

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

NAME OF AGENCY: STATE LIBRARY

KPMs With Benchmark Linkages

Mission: The mission of the Oregon State Library is to provide quality information services to Oregon state government, provide reading materials to blind and print-disabled Oregonians, and provide leadership, grants, and other assistance to improve local library services for all Oregonians.

Related Oregon Benchmarks (OBMs)

OBM 18 – Ready To Learn; OBM 38 – Public Library Service

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	RESEARCH TRANSACTIONS – Number of research assistance transactions for state employees.			18,000	18,500
2	STATE EMPLOYEE INFORMATION CENTER USERS – Percent of state employees registered to use the State Employee Information Center website.			23%	24%
3	COST PER CONTACT – Cost per state employee contact.			\$6.00	\$5.95
4	TALKING BOOK AND BRAILLE SERVICES USERS – Number of individuals registered to receive Talking Book and Braille Services.			7,300	7,500
5	PERCENT OF ELIGIBLE USERS – Percent of eligible users that are registered for Talking Book and Braille Services.			14%	14%
6	TALKING BOOK AND BRAILLE BOOK CIRCULATION– Number of talking books and Braille books checked out per year.			401,500	412,500
7	COST PER CIRCULATION – Cost per circulation of talking books and Braille books.			\$1.70	\$1.70
8	USE OF BEST PRACTICES IN SERVING CHILDREN – Percent of public library grantees incorporating best practices in their services to children.	18		40%	50%
9	USE OF THE OREGON.GOV SEARCH ENGINE – Average daily visits to the search engine for Oregon.gov.			5,000	6,000
10	USE OF LIBRARY DATABASES – Average daily visits to Library-funded databases.			11,000	12,000
11	USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM – Average daily visits to the Library-funded Oregon School Library Information System.			500	600
12	USE OF L-NET – Average daily visits to the Library-funded L-net e-reference website.			61	67
13	PERCENT OF FUNDS USED TO TARGET UNSERVED AND UNDERSERVED – Percent of competitive Library Services and Technology Act grant dollars awarded annually to build capacity in unserved and underserved areas.	38		25%	25%
14	CUSTOMER SATISFACTION – Percent of customers rating their satisfaction with the	38		96%	96%

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	agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information				
15	Best Practices: Percent of total best practices met by the Board.		New		

2005-07 KPM#	<i>PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)</i>	Target 2008	Target 2009
14	<i>CUSTOMER SATISFACTION WITH SERVICE TO UNSERVED AND UNDERSERVED – Percent of customers rating satisfaction "good" or "excellent" with grants and services targeting unserved and underserved Oregonians.</i>		

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

- The Legislative Fiscal Office recommends approval of the proposed performance measures as summarized above.
- Targets were adjusted from those approved in 2005-07 for measures 1, 9 and 10.
- Target for KPM 8 was adjusted to reflect the LFO recommendation to approve package 101.
- LFO recommends the deletion of measure 14 as a standalone measure. The measure can be added as a subset of the standard customer satisfaction measure (#15) or tracked internally.
- The Legislative Fiscal Office recommends the addition of a new measure (renumbered 15), a standard measure approved by the Joint Legislative Audit committee in 2006 for all agencies with a board of directors or trustees.

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SUB-COMMITTEE ACTION:

The subcommittee approved the LFO recommendation.