

## Meeting Minutes 10/29/09

Facilitator: Perrin Damon

Scribe: Andrea Blake

Present: Robert Hulshof-Schmidt, Perrin Damon, Andrea Blake, Sarah Cunningham, Greg Aldrich, Julie Yamaka, Sven Anderson, Chris Bell

- 1) Meet and greet: Advisory Council met the Genealogy volunteers.
- 2) Updates: Governor's Office is aiming to be moved back to the capital by the time the Special Session starts (sometime in early to mid January.) We would be moving back down in February. A new tenant has been found our current space-DAS Risk Management.

H1N1: Emergency plan is in place and critical services have been identified for the worst case scenario. For the GRS team those services are: IT support (2 people with IT background and DAS can step in to help), eClips (cross-trained two additional staff members), newspapers (multiple staff cross-trained), Reference phone (there will always be a live body to answer the phone, even if it is just to take a message.) GRS staff may be called in to help with TBABS production.

Ancestry: This concerns an ongoing project with the Oregon Index. We have been working on a digital index in house but have had trouble getting staff time in order to work on it. Ancestry would like to partner with State government to digitize records. They would provide the staff and the equipment to create the scans. In return, we get the digital scans and simple indexing to the scanned images as well as a free lifetime membership to Ancestry.

Live Help: we have been staffing this service since September but we just recently sent out notice to State Employees to market it. We have had several chats with state employees, mainly we have been getting used to sitting at the desk for the two hour shift.

Read All About it: the timeline for this project has been pushed back because we switched from using Blogger to Wordpress so that we can host it here. This service takes stories from eClips and ties those to state documents. The Advisory Council Committee will receive a link to the blog during the first week of December.

- 3) State Library Board Retreat and Budget Committee: we will begin planning for the 11-13 biennium. The Board meets in early December and will review the goals, objectives and strategies and decide how to move forward with those priorities. Each team will talk about concepts and priorities. Perrin will be in attendance to discuss what the Advisory Council would like to see as priorities.

Those priorities are then carried forward to the Budget Committee that meets from February through April. 3 of 7 members of the Board, the Management team, and a representative from each team will make up the Budget Committee. At the regular Board meeting on December 4<sup>th</sup> there will be a discussion about the GRS Assessment budget.

#### 4) Policy Option Packages

Electronic Resources: a big portion of our business is providing access to Databases and is a service that is highly rated and used. The inflation rate is at least 7% annually, but we only have a 2.5% inflation rate built into the budget. We received an inflation adjustment going into this biennium but a permanent solution is needed. A permanent inflation exception is needed or we can no longer continue to provide these resources.

Oregon.gov enhancements: We would like to create a suite of services off the main page of oregon.gov (hot topics, intelligent FAQs, a reference system like Live Help). DAS would have paid for the software and the State Library would have provided the staffing, this idea was shelved when the economy took a downturn. Should we still pursue this idea? Ideally we would like to be able to enhance the oregon.gov website with the ideas listed above. If the new contractor for DAS (to replace EDS) has this functionality built in we would like to have staff that can support these activities; one FTE (either a librarian or IS4) to provide improved citizen access to oregon.gov. Is there a way that we can link this to HB 2500 (Transparency in Government)? We have support from Wally Rogers and Dugan Petty, though not in writing.

Preservation: According to the report from the preservation expert we have many fragile and important items in our collection. We need to do more to take care of this collection; repairing damaged materials, stabilizing declining items, and maintaining the good condition of the collection. We hired a consultant to do an analysis of the collection and come up with a list of priorities and recommendations to preserve our collection. Some of the short term recommendations will be carried out during this biennium.

Priorities: The Assessment for GRS is about 7 million for the biennium. The cost for Electronic services is about \$400,000 per biennium, we would like to increase that to \$500,000 for the next biennium with perhaps a one time increase of \$25,000.

Oregon.gov enhancements-one FTE would be enough to cover our needs which would amount to \$175,000 per biennium.

Preservation: 1 professional position (librarian or archivist) which would amount to \$175,000 per biennium, plus an additional \$75,000 in materials.

The group decided that preservation is the top priority because the condition of the collection will only worsen. There is a possibility to pursue grant funds to help pay for this, without taking away from our Assessment. Talk to the State Historic Preservation Office? May be able to link to them somehow. The second priority is Electronic Resources, and third is oregon.gov enhancements. Andrea will do some research on grant options for preservation.

- 5) Key Performance Measures: The State Library currently has 16 performance measures, we would like to reduce that to 12. The Analyst has agreed that we have too many and they are statistical rather than performance based. GRS has three measures: number of research transactions, number of searches of oregon.gov search engine, and cost per contact. We had wanted to add something about Oregon Documents archived as well. We need to reduce our KPMs to 2 and would like them to concern providing information to state government and government documents. Currently we are trying to recruit an intern to help us build our new KPMs. Our response rate to customer satisfaction survey has been really low, so we need to find a way to increase the response rate. Maybe pick a specific time period to send out the survey, or attach to a service like eClips or Doc Delivery?
- 6) December 18<sup>th</sup> meeting topics: Perrin thought it would be nice to do a little something for the GRS staff (stockings?). The Council agreed to this suggestion, will put that together at the next meeting.

Report from the Board

KPMs

Feedback for Read All About it Blog

Guided tour of SEIC