vacant Talking Books SLS1 position	$101,864						$ 101,864	1	0.74		At this time, this vacant position is part of a policy option package that would utilize it to return the Librarian position to Talking Books. Eliminating this position would prevent that POP from proceeding.
		54300	004	Eliminate Reference Librarian position			$ 198,603.00				$ 198,603	1	1.00		The State Library would struggle to meet the information needs of our patrons without this position, reducing overall customer satisfaction.
		54300	004	Eliminate Special Collections Librarian position			$ 261,214.00				$ 261,214	1	1.00		The State Library would struggle to complete the core business of the agency, or meet our legal mandates, without this position.
					735,094	-	1,235,161	-	789,842	-	$ 2,760,097	9	6.97		

Library of Oregon, State

Annual Performance Progress Report

Reporting Year 2022

Published: 9/28/2022 1:43:50 PM

| KPM #	Approved Key Performance Measures (KPMs)
1	Patron Service Transactions - Number of reference queries, document delivery and interlibrary loan requests, and outreach/instruction sessions to state agency employees.
2	State Agency Employee Use of Electronic Resources - Total yearly use of Government Information and Library Services electronic resources.
3	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.
4	COST PER CIRCULATION - Cost per circulation of talking books and Braille books.
5	USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Average daily visits to the Library-funded Oregon School Library Information System.
7	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.
8	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.
9	Ready to Read Participation - Total number of youth 0 – 14 years of age participating in a Ready to Read grant funded activity per year divided by Ready to Read grant funding per year.
10	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.

Proposal	Proposed Key Performance Measures (KPMs)
Delete	State Agency Employee Use of Electronic Resources - Total yearly use of Government Information and Library Services electronic resources.
Delete	USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Average daily visits to the Library-funded Oregon School Library Information System.
New	USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Annual visits to the site.
Delete	Ready to Read Participation - Total number of youth 0 – 14 years of age participating in a Ready to Read grant funded activity per year divided by Ready to Read grant funding per year.
New	Ready to Read Participation - Ready to Read grant funding per year divided by total number of youth 0-14 years of age participating in a Ready to Read grant funded activity.
New	Making State Documents Accessible - Percentage of the digital Oregon Government Publications fully cataloged.
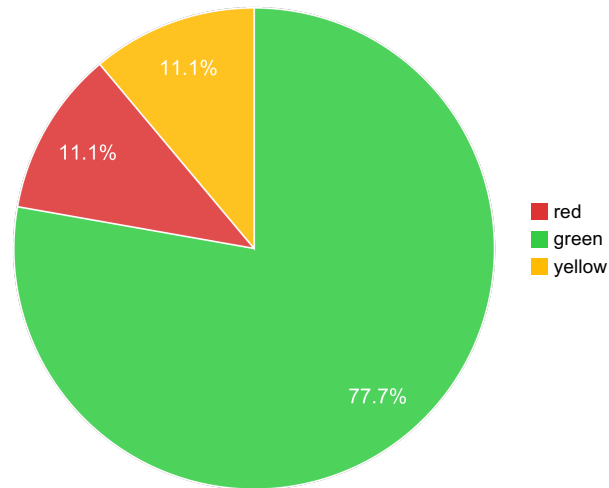
Performance Summary		Green	Yellow	Red
		= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:		77.78%	11.11%	11.11%

KPM #1	Patron Service Transactions - Number of reference queries, document delivery and interlibrary loan requests, and outreach/instruction sessions to state agency employees.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result
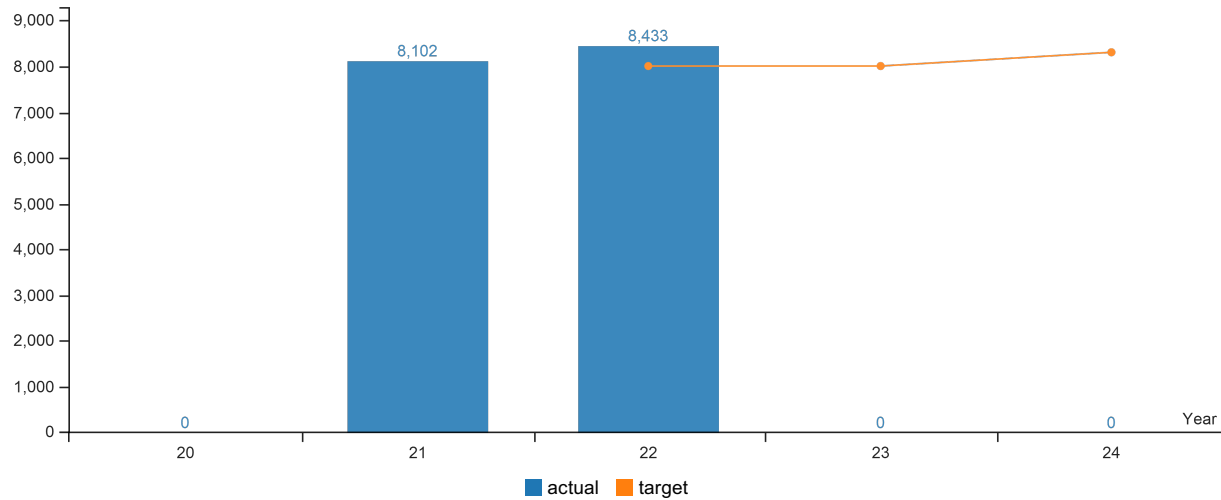
Report Year	2020	2021	2022	2023	2024
Patron Service Transactions					
Actual		8,102	8,433		
Target			8,000	8,000	8,300

How Are We Doing

Research Assistance Transactions include reference transactions, outreach presentations, and document delivery. Our total transactions number is higher than the previous year and above the target, including reference interactions, and document delivery. Our services have withstood the pandemic in the virtual environment, and we have proven our usefulness to state employees during these trying times.

Factors Affecting Results

As the state workforce worked remotely, we continued to provide all our essential services to our patrons. The cost and effort associated with a much greater demand for DD/ILL meant that we were paying for more articles and books to be delivered to our patrons. Our reference transactions were impacted by a project to have all eligible state agency staff to sign up for our new patron verification system, leading to greater assistance in creating and logging into activated patron accounts. All instruction moved exclusively to the online environment and most classes were well attended.

Note: Reference transactions are reference questions put to our embedded librarians and "research assistance" includes all services associated with any of our staff working with patrons.
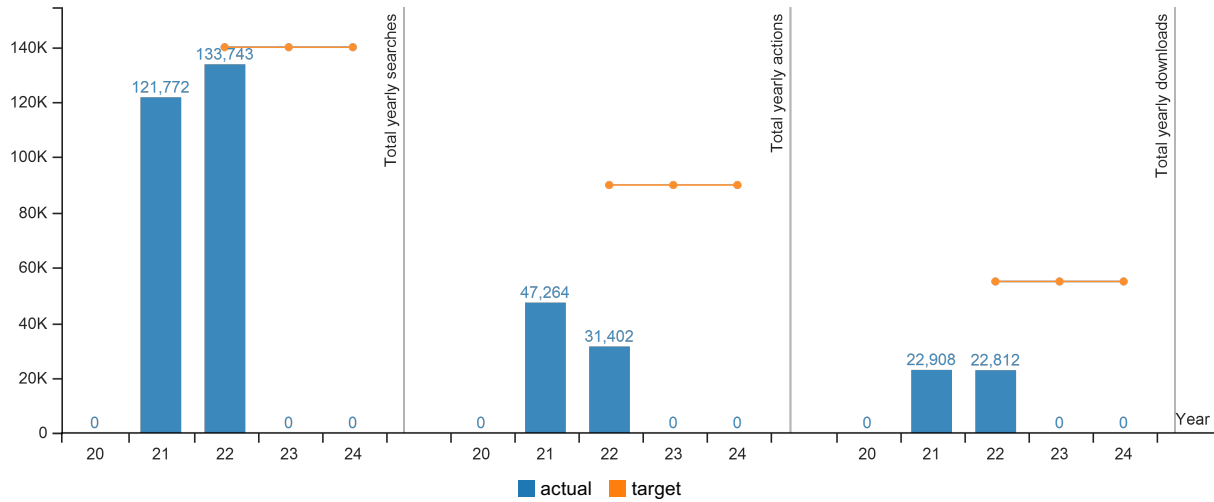
	2019	2020	2021	2022
Reference Transactions	1820	1559	1727	1944
Time spent on reference transactions	831 hours	757 hours	931 hours	758 hours

Outreach Statistics		
	2019	2020	2021	2022
Outreach Presentations (classes)	75	120	89	112
Outreach Participants	1207	1637	1119	1062

Document Delivery Statistics		
	2019	2020	2021	2022
Document Delivery Total	6508	6228	6286	6377

KPM #2	State Agency Employee Use of Electronic Resources - Total yearly use of Government Information and Library Services electronic resources.	
	Data Collection Period: Jul 01 - Jun 30	

Report Year	2020	2021	2022	2023	2024
Total yearly searches					
Actual		121,772	133,743		
Target			140,000	140,000	140,000
Total yearly actions					
Actual		47,264	31,402		
Target			90,000	90,000	90,000
Total yearly downloads					
Actual		22,908	22,812		
Target			55,000	55,000	55,000

How Are We Doing

Total yearly searches are higher than 2021, but still below target. Total yearly actions are below 2021 numbers and signficantly below the target. Total yearly downloads is a slight decrease from 2021 and below the target number.

Factors Affecting Results

Defining and measuring use, when interactions may take place and be counted in a variety of ways depending on the resource, is complex. While it is difficult to measure precise impacts from COVID-19, we did see changes in state agency employee use of electronic resources as work environments and workloads adapted. Usage for some databases increased, while usage for other databases decreased. We continue to monitor usage trends as part of our response to state agency employees' research needs.

The most accurate measure of use is to look at each type of interaction separately.

A *Search* is when a user enters a search in an electronic resource.

An *Action* is when a user performs an action to access information related to a source.

A *Download* is when a user accesses the full text of a source, which is a specific form of action.

These different actions have been difficult to fold into a single number, due to the variety of formats of our resources (article, ebooks, dataset, maps, audiovisual, etc.) and how they are used to gather information.

When we initially proposed updating this KPM to incorporate these three measures, we based the targets on historical usage. Since then, vendors have changed how usage is counted and reported. While there are some standards among database vendors, not all use consistent data points. Currently, the projections do not turn out to reflect how our patron usage of electronic resources is measured by our vendors.

One of our database vendors made significant changes to the way they report usage data, which weighed heavily on our decision to recommend removing this KPM in future biennium. The State Library can continue reporting the data, but we are at the whims of vendors decisions around the definitions and usage numbers that they provide to us. We believe a more valuable statistic would include capturing the work of cataloging incoming documents.

KPM #3	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.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result
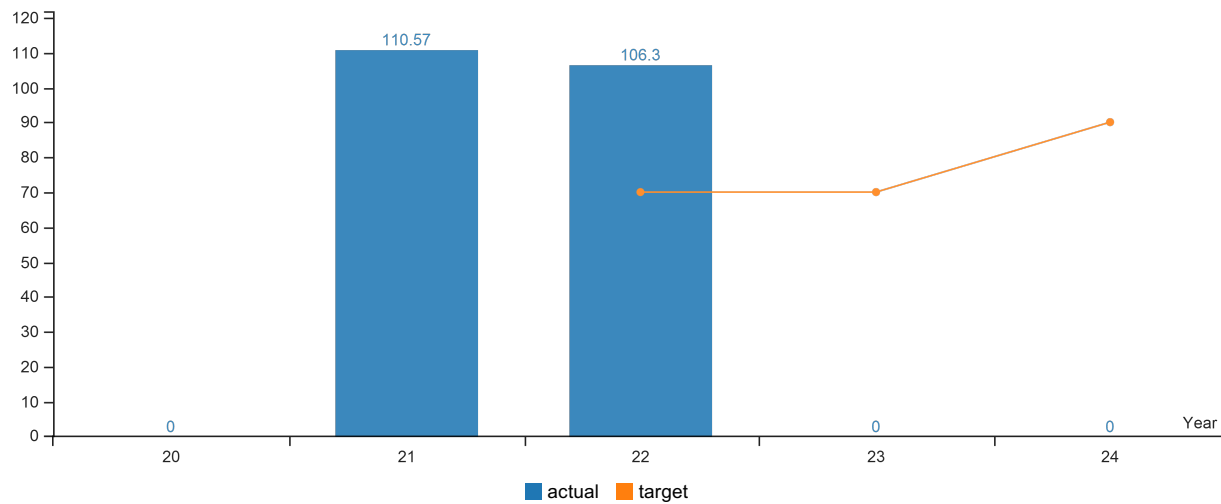
Report Year	2020	2021	2022	2023	2024
Talking Book and Braille Library Average Use by User					
Actual		110.57	106.30		
Target			70	70	90

How Are We Doing

Talking Books patrons are borrowing far beyond the target for average books borrowed per user. This figure demonstrates the overall satisfaction that the patrons are finding the collection and service from the library. The average books borrowed per user is down by four books per patron this year.

Factors Affecting Results

In 2020, the Talking Books Library transitioned to a new circulation system that allows multiple books per cartridge, rather than a single book per cartridge, and this slight change in the average number of books borrowed is likely a settling into more normal patterns as patrons become accustomed to this new service. In other words, at the beginning of FY21, all patrons were borrowing all at once, whereas it's more common for patron usage to be more spread out, and this is what our FY22 data shows. There are high volume borrowers who return and borrow weekly or bi-weekly, and occasional borrowers who may only return and borrow items every few months.

KPM #4	COST PER CIRCULATION - Cost per circulation of talking books and Braille books.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result
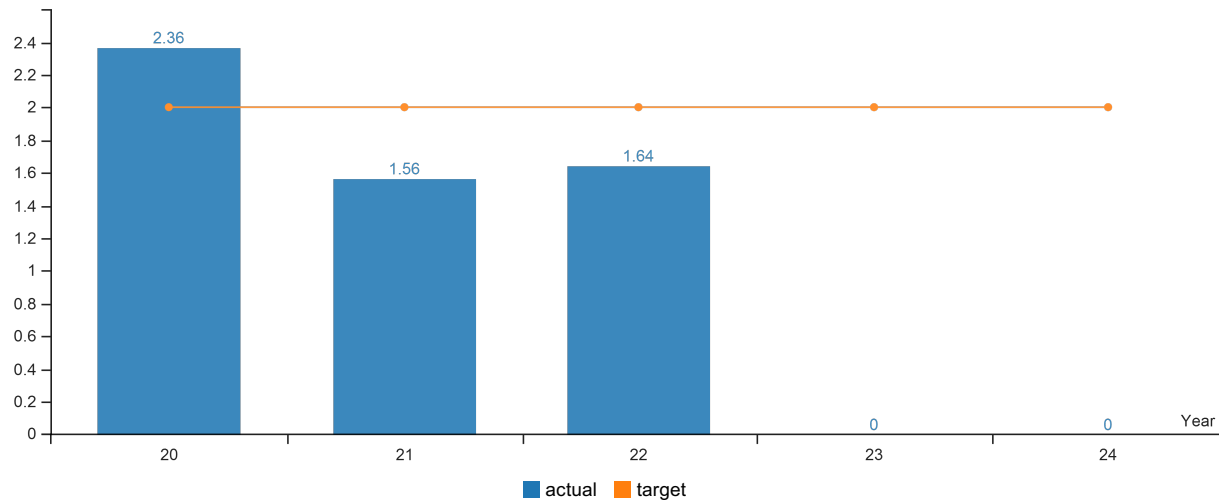
Report Year	2020	2021	2022	2023	2024
Cost per Circulation of Talking Books and Braille Books					
Actual	$2.36	$1.56	$1.64		
Target	$2.00	$2.00	$2.00	$2.00	$2.00

How Are We Doing

Talking Books' cost per circulation remains well below the target number of $2.00 per circulation.

Factors Affecting Results

The cost per circulation remains low thanks to the new circulation system that allows up to twenty titles to be put on each cartridge and mailed to users. Over 70% of Talking Books users receive three cartridges at a time. Instead of two circulation technicians handling over 1,000 cartridges per day to serve the users, an average of 1,400 titles goes out on 180 cartridge, requiring the work of only one circulation technician. This factor is what dropped the cost per circulation between 2020 and 2021. In FY22 the cost per circulation rose slightly due to two main factors: a small decrease in overall circulation (from 549,875 to 527,244) and increases to staff salaries and contracted services provided by the Department of Administrative Services.

KPM #5	USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Average daily visits to the Library-funded Oregon School Library Information System.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result
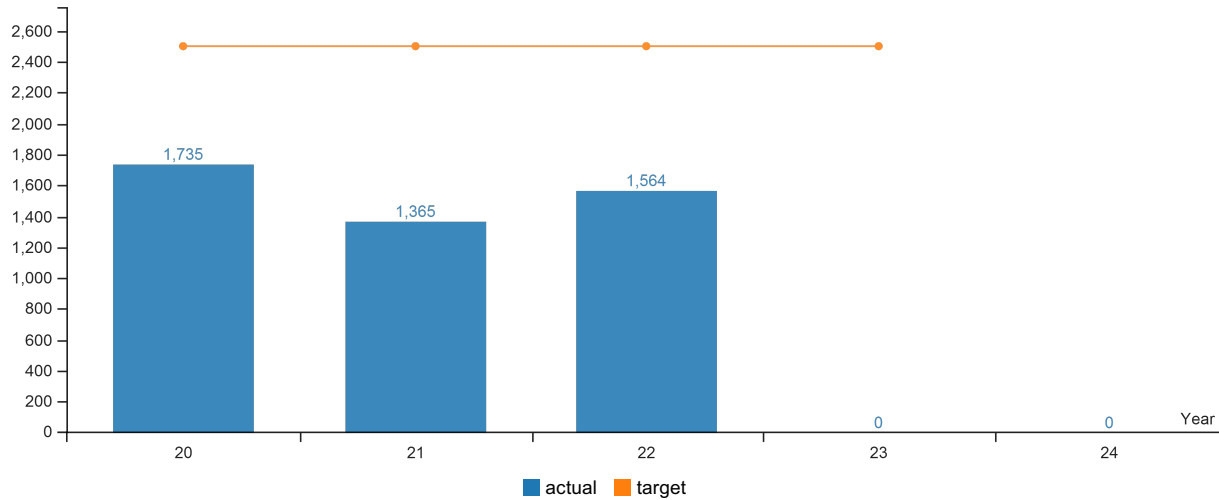
Report Year	2020	2021	2022	2023	2024
Average Daily Visits to the Library-funded Oregon School Library Information System					
Actual	1,735	1,365	1,564		
Target	2,500	2,500	2,500	2,500	

How Are We Doing

The [Oregon School Library Information System](#) (OSLIS) is a tool for K-12 students and teachers that provides access to high-quality research databases, instruction, and videos on how to conduct research, and lessons to teach information literacy skills. Daily visits to the OSLIS website in both 2020 and 2021 decreased. However, visits started increasing again during the 2021-22 school year, although the figure is still under target.

Factors Affecting Results

OSLIS daily visits were affected greatly by the COVID-19 pandemic. Schools had to adapt to rapidly-changing circumstances, so lesson plans and assignments were often simplified and research projects canceled. In addition, some school library staff, the biggest promoters of OSLIS in schools, were either redirected to other duties or furloughed. These COVID-specific effects, combined with a continued decline in the number of certified school librarians in Oregon's schools, are likely the biggest contributors to the steep decline in 2020 and 2021. The 2021-22 school year shows a slight uptick in OSLIS usage, however, as school staff adapted to the pandemic. We also saw a significant increase in video views during the pandemic, which are not reflected here as the videos are hosted on third-party platforms. Time-strapped teachers needed high-quality, pre-packaged content for students.

KPM #7	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.
	Data Collection Period: Jul 01 - Jun 30
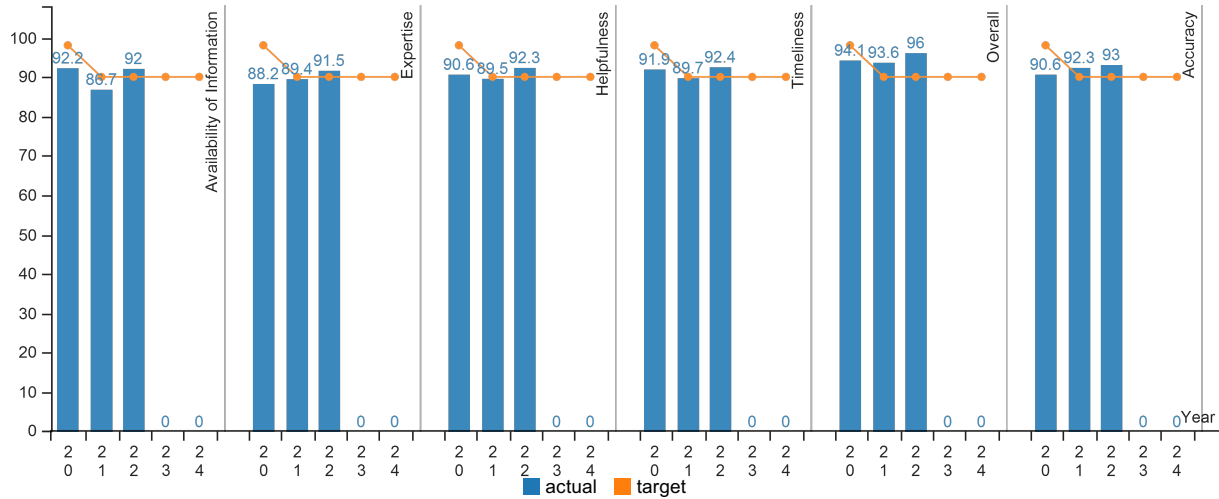
Report Year	2020	2021	2022	2023	2024
Availability of Information					
Actual	92.20%	86.70%	92%		
Target	98%	90%	90%	90%	90%
Expertise					
Actual	88.20%	89.40%	91.50%		
Target	98%	90%	90%	90%	90%
Helpfulness					
Actual	90.60%	89.50%	92.30%		
Target	98%	90%	90%	90%	90%
Timeliness					
Actual	91.90%	89.70%	92.40%		
Target	98%	90%	90%	90%	90%
Overall					
Actual	94.10%	93.60%	96%		
Target	98%	90%	90%	90%	90%
Accuracy					
Actual	90.60%	92.30%	93%		
Target	98%	90%	90%	90%	90%

How Are We Doing

The customer satisfaction results are the averaging of the outward facing divisions of the State Library: Government Information and Library Services, Library Support and Development Services, and Talking Book and Braille Library. Averaged together, the State Library is above the target in all areas and a 2.4% increase over last year in the Overall customer satisfaction score.

Factors Affecting Results
The State Library has received high marks across the board in all areas and divisions. During the pandemic, the State Library staff made a concerted effort to reach patrons where they are at and was successful in their efforts. Many of the changes that were implemented are still in effect. There still is a concern that "N/A" or "don't know" option continues to impact the results.

KPM #8	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.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result
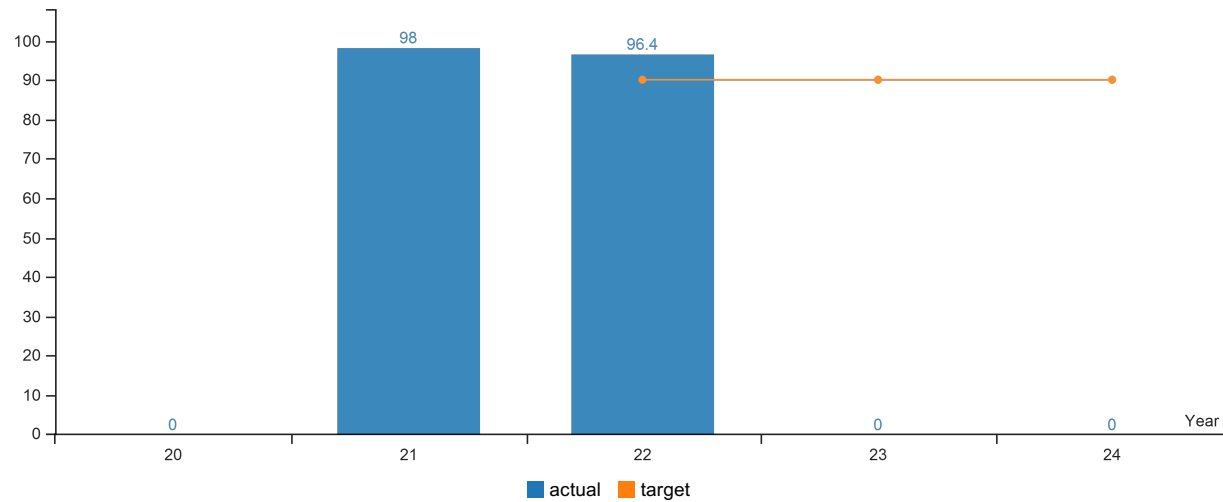
Report Year	2020	2021	2022	2023	2024
Percent strongly agree or agree Talking Books added value					
Actual		98%	96.40%		
Target			90%	90%	90%

How Are We Doing

Overall agreement that Talking Books adds value to user's lives is above the target number. This indicates an overall satisfaction with the services being provided by staff to users.

Factors Affecting Results

The results have dipped 1.6% points from the previous year. When the last survey was completed, the new system that allows many titles per cartridge was still relatively new and the users were likely still very excited about the opportunity to receive lots of books with no loan period restrictions. Now that the "new" has worn off, fluctuations of a single percentage point are noticeable but still not overly significant.

KPM #9	Ready to Read Participation - Total number of youth 0 – 14 years of age participating in a Ready to Read grant funded activity per year divided by Ready to Read grant funding per year.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result
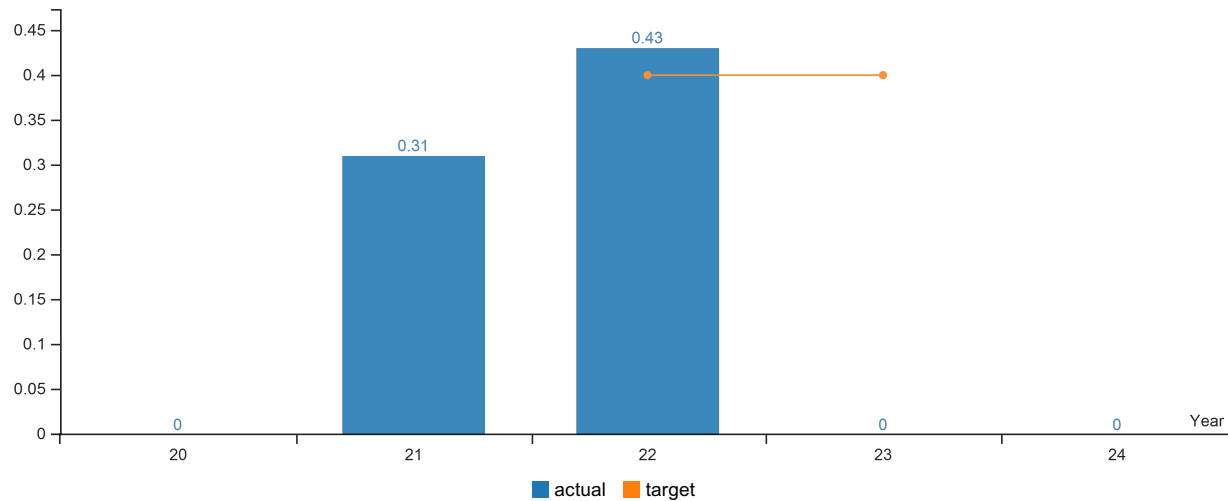
Report Year	2020	2021	2022	2023	2024
Ready to Read Participation					
Actual		0.31	0.43		
Target			0.40	0.40	

How Are We Doing

Annually, every public library in the state is eligible to receive a **Ready to Read grant**. The grants may be used for early childhood literacy or summer reading activities. Libraries spend their grants between January and December. In 2021 (the 2022 reporting year), 326,058 youth participated in Ready to Read-funded programs at 135 public libraries around the state. Grants totaled $762,171, so the ratio of the number of children participating to money spent was 0.43, meeting our 0.40 target. In other words, one child participated in a Ready to Read grant-funded program for every $2.33 spent.

This year's ratio is higher than 2021, the first year we calculated the figure. However, fewer youth participated in Ready to Read-funded programs in 2021 than in pre-pandemic years.

Factors Affecting Results

Library programs such as storytimes and summer reading have been deeply affected by the COVID-19 pandemic. Most libraries in Oregon did very little or no in-person programming in 2020, including their popular summer reading activities, and online programs on average were not as well-attended as in-person ones. However, in 2021, libraries had a chance to adapt their program safely, especially focusing on outdoor programming. With a public eager to go back to their libraries, involvement in Ready to Read grant-funded activities increased significantly, although still not to pre-pandemic levels. Both the grant reports and news coverage of library programming showed the many families happily participating in library events.

KPM #10	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.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result
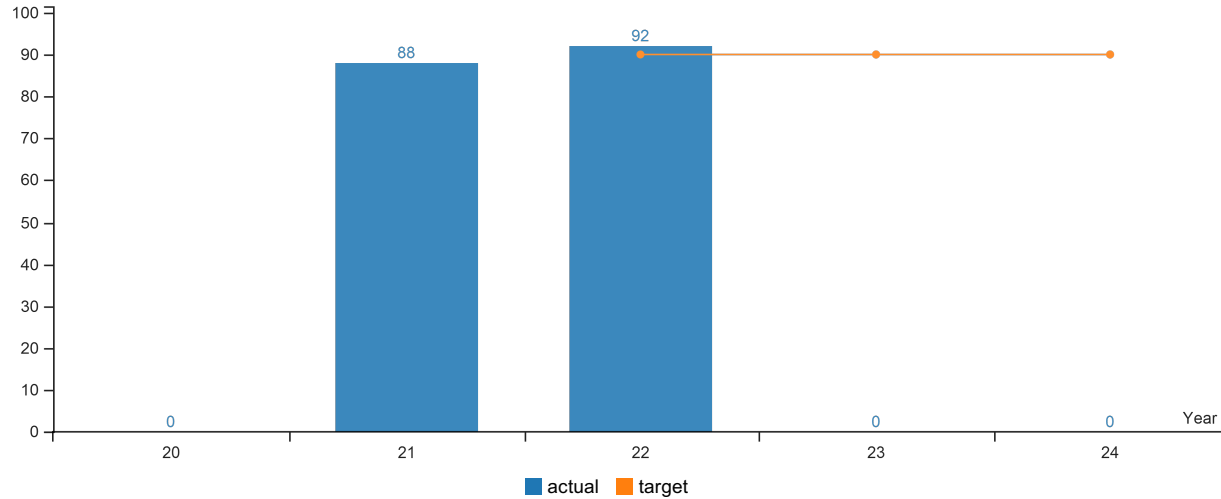
Report Year	2020	2021	2022	2023	2024
Percent strongly agree or agree					
Actual		88%	92%		
Target			90%	90%	90%

How Are We Doing

Library Support and Development Services at the State Library of Oregon provides grants, resources, and consulting services to public, academic, K-12, and special libraries throughout Oregon. In the most recent satisfaction survey, sent to Oregon library staff in May 2022, 92% of respondents agreed or strongly agreed that Library Support's services help them, an increase over 2021 and meeting our target of 90%. We are proud that such a large majority of our customers value our services, especially when we receive comments like this:

> "I'm continually amazed at the level of support that the state library provides! I have interacted with every staff member within the last year, and without exception, each one has gone above and beyond to help me. I'm so very appreciative!"

Factors Affecting Results

Library Support was much more present in the minds of local libraires during the COVID-19 pandemic. They relied on us for information about how to safely respond to the pandemic, where to get resources and funding, and generally to be sympathetic ears about their challenges. The division also recently engaged in an evaluation and planning process that put our work front-and-center in the Oregon library community. Our staff's heightened presence and involvement in both instances likely resulted in the uptick of support.

Oregon

Tina Kotek, Governor

State Library
of Oregon

February 6, 2023

To: Oregon State Legislature
Oregon Department of Administrative Services
From: State Library of Oregon
RE: Report on ORS 357.008 (6)

State Library Report to the Legislature and Department of Administrative Services Report on ORS 357.008 (6)

EXECUTIVE SUMMARY

In accordance with ORS 357.008 (6), the State Library biennially reports to the Legislative Assembly and the Department of Administrative Services statistical data on the following:

a) The effectiveness of library services provided to state government;

b) The effectiveness of services provided to persons who are print-disabled;

c) The degree to which local and school libraries in this state provide library services to the people of this state; and

d) The scope and effectiveness of library services for children and youth funded by state grant funds.

This report contains statistical data on these four areas as mandated by statute.

OVERALL CUSTOMER SATISFACTION

Customer Satisfaction with the State Library continues to be high, a testament to the dedication of staff to providing excellent customer service. During the pandemic, the State Library staff made a concerted effort to reach patrons where they were at and were successful in their efforts. Many of the changes that were implemented are still in effect, and State Library services are highly valued.

	2021 - Actual	2021 - Goal	2022 - Actual	2022 - Goal
KPM #7: Customer Satisfaction Agency-wide: Percent rating services good or excellent	93.60%	93%	96%	90%

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

EFFECTIVENESS OF LIBRARY SERVICES PROVIDED TO STATE GOVERNMENT

The Government Information and Library Services Division promotes informed decision-making and government transparency by providing professional, high-quality, unbiased information services to support state government and permanent public access to government publications.

The library services provided to state employees and the state legislature including research assistance, professional development, instruction, and print and electronic resources. Statistical data related to these services is included in the tables below.

	2021 - Actual	2021 - Goal	2022 - Actual	2022 - Goal
KPM #1: Research Assistance Transactions per Year	8,102	*	8,433	8,000
KPM #2: Use of Electronic Resources				
Total yearly searches	121,772	*	133,743	140,000
Total yearly actions	47,264	*	31,402	90,000
Total yearly downloads	22,908	*	22,812	55,000

* KPM was established during the 2021 Legislative session

Research Transactions include total reference transactions, total outreach presentations, and total document delivery requests. As the state workforce transitioned to a hybrid environment, the State Library continued to provide all our essential resources and training, both virtually and in person, via appointments. We have transitioned to a new verification system for state employees that streamlines the activation process for library accounts.

Librarian liaisons are assigned to each state agency to provide research support and training opportunities. The success of this program has led to a significant increase in the number of instruction classes and research for the projects of state agency staff.

Quantifying the use of electronic resources is complicated by the variety of both interactions and ways they are counted. A search is when a user enters a search into an electronic resource, while an action requires the user to perform an action (i.e. click) to access information related to a source. A download is a specific type of action that reveals the full text of a source. These different actions have been difficult to fold into a single number, due to the variety of formats of our resources (article, ebooks, dataset, maps, audiovisual, etc.) and how they are used to gather information.

The searches of electronic resources increased from 2021 to 2022 but are still below targets. While there are some standards among vendors of library electronic resources, there are not consistent data points for clear comparisons year-over-year. Additionally, this is not a true measure of value of the resources, as the State Library is not charged by usage, but by the size of the population that we serve.

An additional data point that more fully captures the value of the Library Services to state government and to all Oregonians is the percentage of Oregon government publications made accessible by the staff of the State Library. Currently at 88%, this number includes collecting and cataloguing the public-facing documents and reports produced by state agencies in a digital format.

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

EFFECTIVENESS OF SERVICES PROVIDED TO PERSONS WITH PRINT DISABILITIES

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. Statistical data related to these services is included in the table below.

	2021 - Actual	2021 - Goal	2022 - Actual	2022 - Goal
KPM #3: Total number of circulations per year/users	110.57	*	106.30	70
KPM #4: Cost Per Circulation	$1.56	$2.00	$1.64	$2.00

* KPM was established during the 2021 Legislative session

The cost per circulation remains low thanks to the new circulation system that allows up to twenty titles to be put on each cartridge and mailed to users. Over 70% of Talking Books users receive three cartridges at a time. Instead of two circulation technicians handling over 1,000 cartridges per day to serve our users, an average of 1,400 titles are sent out on only 180 cartridges, requiring the work of only one circulation technician. This has dropped the cost per circulation, at $2.36 per item in 2020, to $1.64 in 2022. Additionally:

- For the fiscal year ending June 30, 2022, there were 4,936 Oregonians registered for the service who checked out an average of 107 items per year.
- Approximately 30,000 items are circulated every month.

In the 2022 customer satisfaction survey, Talking Book Library users were asked to rank how much they agree with the statement, "The Talking Book and Braille Library has added value to my life." The response was overwhelmingly positive.

The Talking Book and Braille Library has added value to my life:

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
.3%	.8%	2.5%	14%	82%

DEGREE TO WHICH LOCAL AND SCHOOL LIBRARIES IN OREGON PROVIDE LIBRARY SERVICES FOR OREGONIANS

Public Libraries

The State Library of Oregon collects annual statistics from all legally established public libraries in the state. Much of this data is then reported to the Institute of Museum and Library Services (IMLS) to inform the national Public Library Survey data collection effort. The data reporting period matches the state fiscal year, July 1 through June 30.

Key public library statistical information for fiscal years 2021 and 2022 is included in the following table.

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

Public Libraries	2021	2022
Oregonians served by legally established public library	3,972,308	4,035,930
Oregonians not served by legally established public library	271,483 (6.4%)	230,630 (5.4%)
Use of public library collections	36,872,335	50,642,893
Library visits	2,613,331	8,922,869

The 2021-22 fiscal years saw people increasing their usage and visits of libraries following the building closures of the previous year, at the height of the pandemic. This past year, there were over 3 times more public library visits than the previous year. While digital collections helped stymie massive drops in library collection usage over the pandemic, increased usage of physical and digital materials resulted in an over one-third increase in collection use as well.

School Libraries

The State Library gathers information on the number of licensed school librarians over time. The data are pulled from Oregon Department of Education publications including the Oregon Statewide Report Card and Oregon School Directory. The data from 2022, as well as a snapshot from select previous years, are included in the following table:

School Libraries	1980	2011	2014	2022
# of licensed school librarians	818	203	130	158.4
Ratio of school librarians to students	1 librarian/ 547 students	1 librarian/ 2,763 students	1 librarian/ 4,391 students	1 librarian/ 3,491 students

Although the number of school librarians has increased since the low point in 2014, the reduction in licensed school librarians over time continues to impact the quality of education delivered in schools. Strong school libraries staffed with teacher librarians are a critical factor in helping students develop the information literacy and research skills necessary to succeed in college. Studies have shown a significant relationship between the presence of a licensed high school librarian and college first semester GPA and the relationship was the most significant when the high school librarian was full time.

SCOPE AND EFFECTIVENESS OF LIBRARY SERVICES FOR CHILDREN AND YOUTH FUNDED BY STATE GRANT FUNDS

The State Library administers the Ready to Read grant program, which is funded by state General Fund dollars. Grant funding is available to all legally established public libraries on an annual basis to provide early literacy and summer reading programs to local communities. Data from the most recent grant cycles are included below.

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

Ready to Read Grants	2021	2022
State grant funding distributed	$762,171	$785,471
Libraries receiving grant funds	135	140
Children served in library early literacy programs	86,275	56,355
Children served in library summer reading programs	172,546	184,200
$1 in state funding leveraged $X in local funding	$4.03	$3.16
Libraries reporting that half or more of children aged 0-6 met outcomes on developing early literacy skills	60%	61%
Libraries reporting that half or more of youth aged 0-14 met outcomes on maintaining literacy skills over the summer	73%	81%

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

Ready to Read grants help communities support the literacy of our youngest Oregonians by allow all libraries, regardless of size and location, to address meaningful early literacy and/or summer reading community need. Grant amounts are calculated each fiscal year with a formula assigning 80% of the grant based on the number of children ages 0-14 being served, and 20% based on the library's geographic area service boundaries. Libraries receive a minimum grant amount of $1,000.

Library programs such as story time and summer reading have been deeply affected by the COVID-19 pandemic. By 2021, most libraries were able to adapt their programs safely, often by focusing on outdoor programming. With a public eager to go back to their libraries, involvement in Ready to Read grant-funded activities increased significantly in 2022, although still not to pre-pandemic levels.

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

February 6, 2023

To: Oregon State Legislature
From: State Library Board
RE: Report on ORS 357.026 (9)

State Library Board Report to the Oregon State Legislature
Report on ORS 357.026 (9)

Executive Summary

HB 3523 was passed in the 2015 Legislative Session, changing the appointment process for the State Librarian and revising the composition and duties of the State Library Board. In addition, the bill called for specific activities to improve interagency coordination. This report meets the biennial report requirement for the State Library Board as outlined in HB 3523 and codified in ORS 357.026 (9).

Achieve the statutory mission and programmatic outcomes of the State Library

Statutorily, the State Library of Oregon is charged with providing a wide range of services to several diverse groups, including state employees and the legislature; Oregonians with print disabilities; those providing services at public, academic, school, special, and tribal libraries; and to Oregonians.

- **Provide library services to support state government needs and operations**

  The State Library's Government Information and Library Services Division promotes informed decision-making and government transparency by providing professional, high-quality, unbiased information services to support state government and permanent public access to government publications. Library services provided to state employees including research assistance, professional development, and training to use library resources. The State Library provides dozens of online library resources specifically for state employees to support their research needs. In the fiscal year ending June 30, 2022, the total number of research assistance transactions was 8,433.

  The division collects and preserves state and federal agency publications and other Oregon-related materials. These materials are then made discoverable through the library's online catalog, Oregon Digital Collections website, and interlibrary loan services. These materials are key to the library services provided to state employees. State Library staff also offer reference assistance to Oregonians to utilize these materials, both virtually and in person.

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

- **Provide Library Services for Oregonians with print disabilities.**

The State Library's Talking Book and Braille Library serves Oregonians with print disabilities by providing Braille materials, audiobooks, descriptive videos, and magazines through the mail and via digital download. This is a free service to eligible Oregonians, reaching more than 5,000 active users and circulating an average of approximately 30,000 items every month. The Talking Book and Braille Library is Oregon's regional library for the Library of Congress' National Library Service for the Blind and Print Disabled (NLS) network. For the fiscal year ending June 30, 2022, the 4,936 Oregonians registered for the service checked out an average of 107 items per year. In 2020, the Talking Book and Braille Library implemented Duplication on Demand, which increased title availability, eliminated wait time for popular titles, and increased the number of titles a patron can have a one time. This system allows creation of customized digital cartridges containing titles requested by patrons from the entire NLS collection of more than 90,000 titles. This change greatly enhanced customer service and streamlined operations. In the past, patrons had received books with one title per cartridge. This new system allows the flexibility of up to 20 books per cartridge, reducing wait times and improving customer service, while streamlining staff processes.

- **Support and promote the establishment and development of local library services**

The State Library's Library Support and Development Services Division provides consultation services, professional development, statewide library services, and grants to 1,600 public, academic, school, special, and tribal libraries across the state. The division administers state-funded Ready to Read grants to public libraries in Oregon to support summer reading and early literacy programs. The division also administers federal Library Services and Technology Act (LSTA) grant funding received through the Institute of Museum and Library Services (IMLS) to fund competitive grants and statewide library services including the Answerland online reference service, the Oregon School Library Information System (OSLIS), and the Statewide Database Licensing Program. Oregon's LSTA allotment for Federal Fiscal Year (FFY) 2022 is $2,438,090.

In addition to the combined $657,391 awarded in LSTA competitive grants, the State Library provided additional support opportunities to local libraries in response to the COVID-19 pandemic during the FY21 and FY22 time frame:

ARPA Grants
The American Rescue Plan Act included $200 million in additional funding for IMLS, of which $178 million was allocated to State Libraries and territories based on population. The State Library of Oregon was granted $2,924,165 in ARPA funds, and later was granted an extension for expending the funds through March 2023. IMLS provided the following direction on how this ARPA funding was to be used:
- First, to support digital inclusion efforts to enable libraries, museums, and tribes to reach residents such as through internet hotspots, accessible Wi-Fi, and digital content and related resources, particularly in support of education, health, and workforce development needs.
- Second, to provide rapid emergency relief to libraries, museums, and tribes, allowing them to safely respond to the pandemic and implement public health protocols.

The State Library invited proposals from eligible institutions that addressed one or more of the following focal areas:

- Connectivity
- Digital Equity and Inclusion
- Equity, Diversity, Inclusion and Anti-Racism
- Workforce Development
- Needs Arising from the Pandemic

ARPA funded grants were awarded to libraries, museums, schools, community colleges and other nonprofit organizations. Projects were varied and include bookmobiles, an embedded social worker, and wi-fi hotspots for checkout. No matching funds were required for this grant, and priority was given to projects that target communities that have been historically or are currently being underserved. Additional details are available on the State Library's ARPA web page.

COVID-19 Support

In addition to grant funding, the Library Support and Development Services division provided COVID-19 information and resources to local libraries including:

- 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

- **Promote and support library services for children and youth**

The Ready to Read grant program is supported by state General Fund dollars. It is available to all legally established public libraries to provide early literacy and summer reading programs to local communities. While library programs such as story time and summer reading have been deeply affected by the COVID-19 pandemic, by 2021, most libraries were able to adapt their programs safely, often by focusing on outdoor programming. With a public eager to go back to their libraries, involvement in Ready to Read grant-funded activities increased significantly, although still not to pre-pandemic levels. Ready to Read grants were distributed to 135 public libraries across the state, with 326,058 children participating.

- **Leverage federal, state, and local funding for the benefit of state and local libraries**

Federal LSTA funds received from IMLS require both a maintenance of effort (MOE) and a non-federal match on the part of states. LSTA funds are used to benefit local libraries through grants and statewide services. The Ready to Read General Fund grant funds distributed to public libraries every year contribute significantly to the required MOE and match and support libraries in providing early literacy and summer reading programming. In addition, General Funds allocated to the Talking Book and Braille Library contribute to MOE.

- **Promote the electronic delivery of library and information resources and services**

Using federal LSTA dollars, the State Library provides 24 electronic databases to all Oregonians through their local libraries and through the Libraries of Oregon website, via the Statewide

Database Licensing Program. [Answerland](), a 24/7 virtual reference service, is also available to all Oregonians and includes service in Spanish as of 2020.

- **Maintain free access for the public to State Library materials**

The State Library re-opened to the public in May 2022, having been closed due to the COVID-19 pandemic since March 2020. The State Library building is open to the public from 8:00 a.m. to 5:00 p.m., with staffing available to assist the public with the collection and questions from 1:00 to 4:00 p.m. each weekday. The State Library continues to provide assistance to the public by phone and email. State Library [digital collections]() are freely available to the public 24/7.

Implement initiatives and improvements to interagency coordination

- The Reference Coordinating Council, composed of the State Librarian, the State Archivist, and the State of Oregon Law Librarian, meets regularly to discuss programs and services, explore areas for collaboration, and reduce duplication of effort.

- The State Librarian designee serves on the Oregon Heritage Commission to share relevant State Library updates and bring back items of interest to the agency and the local library community.

- The State Library and Oregon Heritage Commission partnered with the Washington State Library to develop and grow the [Northwest Digital Heritage Network]() (NWDH). Now a part of the Digital Public Library of America, NWDH provides a robust system for access and long-term management of local digital collections, which includes a wealth of digitized historical material.

- The Oregon Heritage Commission, State Archives, and State Library have met regularly since the devastating 2020 wildfire season to discuss impacts on local libraries, museums, and historical organizations, to share resources, and to discuss any necessary response efforts. Fortunately, the damage to collecting organizations was not extensive, but this situation prompted the three agencies to agree to begin work on a disaster response and recovery plan at the state level for heritage interests. These efforts continue.

- HB 3523 changed the composition of the State Library Board. The Executive Director of the Commission for the Blind and Deputy Superintendent of Public Instruction, or their designee, now have permanent positions on the State Library Board. In addition, the board also includes two rotating positions for state agency staff, which are currently filled by staff from the Higher Education Coordinating Commission and Oregon Health Authority.

- The Government Services Advisory Council consists of up to nine members who are employees of state agencies. Members are appointed by the State Library Board. The Council provides insight, consultation, and advice on strategies for better serving the information and research needs of Oregon state government agencies.

- A representative from the Commission for the Blind and from the Oregon Textbook and Media Center serves on the Talking Book and Braille Library Advisory Council.

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Implement initiatives and improvements to the electronic delivery of government publications and services

In 2022, the State Library continued to make great strides in digitizing valuable state documents and publications. By statute, the State Library is charged with collecting state agency publications and has been doing so since the early 20th century. In 2009, the library created an [online repository for digital agency publications](#). The State Library is systematically digitizing older items from the Oregon Documents Collection, prioritizing unique or rare items. Digitizing efforts make these publications available worldwide and protect fragile items from damage through physical use.

- From July 1, 2020, through June 30, 2022, 35,392 Oregon documents were added to the Oregon Documents collection, with 34,405 of those added to Digital Collections and 987 to the print collection.

- As of June 30, 2022, there are 151,233 Oregon state government publications in Digital Collections and 1,180 videos in Digital Collections.

- Due to the increased need for outreach to the public during the COVID-19 pandemic, state agencies significantly increased the number of publications they published, and the number of languages those publications were written in. Because of this increased volume and complexity of cataloging works in other languages, the workload of State Library staff was significantly impacted. The State Library added 21,158 COVID-19 related agency publications in 48 languages to the Oregon Documents collection in FY21 and FY22.

Implement initiatives and improvements to State Library reference services to state agencies

- Work continued with the State Library's highly successful embedded librarian program, in which each state agency is assigned a librarian to provide specialized assistance and resources to support state agency staff in their work. Through the embedded librarian program, these librarian liaisons become familiar with the work of their assigned agencies and conduct presentations and training on resources tailored to the specific needs of the state agency, as well as providing research support on specific agency initiatives and programs.

- Between July 1, 2020, through June 30, 2022, embedded librarians conducted 58 presentations or participated in events with their embedded agencies engaging with a total of 878 state employees. Agencies with active embedded librarian programs include:
  - Department of Agriculture, Department of Environmental Quality, Department of Human Services (Vocational Rehabilitation, Lean Academy Self-Sufficiency), Oregon Advocacy Commissions Office, Department of Transportation, Department of Fish and Wildlife, Oregon Youth Authority, Oregon Health Authority (Office of Equity & Inclusion, State Hospital), Employment Department, Department of Administrative Services, Higher Education Coordinating Commission, Department of Consumer and Business Services, Oregon Bureau of Labor & Industries, Department of Corrections, Commission for the Blind, Department of Energy, Department of Revenue, PERS, Oregon Real Estate Agency, Health Related Licensing Boards, and Oregon Patient Safety Commission.

- In addition to the embedded librarian presentations, during this same period, librarians held 98 general classes for state employees with a total of 763 participants.

- Approximately 34% of reference interactions with state employees have been initiated by our embedding efforts, however 46% of reference librarian time is spent answering them. Questions are lengthier and require more effort as state agencies increasingly turn to the State Library as their information partner to supplement their own research efforts.

- The Government Information and Library Services Advisory Council, comprised of state agency staff, meets quarterly to provide the division with advice and feedback.

Report the number of public, nonprofit, and private partnerships entered into by the State Library

The State Library currently has 36 partnerships with agencies and organizations:
- Oregon Library Association and its divisions
- American Library Association and its divisions
- Oregon Department of Education
- State of Oregon Law Library
- Oregon State Archives
- Fujian (China) Provincial Library
- Oregon Advocacy Commissions Office
- Federal Superintendent of Documents
- Oregon Heritage Commission
- Oregon Historical Society
- Oregon Textbook and Media Center
- Oregon Commission for the Blind
- American Council of the Blind of Oregon
- National Federation of the Blind of Oregon
- National Library Service for the Blind and Print Disabled (NLS)
- Utah State Library
- League of Women Voters
- Oregon Secretary of State
- Washington State Library
- Oregon Career Information System
- iREAD Summer Reading Program
- Chemeketa Cooperative Regional Library Service (CCRLS)
- Institute of Museum and Library Services (IMLS)
- Oregon State University Libraries
- University of Oregon Libraries
- Digital Public Library of America
- Urban Libraries Council
- Link Oregon
- Oregon Broadband Office
- OregonASK
- Portland State University
- Chief Officers of State Library Agencies (COSLA)
- Western Council of State Libraries (Westco)
- Department of Forestry

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- Oregon Parks and Recreation
- Statewide Equity, Diversity, and Inclusion Conference

In addition, the State Library partners with many local public, academic, school, special, and tribal libraries through LSTA grant programs and other engagement opportunities and activities.

Reduce duplication in state agency services and costs related to the mission of the State Library

Subscriptions: Rules relating to subscriptions for reference related databases, as mandated by ORS 357.115 and outlined in OAR 543-020-0080, were adopted in June 2016 and a process was created for agencies to submit requests for approval from the State Librarian.

- The State Library works with liaisons from each agency to proactively share information about the subscription approval process and current resources that the State Library has available. In addition, the State Library surveys agencies annually to gather information about current subscriptions, analyze for duplication, and provide information to agencies on the availability of resources through the State Library.

- Both the 2021 and the 2022 annual review process were impacted by COVID-19, with fewer agencies responding to the survey. When reaching out to agency liaisons, it was discovered that many staff changes have occurred in the last year, including assignment changes, staff unfamiliar with this requirement, and movement between agencies or away from state service entirely.

- Highlights from the FY21 and FY22 time frame include the following:
    - The total number of subscriptions reported by state agencies for July 2020 through June 2022 was 847. This is an increase of 265 subscriptions from last biennium (n=582).

    - Most subscriptions (47.70%) were for newspapers, with the next highest percentages being journals (14.64%).

    - There were 247 duplicate subscriptions between state agencies and the State Library. Most duplicate subscriptions (92.40%) were for newspapers.

- Newspaper publishers do not provide a full-color, browsing experiences to the multi-user, enterprise-level license that libraries purchase. The State Library-provided newspaper content is optimized for article sharing, often image free, and arrives in the afternoon. Therefore, newspaper duplicate subscriptions cannot be reduced.

- Non-newspaper duplicate subscriptions between state agencies and the State Library may be reduced depending on the agencies' information needs.
    - Over 60% of non-newspaper duplicate subscriptions were in a different format than the State Library's subscriptions. State agencies subscribed to print formats versus the State Library's electronic access in databases.

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- During the subscription review process, library staff share information with state agency liaisons regarding which subscriptions are also available from the State Library. In some cases, state agencies cancel their agency subscriptions in favor of using the database versions provided by the State Library.

- Some duplicate subscriptions of books that are in the State Library's O'Reilly database were found and embedded librarians are reaching out to the affiliated agencies to share information about eBooks available from this State Library-provided resource.

Certification of state agency libraries: HB 3523 mandates that the State Library of Oregon certify "any state agency library or library service that is maintained separate from the State Library or that is proposed to be maintained separate from the State Library."

- The only agency library requiring certification is the Oregon Department of Transportation library. The ODOT library partners with the State Library regarding resource sharing. This library is professionally staffed, collects metrics, and is willing to share those metrics. This library conforms to the legislation.

- The Oregon OSHA Resource Center and the Prison Law Library are focused on serving the members of their stakeholder communities. Because they are not focused on serving other Oregon state agencies or their employees, they do not require certification from the State Library. Their agency employees, however, do utilize State Library resources to support their work.

- The Oregon Department of Forestry maintains only an unstaffed resource room where materials (monographs, galley proof publications, and US Government publications) are housed. This resource room is not considered a library and does not need to be certified by the State Library.

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