State Library of Oregon

SB 5518

Joint Committee on Ways and Means

Subcommittee on General Government

Wendy Cornelisen, Director / State Librarian
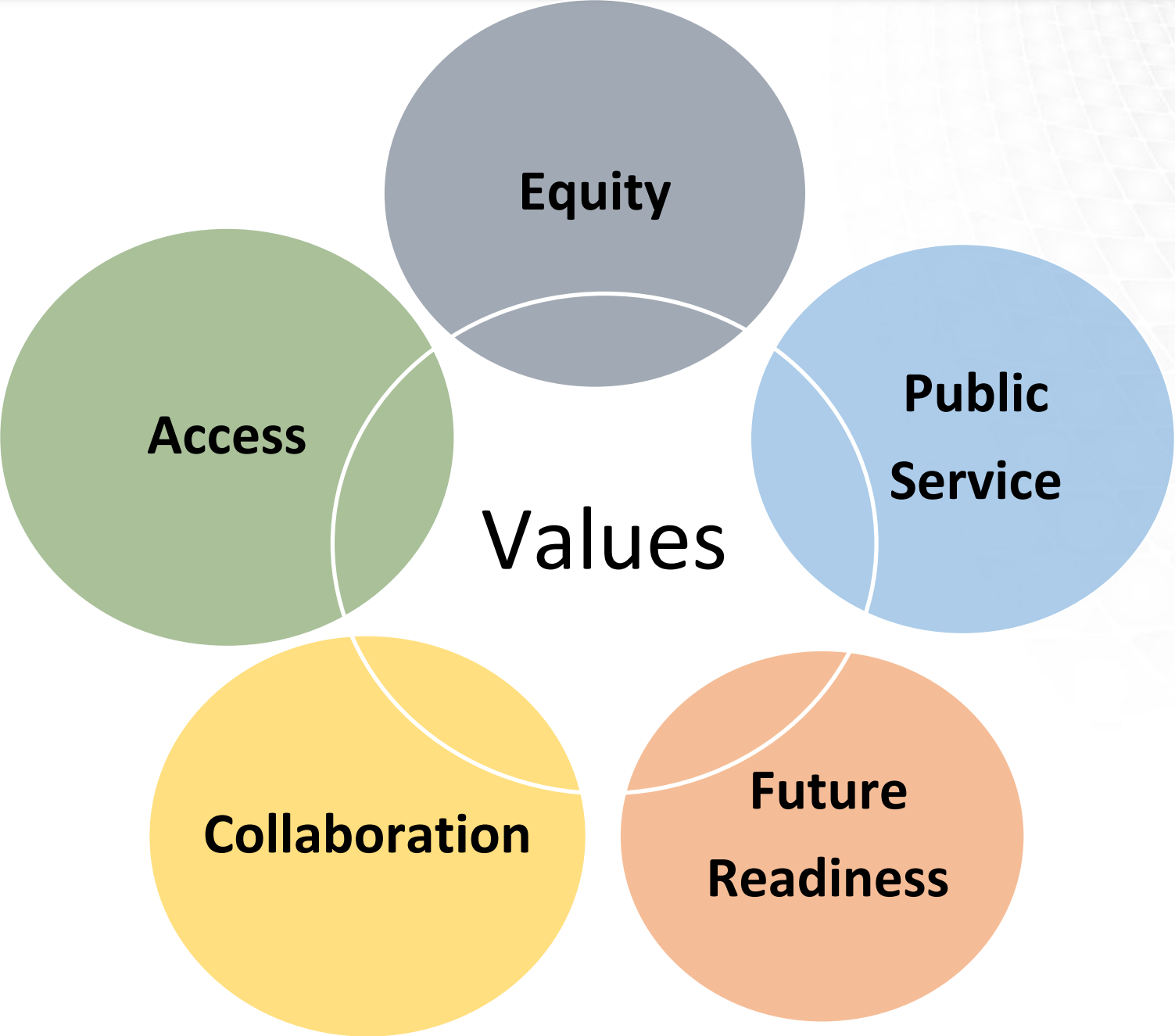
February 15, 2023

State Library of Oregon

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.

Summary of Programs

State Library of Oregon

The Library Support and Development Services Division provides:

- consultation services
- continuing education
- statewide services for libraries
- state and federal grant funding

to 1,600 public, academic, school, special, and tribal libraries across the state.

Funding: 36% General Fund; 64% Federal Funds

Library Support & Development Services

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

Ready to Read Grants	2021	2022
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

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

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

- Competitive grants: [$657,391 awarded](#) to local libraries during FY21 and FY22

- Statewide library services including:

  - [Answerland online reference service](#): In English & Spanish
  - [Oregon School Library Information System (OSLIS)](#)
  - [Statewide Database Licensing Program](#): 24 databases
  - [Northwest Digital Heritage](#)

LSTA allotment for Federal Fiscal Year (FFY) 2022 is $2,438,090

ARPA Grants

- Allocated $2,924,165 through federal agency IMLS

- IMLS provided direction on distribution of ARPA funding:

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

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

COVID-19 Support for Local Libraries

- [COVID-19 Resource Guide](#)

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

- Consulted OHA to provide [library materials handling advice](#)

- Regular check-ins for local library staff and [Topic Talks webinars](#)

Talking Book & Braille Library

State Library of Oregon

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.

- Average of 30,000 items circulated every month.

- For the fiscal year ending June 30, 2022, there were **4,936** active users with an average use per user of **107** items per year.

Funding: 86% General Fund, 14% Other Fund donation

Downloadable Books – BARD

- Braille and Audio Reading Download (BARD) provides free access to download any NLS book 24 hours a day, 7 days a week.

- No limits or due dates.

- Approximately **25%** of the items circulated are through BARD.

Government Information & Library Services

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

- Reference assistance

- Professional development

- Instruction

- Print and electronic resources

Funding: 100% Other Funds Assessment

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The State Library provides 100 electronic resources to state employees to support their research needs.

By statute, the State Library collects state agency publications.

- 35,392 documents added to Digital Collections last year

- Oregon Digital Collections has over 150,000 Oregon government publications and over 1,000 videos

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The total number of reference assistance transactions for the fiscal year ending June 30, 2022, was **8,433.**

Reference transactions include total reference transactions, total outreach presentations, and total document delivery requests.

The complexity of reference questions has increased, and questions require additional staff time.

Government Information & Library Services

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Reference Statistics	2021	2022
Reference Transactions	1727	1944
Time spent on reference transactions	931 hours	758 hours
Average time per transaction	.54 hours	.39 hours

Outreach Statistics	2021	2022
Outreach Presentations (classes)	89	112
Outreach Participants	1119	1062

Document Delivery Statistics	2021	2022
Document Delivery Total	6286	6377

Operations Division

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

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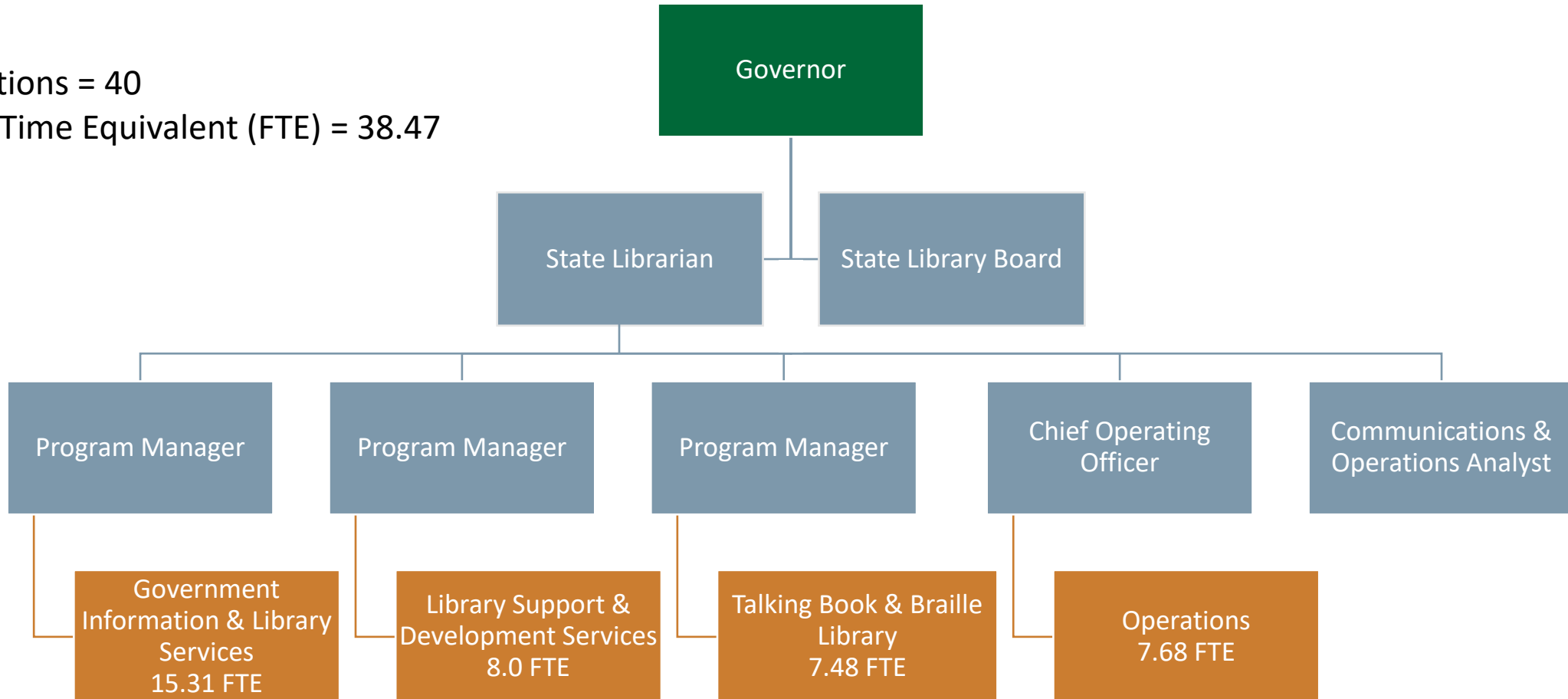- State Library Board support

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

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Organizational Chart

Positions = 40
Full-Time Equivalent (FTE) = 38.47

Governor

State Librarian

State Library Board

Program Manager

Program Manager

Program Manager

Chief Operating Officer

Communications & Operations Analyst

Government Information & Library Services
15.31 FTE

Library Support & Development Services
8.0 FTE

Talking Book & Braille Library
7.48 FTE

Operations
7.68 FTE

Proposed Changes

State Library of Oregon

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

Governor

State Librarian

State Library Board

Program Manager

Program Manager

Program Manager

Chief Operating Officer

Communications & Operations Analyst

Government Information & Library Services
15.31 FTE

Library Support & Development Services
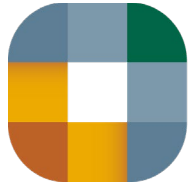9.25 FTE

Talking Book & Braille Library
7.48 FTE

Operations
7.68 FTE
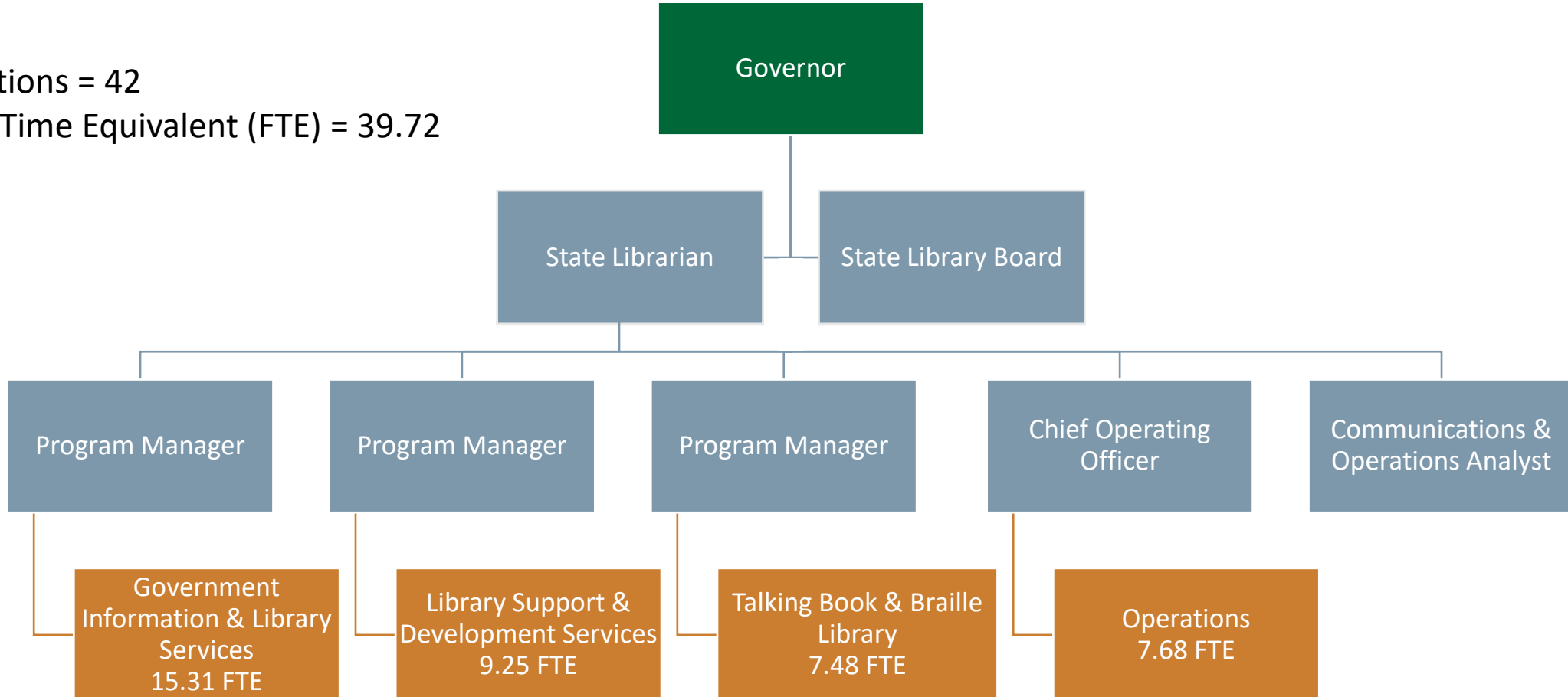
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- Talking Books SLS1 Position
  - .74 FTE
  - Shift in work with Duplication on Demand upgrades
  - Open for organizational review
- Government Services Part-Time Office Assistant 1 Position
  - .31 FTE
  - Open for organizational review

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

- Reductions of local library budgets with increased library usage and greater reliance on State Library support through grants and consulting.

- Sophisticated information needs of state agency staff requires materials and services to meet those needs.

- New State Librarian hired March 2022.

- Management restructure implemented in 2020; new management team in place.

- 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.

- Funds a Library Support DEI position with existing federal fund (Package 102).

- Funds a Library Support Virtual Reference Coordinator position with existing federal fund (Package 103).

- Reduction of $2,760,097

- Eliminates 9 positions/6.97 FTE

Creating Savings

- Critical evaluation of electronic resources usage to reduce duplication and reduce costs.

- Utilizing free or low-cost training for professional development.

- Reduce travel costs by continuing to meet and provide instruction in the virtual environment.

- Intentional re-evaluation of each open position.

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- Streamlining grant applications and shifting to high-priority projects.
- Upgrading registration processes for library services.
- Integrating library services into state employee onboarding efforts.
- Expanding customer service with proactive contacts to Talking Books users.

Key Performance Measures

Proposed KPMs

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

Proposed KPMs

Current

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

- Includes 3 different measures:
  - Total yearly searches
  - Total yearly actions
  - Total yearly downloads

Delete and replace with:

Percentage of digital Oregon Government Publications made accessible – Born digital items created by state agencies collected and fully cataloged by State Library staff

- **Target: 88%**

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Current

Talking Book and Braille Services Users - 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
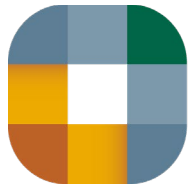- **Proposed Target:** 90 books/user

Proposed KPMs

Current

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

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

Current

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

Revise to:

Annual visits to the Library-funded Oregon School Library Information System.

- **Proposed Target:** 750,000

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%

Current

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%

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Current

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 .
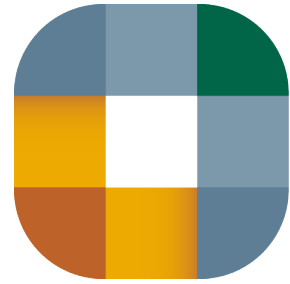
- **Proposed Target:** $3.50

Current

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.

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

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