# Library, Oregon State

Annual Performance Progress Report

Reporting Year 2021

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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.

Pie chart:
- red: 33.3%
- green: 66.6%
- yellow
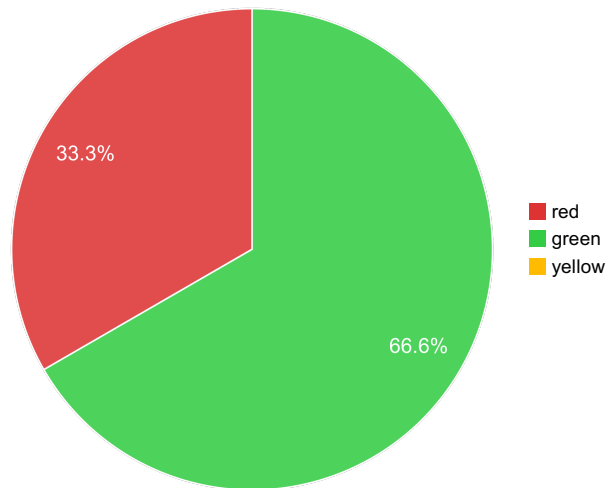
Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	66.67%	0%	33.33%

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
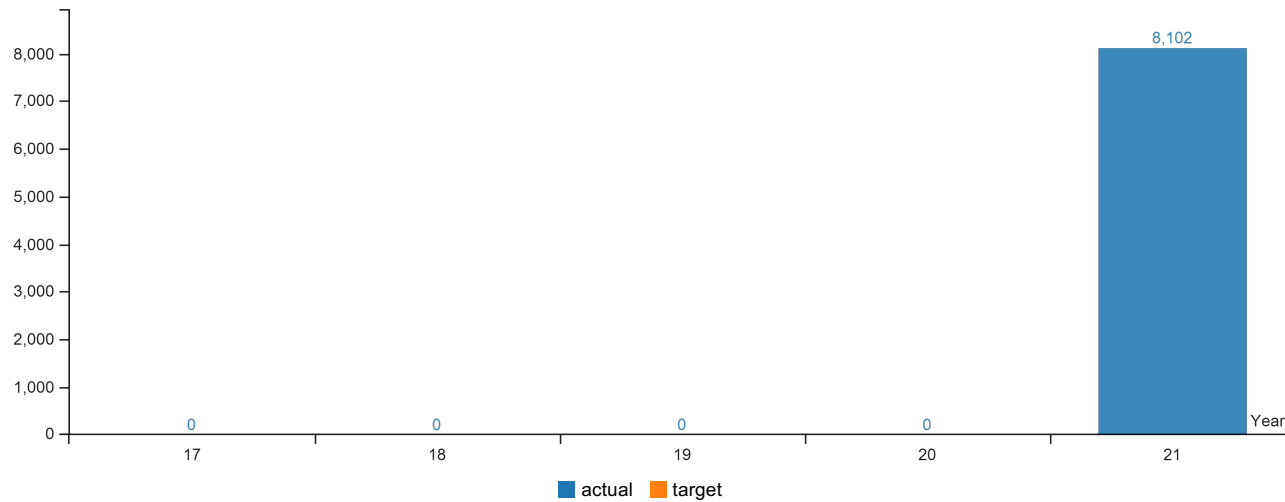
Report Year	2017	2018	2019	2020	2021
Patron Service Transactions					
Actual					8,102
Target					

How Are We Doing

We have increased our efforts engaging or embedding with agencies. This has allowed our reference transaction numbers to increase and our document delivery numbers to remain consistent. The number of training sessions offered dipped during the initial phase of COVID-19 protocols, however we are now offering the same number of classes as we did pre-COVID.

This KPM was approved in the 2021 Legislative Session and targets are set for 2022 and 2023.

Factors Affecting Results

COVID-19 protocol and employees working from home initially proved to be a challenge to our ongoing efforts to engage with state agency employees. Librarians are assigned to each state agency to provide research support through our embedded librarian program. The complexity of reference questions has increased as noted by the time spent on these transactions.   We continue to use the Reference Transaction Tracker utilizing the READ Scale (Reference Effort Assessment Data), a six-point scale for recording supplemental qualitative statistics. The statistics for reference, outreach, and document delivery are below.

Reference Statistics	2020	2021
Reference Transactions	1559	1727

Time spent on reference transactions	757 hours	931 hours
Average time per transaction	.49 hours	.54 hours

Outreach Statistics	2020	2021
Outreach Presentations (classes)	120	89
Outreach Participants	1627	1119

Document Delivery Statistics	2020	2021
Document Delivery Tool	6228	6286

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	
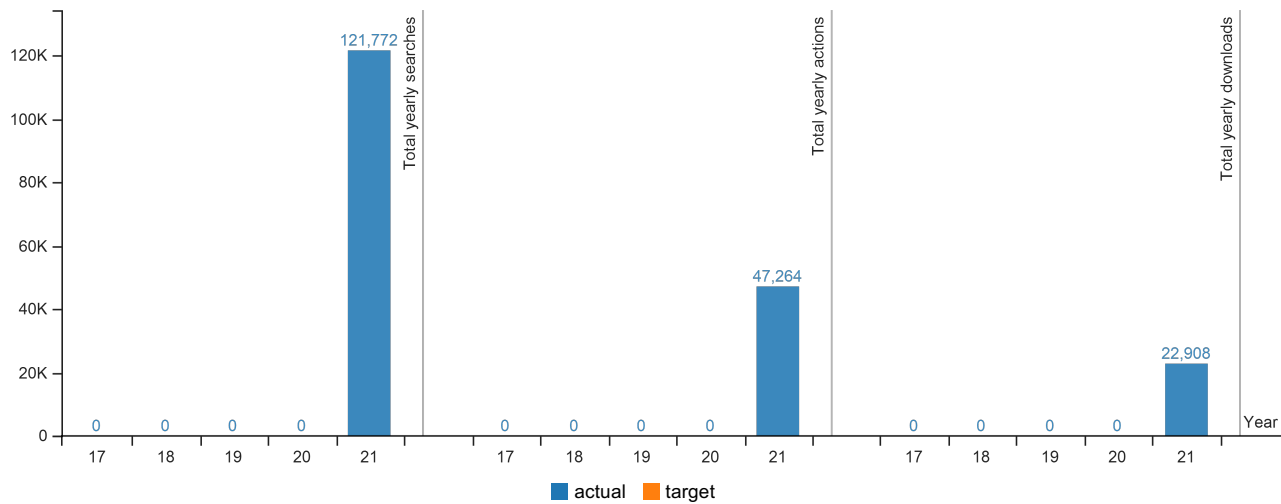
Report Year	2017	2018	2019	2020	2021
Total yearly searches					
Actual					121,772
Target					
Total yearly actions					
Actual					47,264
Target					
Total yearly downloads					
Actual					22,908
Target					

How Are We Doing

There continues to be robust usage of Research Databases (electronic resources offered by the State Library, Government Information and Library Services Division).

This KPM was approved in the 2021 Legislative Session and targets are set for 2022 and 2023.

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. 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.

Impacts from COVID-19

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.

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
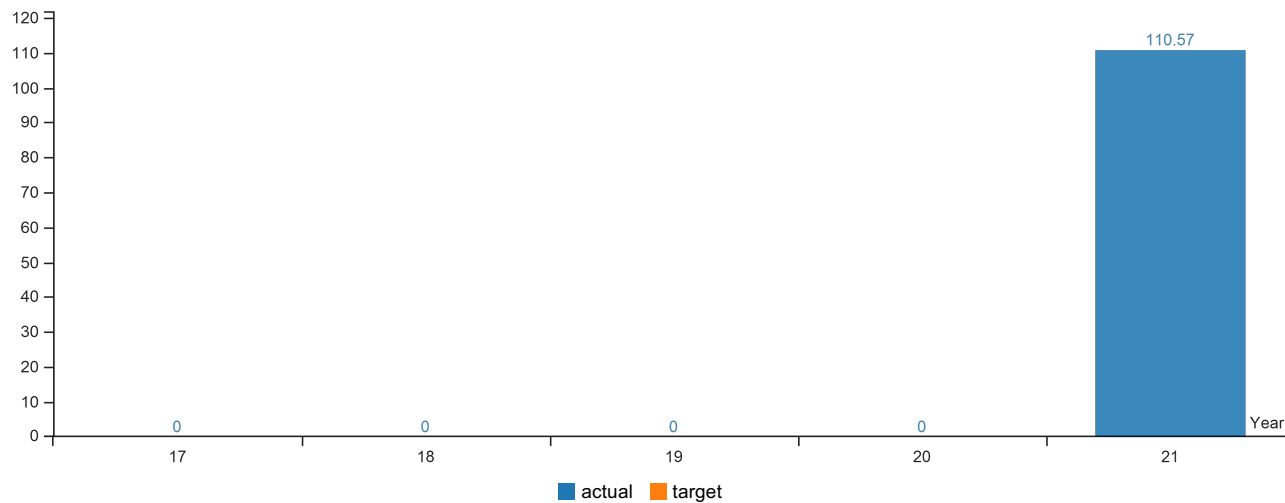
Report Year	2017	2018	2019	2020	2021
Talking Book and Braille Library Average Use by User					
Actual					110.57
Target					

How Are We Doing

For most of our patrons, the books they receive from our library are one of their main forms of entertainment and connection and their borrowing habits reflect this interest in the large number of books borrowed per year.

This KPM was approved in the 2021 Legislative Session and targets are set for 2022 and 2023.

Factors Affecting Results

On average, our patrons are voracious readers. They know that they will receive new books as soon as they return books. Our average turnaround for new books going out to patrons is one business day. As noted in the factors listed below in cost per circulation and percent that strongly agree that our library has added value to their lives, our patrons highly value the service we provide, are loaned as many books as they prefer, and we do our best to maintain their overall satisfaction.

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
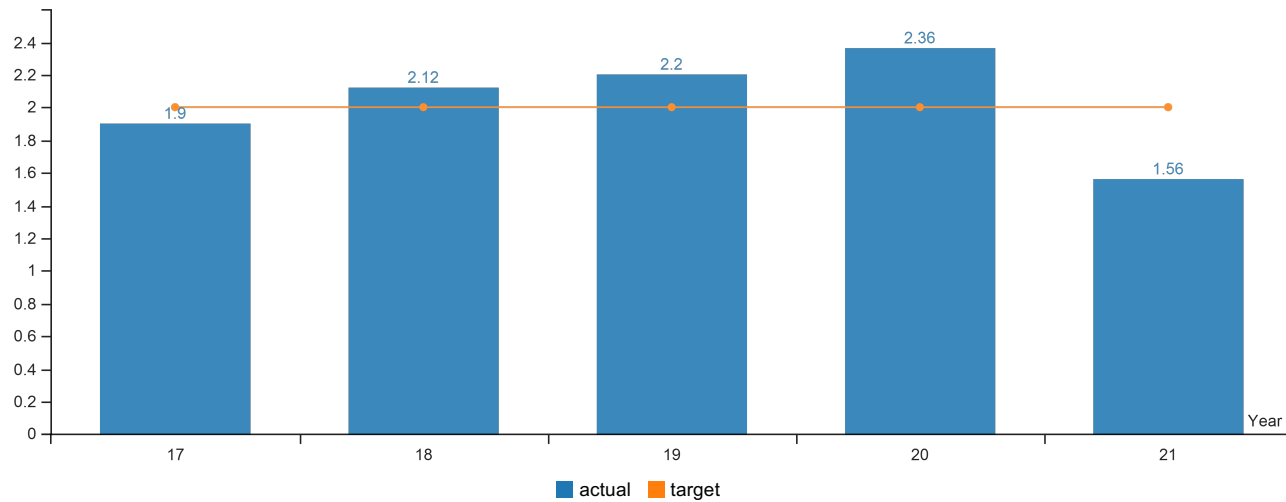
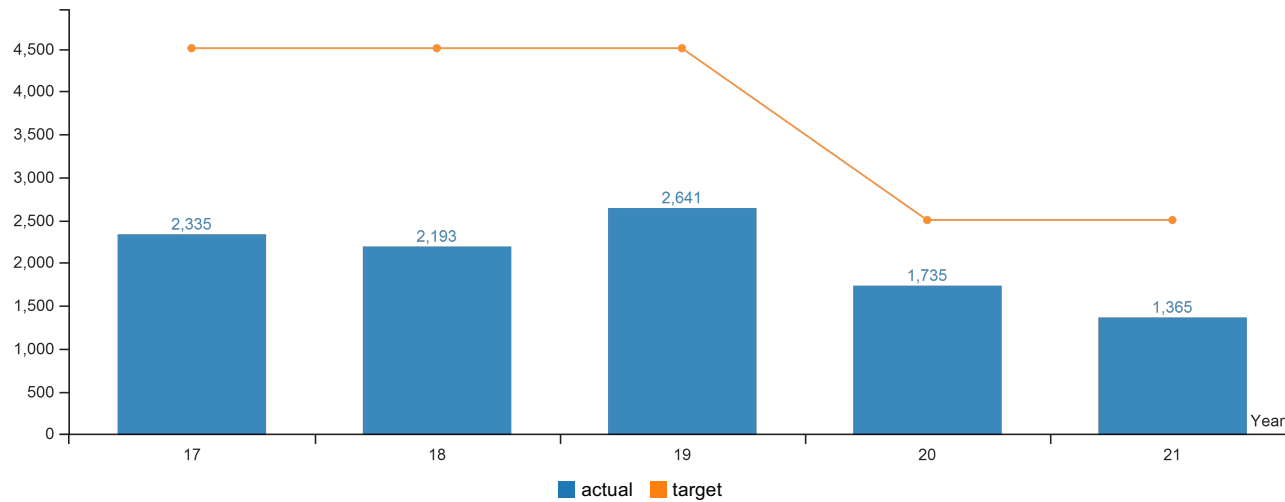| Report Year	2017	2018	2019	2020	2021
Cost per Circulation of Talking Books and Braille Books					
Actual	$1.90	$2.12	$2.20	$2.36	$1.56
Target	$2.00	$2.00	$2.00	$2.00	$2.00

How Are We Doing

While operational costs have increased, such as rent and staff salaries, our cost per circulation has dropped below the targeted rate of $2.00.

Factors Affecting Results

In recent years the cost per circulation was on an upward trend, peaking during 2020 when, due to COVID-19, circulation was temporarily suspended until measures for circulating materials safely were confirmed. When circulation resumed in May 2020, the one book per cartridge model was replaced with a duplication-on-demand model that would eliminate wait times for popular titles while also decreasing staff resources retrieving overdue materials. Each patron can have up to 6 cartridges at a time with up to 8 books per cartridge…all at their preference. At this time, 82% of our users are borrowing only 2 cartridges at a time so we are well below the potential for circulation growth and not over-lending to our patrons. While overdue books are no longer tracked, most patrons are returning their materials well below the former loan period of 6 weeks, increasing our overall circulation significantly.

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

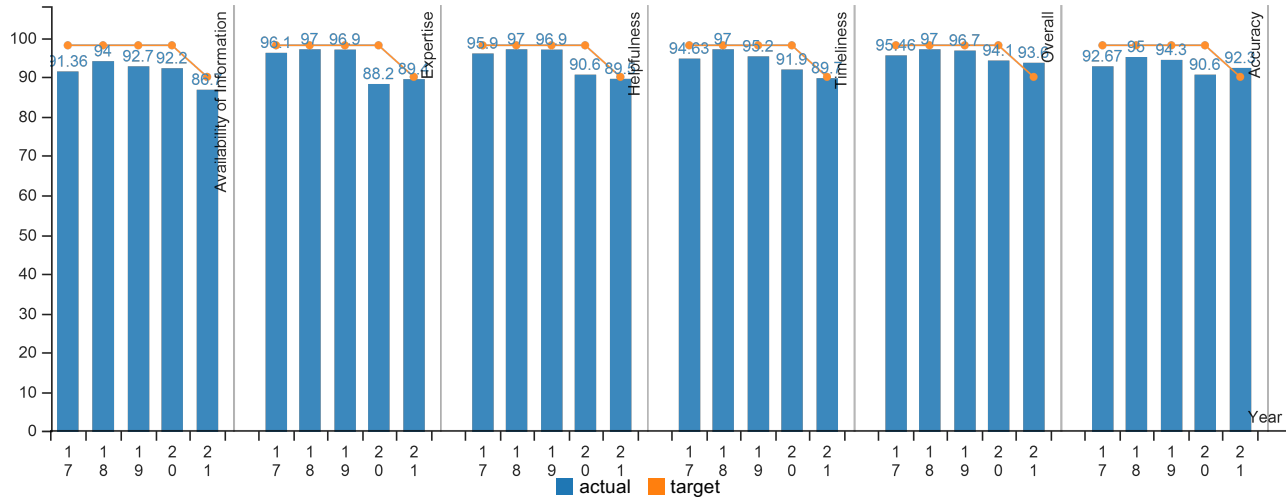| Report Year	2017	2018	2019	2020	2021
Average Daily Visits to the Library-funded Oregon School Library Information System					
Actual	2,335	2,193	2,641	1,735	1,365
Target	4,500	4,500	4,500	2,500	2,500

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 have decreased since 2019 and are now significantly below target. However, the decrease in daily visits was also paired with a significant increase in the views of OSLIS videos on how to conduct research: 397,908 views in 2021, compared to 185,699 in 2020. Because the videos are not hosted on OSLIS, a large percentage of video views likely is not reflected in the average daily visits to OSLIS.

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 on staff in Oregon's schools, are likely the biggest contributors to the steep decline.

On the other hand, the pandemic could have also caused the significant increase in video views: time-strapped teachers needed high-quality, pre-packaged content for students. There have been promotional campaigns to reach various audiences, including teachers and school and public library staff, and those will resume after the pandemic.

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

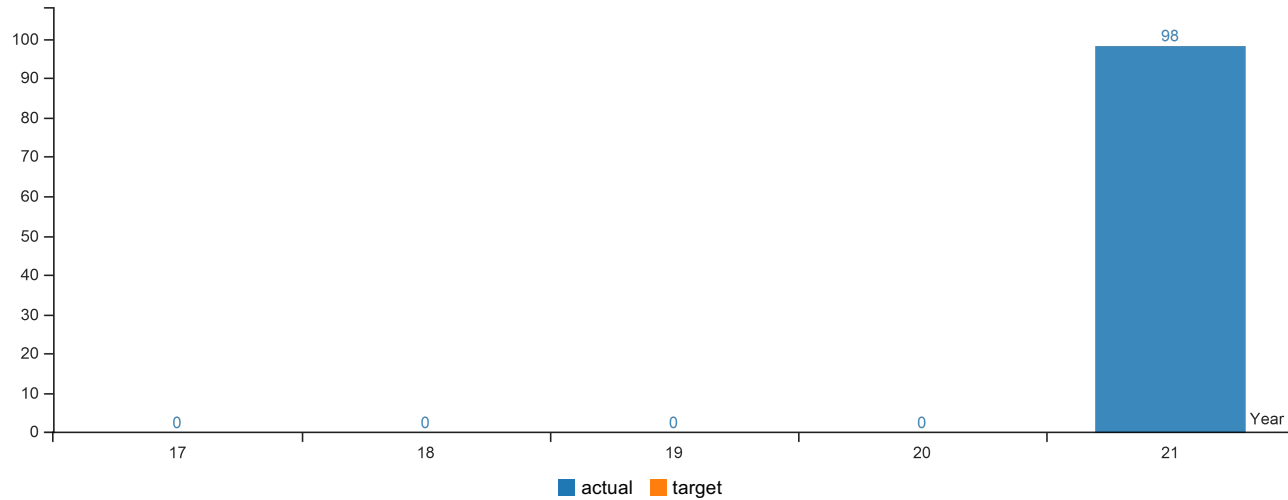| Report Year	2017	2018	2019	2020	2021
Availability of Information					
Actual	91.36%	94%	92.70%	92.20%	86.70%
Target	98%	98%	98%	98%	90%
Expertise					
Actual	96.10%	97%	96.90%	88.20%	89.40%
Target	98%	98%	98%	98%	90%
Helpfulness					
Actual	95.90%	97%	96.90%	90.60%	89.50%
Target	98%	98%	98%	98%	90%
Timeliness					
Actual	94.63%	97%	95.20%	91.90%	89.70%
Target	98%	98%	98%	98%	90%
Overall					
Actual	95.46%	97%	96.70%	94.10%	93.60%
Target	98%	98%	98%	98%	90%
Accuracy					
Actual	92.67%	95%	94.30%	90.60%	92.30%
Target	98%	98%	98%	98%	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 Accuracy and Overall at 92.3% and 93.6% respectively and slightly below the target in the other categories.

Factors Affecting Results
Surveys with an "N/A" or "don't know" option continue to impact the results. The lack of communications staff to assist with promotion and awareness efforts continues to impact customer ability to identify when services they may already be receiving or utilizing are from the State Library. The widespread disruption to library operations across the state impacted library worker access to work email and attention was focused on how to serve patrons in new ways. Many state employees transitioned to remote work environments and work priorities shifted dramatically for some employees with attention focused on COVID-19 response and new ways of doing business.

| 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	2017	2018	2019	2020	2021
Percent strongly agree or agree Talking Books added value					
Actual					98%
Target					

How Are We Doing

A significant portion of those surveyed agree that Talking Books has added value to their lives.

This KPM was approved in the 2021 Legislative Session and targets are set for 2022 and 2023.

Factors Affecting Results

When asked why they responded to the question with "agree" or "strongly agree" our patrons told us that the library enables them to keep up their life-long love of reading, that the books they get from us are their main form of entertainment, and how the books help them feel more connected to the world around them and less lonely or isolated. Many of the comments connected their ability to listen to our books to keeping a positive mental outlook during the last year. Patrons also noted that our library has a larger collection of books than their local library and that our library is free to use.

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
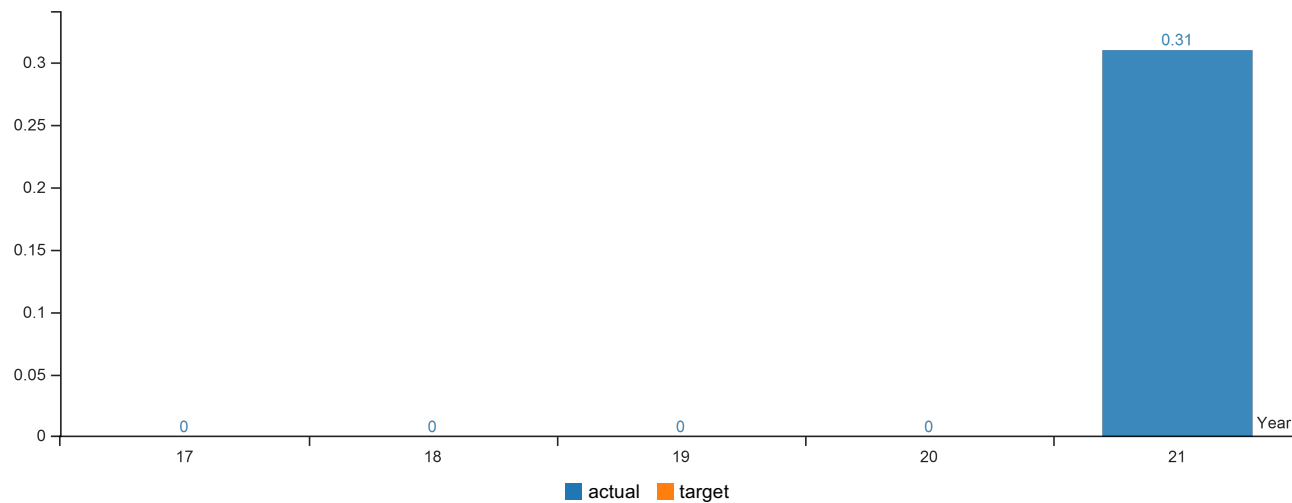
Report Year	2017	2018	2019	2020	2021
Ready to Read Participation					
Actual					0.31
Target					

How Are We Doing

Annually, every public library in the state is eligible to receive a Ready to Read grant. The grants can be used for early childhood literacy or summer reading activities. Libraries spend their grants between January and December. In 2020 (the 2021 reporting year), 232,170 youth participated in Ready to Read-funded programs at 133 public libraries around the state. Grants totaled $759,221, so the ratio of the number of children participating to money spent was 0.31. In other words, one child participated in a Ready to Read grant-funded program for every $3.27 spent.

This KPM was approved in the 2021 Legislative Session and targets are set for 2022 and 2023.

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 during their popular summer reading activities, and online programs on average were not as well-attended as in-person ones. We expect this relatively low attendance to continue until the pandemic is under control.

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
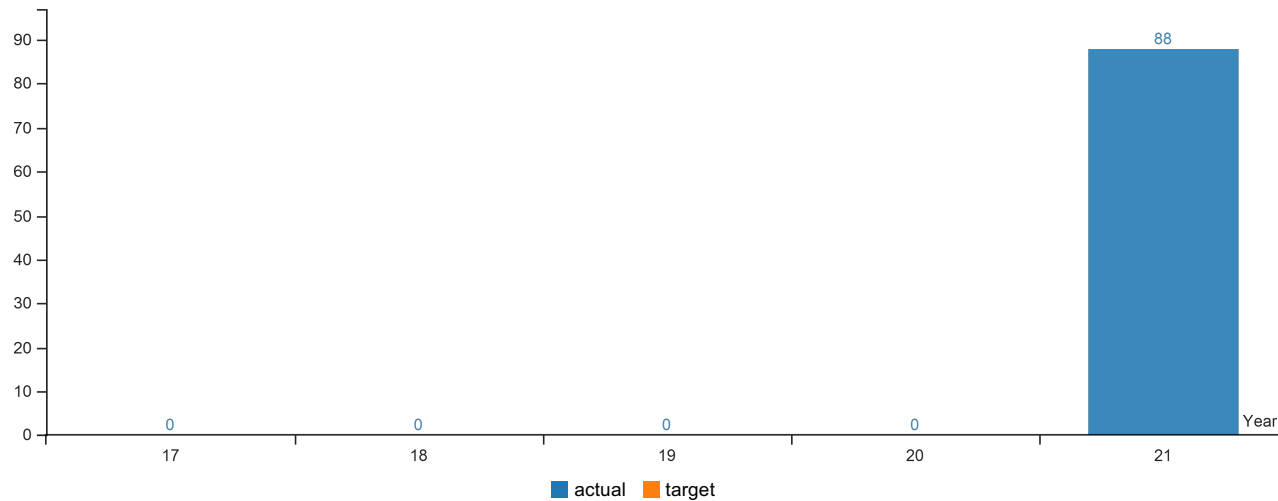
Report Year	2017	2018	2019	2020	2021
Percent strongly agree or agree					
Actual					88%
Target					

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 June 2021, 88% of respondents agreed or strongly agreed that Library Support's services help them, a slight increase over 2020. We are proud that such a large majority of our customers value our services, especially when we receive comments like this:

> "I believe the support and assistance of the State Library during the pandemic was absolutely invaluable. I am so grateful to live in a place with such a fantastic state library. I believe the work of the staff is truly incredible, high quality and amazing. everyone is so wonderful to work with."

This KPM was approved in the 2021 Legislative Session and targets are set for 2022 and 2023.

Factors Affecting Results

Library Support has been 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. This heightened presence likely resulted in the small uptick of support.

We are not always reaching library staff with the services they need when they need them, however. With a target of 90% set for the 2022 reporting year, we have some work to do. Library Support is considering ways to communicate better with our customers and re-prioritize initiatives in order to meet Oregon libraries' changing needs.