

OREGON STATE LIBRARY BOARD OF TRUSTEES

Agenda Packet



Libraries

Cultivating Creativity

OLA CONFERENCE 2015 - #OrLib15

Wednesday, April 15 - Friday, April 17, 2015
Hilton Eugene & Conference Center
66 East 6th Avenue
Eugene, Oregon 97401

**April 15, 2015
Eugene Hilton & Conference Center
66 East 6th Ave
Eugene, OR**

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Agenda and Meeting Minutes



Oregon

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April 1, 2015

FOR IMMEDIATE RELEASE

The Oregon State Library Board of Trustees will meet in Eugene at the Hilton Eugene & Conference Center on April 15, 2015 from 1:00 p.m. to 3:00 p.m. Aletha Bonebrake of Baker City will chair the meeting.

At the meeting on April 15th, the Board will hear from the Oregon Library Association President. They will also appoint Government Information and Library Services Advisory Committee members. A discussion of LSTA funding will be included. An open forum is scheduled for 2:30 p.m. Anyone may address the Board on any topic at the Open Forum.

Sign language interpretation will be provided for the public if requested prior to 48 hours before the meeting; notice prior to 72 hours before the meeting is preferred. Handouts of meeting materials may also be requested in alternate formats prior to 72 hours before the meeting. Requests may be made to Jessica Rondema at 503-378-2464.

OREGON STATE LIBRARY BOARD OF TRUSTEES MEETING

April 15, 2015

Hilton Eugene & Conference Center

Eugene, OR

Aletha Bonebrake, Chair

Agenda

| | | |
|-----------|---|------------------------|
| 1:00 p.m. | Approval of the Minutes of the March 20, 2015 Meeting | Bonebrake |
| 1:10 | Reports of Board Chair and Trustees Executive Committee Report Other Board Reports | Bonebrake |
| 1:45 | Report from OLA President | Watkins |
| 2:00 | Report of the State Librarian & Staff Activities Since the Last Meeting Progress Report | Dahlgreen Dahlgreen |
| 2:30 | Open Forum** | Bonebrake |
| 2:45 | New Business Government Information and Library Services Advisory Council LSTA Funding Discussion | Dahlgreen Dahlgreen |
| 3:00 | Plans for next meeting Adjournment | Bonebrake |

** Any person may address the Oregon State Library Board of Trustees at this meeting on any topic.

NOTE: The times of all agenda items are approximate and subject to change.

Oregon State Library
BOARD OF TRUSTEES MEETING
March 20, 2015
Salem Public Library, Salem

Board members present: Ebonee Bell, Aletha Bonebrake, Sam Hall, Susan Hathaway-Marxer, Leslie Hicks, Ann Malkin, Jennie Tucker.

Guests present: Vicki Jorgensen, Department of Administrative Services; Jessica Knieling, Department of Administrative Services.

Staff present: MaryKay Dahlgreen, Margie Harrison, Shawn Range, Jessica Rondema, Meagan Button, Dave Hegeman, Jennifer Maurer, Luis Navarrete, Heather Pitts.

Chair Aletha Bonebrake called the meeting to order at 9:07 a.m.

APPROVAL OF MINUTES

Bell moved to approve the minutes from the February 13, 2015, Board meeting. Tucker seconded. The motion passed unanimously.

REPORTS OF BOARD CHAIR AND TRUSTEES

Bonebrake reviewed the minutes from the Executive Committee Meeting on February 27, 2015.

Hall gave an update on the meeting about the public role of the State Library with regard to historical and cultural materials. The group agreed that the Envisioning Oregon report of 2009 created a good foundation for setting priorities, under the leadership of the State Historic Records Advisory Board (SHRAB). SHRAB is a governor-appointed board overseen by the state archivist. The next steps involve making plans to link knowledge and access to collections. The State Library will schedule another meeting for this group in the spring.

Library Support and Development Services is hosting a Digital Collections Summit on March 20th, which is being facilitated by consultant Danielle Plumer. The historic community has a large amount of overlap. The Institute of Museum and Library Services (IMLS) has increased its focus on funding digitization projects. The Envisioning Oregon report was paid for with Library Services and Technology Act funding, though IMLS. In addition, the Digital Public Library of America is looking for digital hubs, which are organizations that can serve as hubs for digitization. This united effort may assist in getting state funds from the legislature to fund this initiative. Dahlgreen's goal is for the partners to present legislation during the next legislative session regarding these valuable resources.

As the State Library, we need to understand our role to the public in terms of historical and cultural collections. Determining our role should help to solve the larger issue and allow the groups to make larger decisions.

Hicks reported that the Independence Public Library expressed its thanks to the State Library Board for the Ready to Read grant funds for the summer reading program, which is funding a part-time bilingual position.

Hathaway-Marxer gave an update on the Multnomah County Commissioners, the transfer of assets, and liability insurance.

Malkin reported on the successful events of Deschutes Public Library's Author!Author! literary series, which recently hosted Ann Patchett. The library is also having its twelfth community-wide reading program: A Novel Idea...Read Together. It may be the largest community reading program in Oregon.

Bell reported that Multnomah County Library's Everybody Reads guest Mitchell Jackson was very well received, reaching a different group of people than previous speakers. He also visited the Donald E. Long Detention Center.

Bonebrake reported that the Irrigon Public Library, part of the Oregon Trail Library District, just opened after a long struggle with building code issues between the library and the attached city hall building. Bonebrake praised director Marsha Richmond for seeing this through.

Libraries of Eastern Oregon (LEO) participants met with representatives from large foundations in Hood River with the idea to fund civic improvement. They are interested in the economic benefits that come from the presence of a library.

Our budget hearing at the Legislature was successful, including Dahlgreen's presentation and Bonebrake's testimony.

Bonebrake shared the Governor's Quarterly Report with the Board. There were no further comments. Bonebrake will submit this report.

The Board needs another member on the subcommittee to look at the Talking Book and Braille Endowment Fund. Hathaway-Marxer is currently in the group. Tucker expressed interest and was appointed to the subcommittee. Westin will bring this group together.

REPORTS OF THE STATE LIBRARIAN AND STAFF

Dahlgreen gave the State Librarian's report, highlighting aspects of the budget and our quarterly performance report. These statistics are based on our key performance measures. As we implement our strategic plan, we will revamp the way we measure our progress.

Our 2015-2017 Affirmative Action Plan was approved by the Governor's Office of Diversity and Inclusion. Rondema was instrumental in assuring our plan was updated and submitted.

Every year, the Institute of Museum and Library Services creates a compilation of public library statistics that we receive from every public library in the state to send to IMLS. They have begun to separate the report by state, in addition to long term analyses. Visits to Oregon public libraries are down slightly, as it is difficult to measure online visits, virtual transactions, and wireless sessions.

Overall, our public library statistic levels are very high, as Oregon is an incredibly active library state. This is in part due to the work of previous State Librarian Jim Scheppeke.

Dahlgreen presented the State Library's budget to the Legislature on March 2nd and had interesting discussions with legislators. On March 3rd, Dahlgreen presented the State Library's strategic plan, which was followed by public testimony. Members of the Oregon Library Association (OLA) Abigail Elder, Candice Watkins, and Janet Webster each gave very substantive testimony. Talking Books patron Christy Joachim gave a valuable testimony as well.

House Bill 2479, Reading for Success, is moving onto either the Education Subcommittee or the General Government subcommittee of the Joint Ways and Means Committee. OLA is promoting

\$1 per child, which is an increase from the amount in our agency request budget. They will be creating informational materials for OLA Legislative Day on April 29th.

Answerland is moving from Multnomah County Library to the Oregon State Library by July. We are not able to use our current staff for the position that this service will require. The position is LSTA-funded. The process of adding a new librarian position to our agency has begun. Dahlgreen has submitted our request to the Legislative Fiscal Office, the Governor's Office, and our Policy Advisor. We also need to get a new hosted software solution. There were a few complications with the Request for Proposal (RFP). We will eventually want to look at cost sharing from other libraries.

Our staff are working on division priorities with regard to our strategic plan. The managers are also working with Jessica Knieling from the Department of Administrative Services to create a new performance management system. This involves ongoing conversations with staff regarding performance, rather than an annual review that is a single event. Dahlgreen is hoping to have the state librarian evaluation mirror the staff's performance review format.

Our Web Services Librarian position was open for two weeks in early March and is now closed. This position was vacated two years ago, but we were unable to fill it due to a hiring freeze and changes within the agency. We have a good number of qualified applicants.

The Douglas County Library System has been told to cut another 25% from its budget. They need to determine how to no longer operate using general funds in three years. They may try to create a library district.

Division Reports

Meagan Button of Talking Book and Braille Library gave a presentation on BARD (Braille Audio Reader Download). By logging into BARD, you can download audio books onto your own device.

Dave Hegeman of Government Information and Library Services presented the new Oregon State Library catalog through SirsiDynix. We migrated to a new Integrated Library System (ILS) with Chemeketa Cooperative Regional Library Service (CCRLS). This catalog can also access our photograph collection, many of which are digitized.

Jennifer Maurer of Library Support and Development Services gave a presentation on Oregon School Library Standards. A committee of members from the Oregon Association of School Libraries (OASL), a division of OLA, developed these standards a few years ago, which were approved and adopted by OASL, the Board, and finally the Oregon State Board of Education.

Luis Navarrete from the Information Technology group of the Operations Division presented *21 Things*, which is a staff training event put on by the Professional Development Committee at the State Library. Staff who participated learned about social media including Facebook, Twitter, and blogs.

OPEN FORUM

No one was present to comment.

PUBLIC HEARING ON PROPOSED CHANGES TO OAR 543

Bonebrake opened the public hearing on proposed changes to OAR 543-010-0034 at 1:07 pm. She explained that a report will be prepared and made available from the agency. There was no one present who wished to speak on this topic. The hearing was adjourned at 1:08 pm.

NEW BUSINESS

PROPOSED CHANGES TO OAR 543

The change to OAR 543-010-0034 will not specify the hours that the State Library is open, leaving it up to the State Librarian's discretion. This provides us with flexibility. A concerned citizen originally brought this issue to the Board's attention and a temporary rule was filed in October. We are now making the rule permanent. Our current open hours are listed on our website and in our brochures.

Hall moved that the Board authorize adoption of the proposed changes to OAR 543-010-0034. Malkin seconded. The motion passed unanimously.

***LIBRARIES OF OREGON* REPORT**

Dahlgreen gave a brief history of the purpose of the *Libraries of Oregon* website. Serving the unserved (those without government-funded library services) and underserved (those with too few resources to effectively serve their population) has always been a focus of the Oregon State Library and the Board of Trustees. The State Library Board has been spending LSTA money on efforts to serve the unserved and underserved for many years. Jim Scheppke, the previous State Librarian, with Sam Hall and past State Library Board member Sue Burkholder, put together a task force to look for a way to provide at least some level of service for all Oregonians.

One result of this task force was the creation of a competitive grant program for the libraries that are contiguous with unserved communities. The other result was allowing Oregonians to use some of the resources that are paid for with federal funds. There was concern, however, about providing resources to those people who do not pay taxes for library service.

The idea was to create a website that would provide access to universal services that the State Library provides, but also to help Oregonians locate a local library. We worked with Oregon State University Libraries to create the *Libraries of Oregon* website.

The three services available on the *Libraries of Oregon* website are to help people find a library, allow them to view digital books and images through various digitization projects, and enable them to do research. There was also an idea to provide information to people visiting the website about strategies for promoting tax-supported library service, but this has not happened yet.

The *Libraries of Oregon* website also connects people to Answerland virtual reference service and the Library Passport Program from the Oregon Library Association.

The Board needs to decide how to move forward with this project, answering questions about whether to provide more funding for this or how to expand it. There is also the question of whether services should be offered statewide or at the local level? Should this program have state and/or federal support? This website could be used for a portal which would connect historic and cultural collections in the state. The audience and the scope of this program need to be determined.

Hathaway-Marxer moved that the State Library Board reaffirm its commitment to the *Libraries of Oregon* website. Tucker seconded. The motion passed unanimously.

STATE LIBRARIAN EVALUATION PROCESS

Vicki Jorgensen, our Human Resources manager from the Department of Administrative Services (DAS), and Jessica Knieling from the policy side of DAS Human Resources joined the Board at the table. Knieling has been working with the State Library managers on a performance management system and management coaching. The State Librarian's evaluation should follow the same performance management system as the staff. The current process for Dahlgreen's evaluation is cumbersome and time-consuming.

The new performance management system emphasizes ongoing conversations with staff to be sure that employee performance moves the State Library forward. The result of these ongoing status discussions will be a summary to be compiled at the time of the evaluation.

The State Librarian's evaluation should be a model for staff. As the leader of the State Library, Dahlgreen's goals should line up with the agency's objectives.

The new State Librarian evaluation process needs to include the actual requirements in the DAS policy on agency head evaluations, including the need for an annual, written appraisal. The intention behind the policy is to clearly communicate intentions and have forward-looking conversations, rather than taking a retrospective look at performance, which is less useful.

Numerical scores are not as effective as a constructive conversation about what success looks like and how we contribute to moving the State Library forward.

The first part of the evaluation will look at how Dahlgreen is moving the agency forward, while the second portion will evaluate how she functions within and outside of the organization. The Board felt that receiving feedback from stakeholders is valuable. Gathering outside feedback about the State Library's progress toward certain goals or its demonstration of core values will be useful.

Jorgensen and Knieling will work with a Board subcommittee consisting of Hicks, Malkin, and Hathaway-Marxer. Jorgensen will organize the meetings. The subcommittee has agreed to bring a draft of the new State Librarian evaluation process to the June Board meeting.

BOARD ROLE IN STRATEGIC PLAN

Bonebrake and Hall worked with the notes from the brainstorming session at the Board's February meeting on the Board's role in the Oregon State Library's strategic plan. They added language, definitions, and developed action items and timelines for the Board to review.

There are roles for the Board Chair, the State Librarian, the vice-chair, Executive Committee, and the Executive Assistant. The Board was pleased with the thoroughness of the document. Hall volunteered to be the Executive Committee representative to create and facilitate one of the quizzes for Board members to take. The second quiz will be administered and completed in order for it to be discussed at the August Board meeting.

Dahlgreen will begin to post a brief summary of the events of Board meetings to Libs-or. Staff will create additional brochures and business cards. We will also print more strategic plan pamphlets for Board members to distribute.

The Board discussed the idea of having a shared space to post documents, such as Google Docs.

The Board members are all members of OLA through our agency membership. Some members have their own individual memberships.

The Board also discussed creating a talking points card for easy reference. They will also plan to attend two local library board meetings per year in each person's geographic area.

Board members are also encouraged to participate in library legislative day activities. OLA Library Legislative Day will be held on April 29th. Bonebrake will add some language to this spreadsheet encouraging interaction with local legislators and policy makers as often as possible.

NOMINATING COMMITTEE

At the June meeting, the Board will elect a new chair. Bell and Hathaway-Marxer will comprise the nominating committee.

PLANS FOR THE NEXT MEETING

The next Board meeting will be held on April 15th at the Eugene Hilton & Conference Center in Eugene from 1:00 to 3:00 pm in conjunction with the 2015 Oregon Library Association Conference.

Candace Watkins, President of OLA, will give an update to the State Library Board. Dahlgreen will give a progress report on strategic plan. The Board will also vote on new Government Information and Library Services Advisory Council members. Dahlgreen will also give an update on the situation in Douglas County.

The Board approved the agenda for the April 15, 2015 meeting.

Rondema can make appointments for the Board members if they want to visit legislators during OLA Legislative Day, April 29th. Please let Rondema know if you plan to attend. Legislators want visits to be by constituents.

The meeting adjourned at 3:07 p.m.

ACTION ITEMS

- Dahlgreen will send the Board members a link to the 2009 Envisioning Oregon Report.
- Dahlgreen will look into the use of LSTA grants for Oregon Battle of the Books (OBOB) in the past.
- Dahlgreen will mention to Library Support staff that the duplicate entry for La Grande Library in the Library Directory is misleading.
- Dahlgreen will collect data and statistics about the usage of Libraries of Oregon. She will incorporate this into her report at the April meeting.
- Dahlgreen will look into the situation in Douglas County to give an update at the next meeting; specifically, how much we have spent on unserved and underserved.
- Dahlgreen will send a link to the Board members so they can sign up for the Libs-or mailing list.
- Bonebrake will add language to the Board Role spreadsheet encouraging interaction with local legislators and policy makers as often as possible.
- Bonebrake will revise the Board Role spreadsheet and resend it to the Board.
- Board members please let Rondema know if you plan to attend OLA Legislative Day on April 29 and would like her to make an appointment with your legislator.

Reports of the State Librarian and Staff

**OREGON STATE LIBRARY
2013-15 BIENNIUM BUDGET REPORT**

| Report Period | Month Ending February, 2015 | | | | | | |
|---------------------|-----------------------------|----------------------------|-------------------------------|---------------------|---------------|---------------------------------|----------------------------|
| Target Percentage | 83.33% | | | | | | |
| Budget Object Title | Budget | Current Month Expenditures | Expenditures Biennium to Date | Remaining Budget | %Spent BTD | Average Spend per month to Date | Average Remaining to Spend |
| PERSONAL SERVICES | \$ 6,182,785 | \$ 249,695 | \$ 4,988,306 | \$ 1,194,479 | 80.68% | \$ 249,415 | \$ 298,620 |
| SERVICES & SUPPIES | \$ 3,635,197 | \$ 71,033 | \$ 3,038,290 | \$ 596,907 | 83.58% | \$ 151,915 | \$ 149,227 |
| CAPITAL OUTLAY | \$ 21,818 | \$ - | \$ - | \$ 21,818 | 0.00% | \$ - | \$ 5,455 |
| SPECIAL PAYMENTS | \$ 4,294,885 | \$ 130,624 | \$ 3,200,316 | \$ 1,094,569 | 74.51% | \$ 160,016 | \$ 273,642 |
| TOTAL | \$14,134,685 | \$ 451,352 | \$ 11,226,912 | \$ 2,907,773 | 79.43% | \$ 561,346 | \$ 726,943 |

Tuesday, March 31, 2015

**OREGON STATE LIBRARY
2013-15 BIENNIUM BUDGET REPORT**

| Report Period | | Month Ending February, 2015 | | | | | | |
|-----------------------------------|-----------------------|-----------------------------|----------------------------|-------------------------------|------------------|-------------|---------------------------------|----------------------------|
| Target Percentage | | 83.33% | | | | | | |
| Division Name | Budget Object Title | Budget | Current Month Expenditures | Expenditures Biennium to Date | Remaining Budget | % Spent BTD | Average Spent per Month to Date | Average Remaining to Spend |
| Operations | PERSONAL SERVICES | \$ 929,276 | \$ 40,176 | \$ 776,774 | \$ 152,502 | 83.59% | \$ 38,839 | \$ 38,126 |
| | SERVICES AND SUPPLIES | \$ 176,283 | \$ 5,585 | \$ 161,149 | \$ 15,134 | 91.41% | \$ 8,057 | \$ 3,784 |
| | CAPITAL OUTLAY | \$ 2,342 | \$ - | \$ - | \$ 2,342 | 0.00% | \$ - | \$ 586 |
| | Total | \$ 1,107,901 | \$ 45,761 | \$ 937,923 | \$ 169,978 | 84.66% | \$ 46,896 | \$ 42,495 |
| Library Development | PERSONAL SERVICES | \$ 1,003,535 | \$ 50,666 | \$ 979,241 | \$ 24,294 | 97.58% | \$ 48,962 | \$ 6,074 |
| | SERVICES AND SUPPLIES | \$ 1,473,211 | \$ 3,543 | \$ 1,249,991 | \$ 223,220 | 84.85% | \$ 62,500 | \$ 55,805 |
| | SPECIAL PAYMENTS | \$ 4,294,885 | \$ 130,624 | \$ 3,200,316 | \$ 1,094,569 | 74.51% | \$ 160,016 | \$ 273,642 |
| | Total | \$ 6,771,631 | \$ 184,833 | \$ 5,429,548 | \$ 1,342,083 | 80.18% | \$ 271,477 | \$ 335,521 |
| Talking Book and Braille Services | PERSONAL SERVICES | \$ 1,165,808 | \$ 44,575 | \$ 858,541 | \$ 307,267 | 73.64% | \$ 42,927 | \$ 76,817 |
| | SERVICES AND SUPPLIES | \$ 512,267 | \$ 12,662 | \$ 335,632 | \$ 176,635 | 65.52% | \$ 16,782 | \$ 44,159 |
| | CAPITAL OUTLAY | \$ 8,783 | \$ - | \$ - | \$ 8,783 | 0.00% | \$ - | \$ 2,196 |
| | Total | \$ 1,686,858 | \$ 57,237 | \$ 1,194,173 | \$ 492,685 | 70.79% | \$ 59,709 | \$ 123,171 |
| Government Research Services | PERSONAL SERVICES | \$ 3,084,166 | \$ 114,277 | \$ 2,373,749 | \$ 710,417 | 76.97% | \$ 118,687 | \$ 177,604 |
| | SERVICES AND SUPPLIES | \$ 1,473,436 | \$ 49,245 | \$ 1,291,518 | \$ 181,918 | 87.65% | \$ 64,576 | \$ 45,480 |
| | CAPITAL OUTLAY | \$ 10,693 | \$ - | \$ - | \$ 10,693 | 0.00% | \$ - | \$ 2,673 |
| | Total | \$ 4,568,295 | \$ 163,522 | \$ 3,665,267 | \$ 903,028 | 80.23% | \$ 183,263 | \$ 225,757 |
| Total | | \$ 14,134,685 | \$ 451,353 | \$ 11,226,911 | \$ 2,907,774 | 79.43% | \$ 561,346 | \$ 726,944 |

Tuesday, March 31, 2015

**OREGON STATE LIBRARY
2013-15 BIENNIUM BUDGET REPORT**

| | | Report Period | Month Ending February, 2015 | | | | | | |
|--------------|--------------------|-----------------------|-----------------------------|----------------------------|-------------------------------|------------------|-------------|---------------------------------|----------------------------|
| | | Target Percentage | 83.33% | | | | | | |
| Program Code | Program Code Title | Budget Object Title | | Current Month Expenditures | Expenditures Biennium to Date | Remaining Budget | % Spent BTD | Average Spent per Month to Date | Average Remaining to spend |
| 1200 | OSL BOARD | PERSONAL SERVICES | \$ 1,900 | \$ 163 | \$ 1,210 | \$ 690 | 63.68% | \$ 61 | \$ 173 |
| | | SERVICES AND SUPPLIES | \$21,709 | \$ 1,639 | \$ 17,764 | \$ 3,945 | 81.83% | \$ 888 | \$ 986 |
| | | Total | \$23,609 | \$ 1,802 | \$ 18,974 | \$ 4,635 | 80.37% | \$ 949 | \$ 1,159 |

Tuesday, March 31, 2015

**OREGON STATE LIBRARY
2013-15 BIENNIUM BUDGET REPORT**

| | | OREGON STATE LIBRARY 3/31/2014 | OREGON STATE LIBRARY 3/31/2015 | OREGON STATE LIBRARY 4/2014 to 4/2015 |
|-----------------------------|-------------------------------|--------------------------------------|--------------------------------------|---|
| Agency Title Report Date | Account Title | Cash Balance | Cash Balance | 12 Month Change |
| | TBABS ENDOWMENT FUND INTEREST | \$ 27,288.32 | \$ 23,840.69 | \$ (3,447.63) |
| | TBABS ENDOWMENT FUND | \$ 1,400,045.03 | \$ 1,680,355.00 | \$ 280,309.97 |
| | LONG FUND - NON EXPENDABLE | \$ 1,000.00 | \$ 1,000.00 | \$ - |
| | MOSES FUND - NON EXPENDABLE | \$ 6,000.00 | \$ 6,000.00 | \$ - |
| | LONG FUND - EXPENDABLE | \$ 30.82 | \$ 36.13 | \$ 5.31 |
| | MOSES FUND - EXPENDABLE | \$ 8,141.87 | \$ 8,173.81 | \$ 31.94 |
| | TBABS DONATION FUND | \$ 144,927.47 | \$ 125,255.08 | \$ (19,672.39) |
| | DATABASE LICENSING RESERVE | \$ 40,198.87 | \$ 40,412.65 | \$ 213.78 |
| | TOTAL | \$ 1,627,632.38 | \$ 1,885,073.36 | \$ 257,440.98 |

Tuesday, March 31, 2015

OREGON STATE LIBRARY QUARTERLY PERFORMANCE REPORT

Quarter: October - December, 2014

| | <i>Total This Quarter</i> | <i>Total 13-15 to Date</i> | <i>Total 11-13 to Date</i> | <i>Variance to Date</i> | <i>% Variance to Date</i> |
|--|-----------------------------------|------------------------------------|------------------------------------|-----------------------------|-------------------------------|
| <i>Library Support & Development Services</i> | | | | | |
| Average daily visits to OSLIS | 2,570 | 2,288 | 2,175 | 113 | 5.2% |
| Average daily visits to LSTA-funded databases | 14,761 | 13,017 | 12,591 | 426 | 3.4% |
| Average daily visits to Answerland | 83 | 88 | 95 | -7 | -7.0% |
| Average daily visits to Plinkit websites | 9,388 | 9,760 | 5,481 | 4,279 | 78.1% |

Oregon Talking Book and Braille Library

| | | | | | |
|--|---------|---------|---------|---------|--------|
| Registered individuals* | 5,131 | 5,131 | 5,402 | -271 | -5.0% |
| Registered institutions* | 389 | 389 | 338 | 51 | 15.1% |
| Items circulated | 103,333 | 636,501 | 649,428 | -12,927 | -2.0% |
| Percentage of circulated items that are digital cartridges | 79% | 79% | 74% | 5% | 6.8% |
| Percentage of circulated items downloaded from BARD | 20% | 20% | 17% | 3% | 17.6% |
| Volumes added | 4,562 | 26,667 | 31,108 | -4,441 | -14.3% |
| Volunteer hours | 307 | 1,851 | 2,771 | -920 | -33.2% |

**Figure represents total on the last day of the quarter.*

Government Information & Library Services

| | | | | | |
|---|---------|---------|---------|---------|--------|
| Research transactions for state government employees | 2,175 | 12,295 | 13,134 | -839 | -6.4% |
| Contacts with state government employees | 143,269 | 863,963 | 726,212 | 137,751 | 19.0% |
| Percentage of state employees registered for State Employee Information Center* | 21% | 21% | 23% | -2% | -8.7% |
| Average daily visits to Oregon.gov search box | 2,790 | 3,456 | 4,200 | -745 | -17.7% |
| Mailing list subscribers* | 722,258 | 722,258 | 639,360 | 82,898 | 13.0% |
| Outreach and training presentations to state agencies | 5 | 49 | 54 | -5 | -9.3% |
| Oregon documents archived | 2,150 | 16,532 | 14,789 | 6,700 | 11.8% |
| Volunteer hours | 873 | 5,609 | 6,349 | -740 | -11.7% |

**Figure represents total on the last day of the quarter.*

OREGON STATE LIBRARY
Information Security Business Risk Assessment Report
2014

Level 2, "Limited"

Report Content

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Introduction

Beginning in 2007, the Department of Administrative Services (DAS) Enterprise Security Office (ESO) has conducted an annual Information Security Business Risk Assessment (ISBRA), with twelve (12) baseline and additional non-baseline agencies, to identify key business and information security risks across the enterprise. In 2014, ISBRA was conducted with eight (8) non-baseline agencies. Oregon State Library (OSL) was one of the non-baseline agencies that participated in ISBRA this year.

The purpose of the 2014 ISBRA is to transition the agency to the ISO 27002:2013 standard and evaluate the agency's efforts to address the identified risks and improve the overall security posture. The approach adopted for ISBRA is outlined as below -

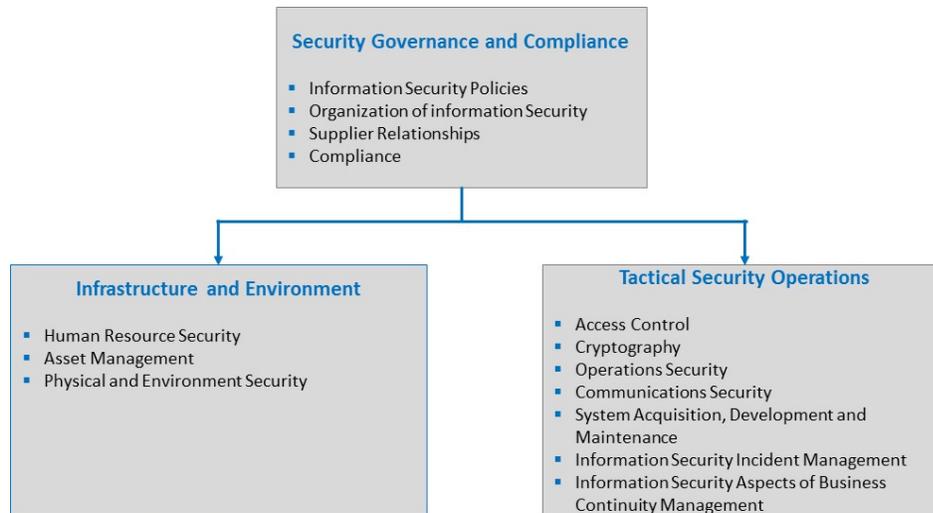
- A high-level qualitative assessment of agency's current state is performed using a combination of ISO 27002:2013 standard and Capability Maturity Model® Integration (CMMI) model. This assessment is based on information gathered through an in-person meeting and agency's response to the dashboard questions on ISO 27002:2013 domains. The outcome of the assessment includes key risks and opportunities for improvement for the agency.
- The maturity level for each control domain is evaluated and assigned using the CMMI maturity model.

ISO 27002

The intent of ISBRA is to guide the creation and ongoing advancement of information security programs at the enterprise and agency level. ESO has adopted the ISO/IEC 27002, an information security standard developed and maintained by International Organization for Standardization, as the foundation for ISBRA. The standard provides the basis for the development of a cost effective information security program that supports the organization's goals and provides assurance for security to be at an acceptable level.

The ISO 27002:2013 has fourteen (14) control domains. To provide greater focus, these control domains are grouped into a simplified ISBRA framework with three responsibility categories as – **Security Governance and Compliance, Infrastructure and Environment and Tactical Security Operations** (Figure 1). This framework provides a common language for everyone within the enterprise to manage and monitor information security activities and enables integration of better management practices into the organizational structure.

Figure 1. ISBRA Framework

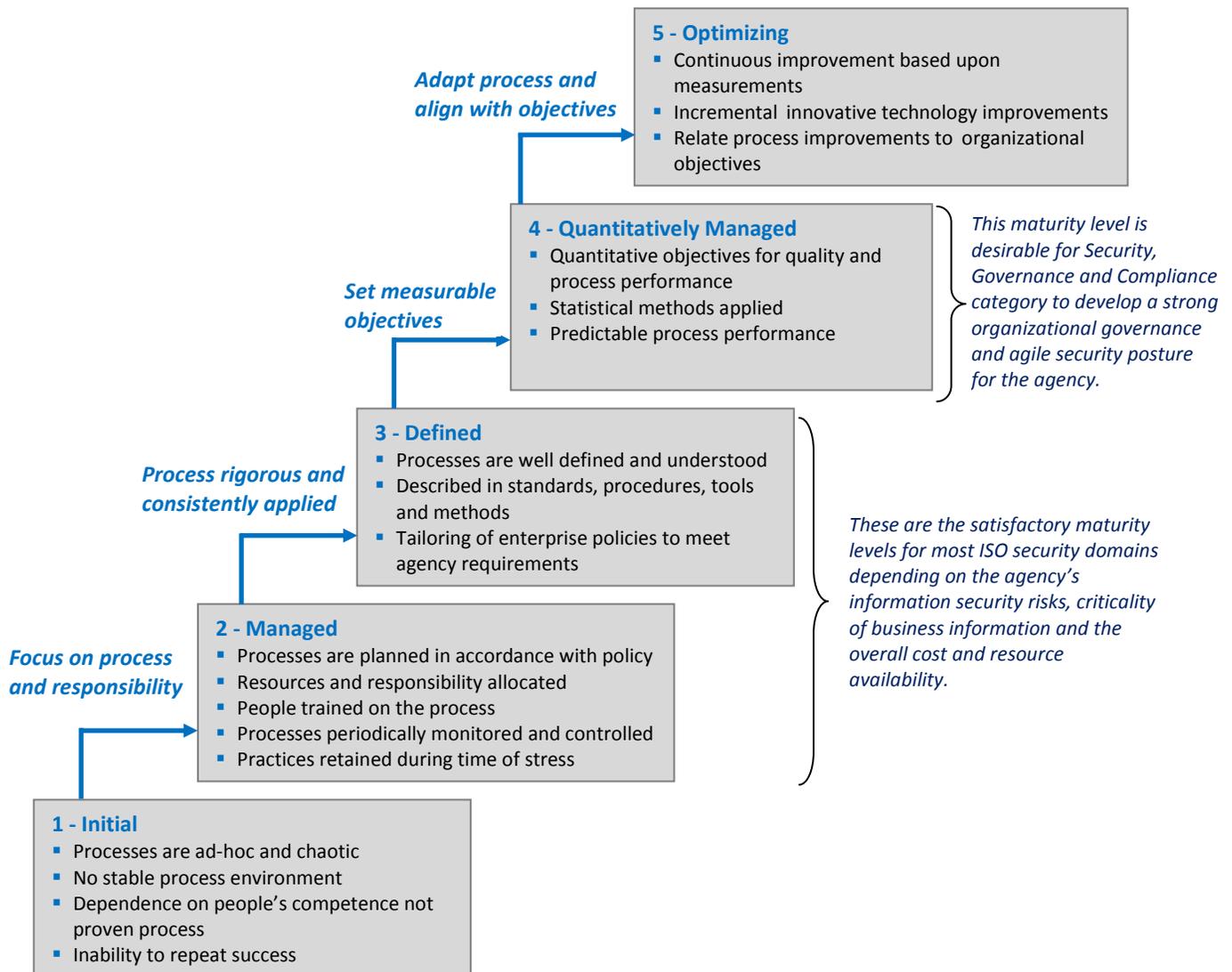


CMMI Model

The CMMI, created and maintained by Carnegie Mellon Software Engineering Institute, was chosen to provide a qualitative measure of maturity and improvements made in each of the ISO security domains. The maturity model is designed to provide context to assist the agency in determining the extent of resources, effort, formality and sophistication which are or should be deployed to meet business, regulatory and control objectives.

Each agency must decide on the **“right level”** of desired maturity level based on analysis of current maturity level, information security risks, criticality of business information and the overall cost and resource availability. Additionally, interdependencies can exist within the domains, resulting in a lower level of maturity in some domains initially, while the other domains are built out first. For example, the Security, Governance and Compliance category typically reaches a higher level of maturity as a prerequisite to achieving maturity in the other two categories. The figure below depicts the CMMI model and criteria for advancing through CMMI maturity levels.

Figure 2. Advancing through CMMI maturity levels



2014 ISBRA RESULTS

OSL leadership and management are committed to information security and continue to emphasize the importance of security through clear organizational direction. Agency has established a well-defined framework to initiate and control the implementation of information security within the organization by including information security as one of its core value. OSL continues to improve its information security management practices in an effort to support agency's business goals and meet its customer's needs while addressing existing and emerging information security risks. Overall, the agency has made progress in several areas as discussed below.

Security governance and compliance

The Security Governance and Compliance responsibility category includes the key elements required to provide senior management assurance that its direction and intent are reflected in the security posture of the organization. This category focuses on utilizing a structured approach to implement and mature an Information Security Program, including the adequate means for communicating the program throughout all levels of the agency. The primary objectives of each control domain within this category along with the key observations noted for OSL in FY 14 are listed below:

Information Security Policies – The primary objective of this domain is for management to provide direction and support to protect information, in accordance with business requirements, relevant laws and regulations, by formally establishing and documenting policies and standards.

- DAS security polices and agency guidelines are followed by OSL.
- Information security policy owners have been identified and annual policy review/update cycle is followed to ensure relevancy and suitability.
- Agency maintains presence on social media via. Facebook, Twitter and Pinterest. However, agency does not have a defined social media policy and it is currently under development.
- Bring your own device (BYOD) is supported at the agency. Agency staff uses smartphones to connect to exchange and access their email/calendars.

Organization of Information Security – The primary objective of this domain is to ensure that roles and responsibilities for information security are defined and the organization structure supports good information security practices.

- Information security organization structure is defined, and roles and responsibilities are assigned accordingly agency wide. However, agency is currently undergoing a reorganization.
- Teleworking policy is in effect at the agency. Remote access is enabled via use of DAS Virtual Private Network (VPN). Multi-factor authentication for remote access is currently not supported by the agency.
- Smartphones and tablets are used at the agency however, mobile devices are not connected to the agency's network.

Supplier Relationships – The primary objective of this domain is to ensure protection of the agency's assets that are accessible by vendors and suppliers.

- Relationships with third parties/vendors are formally defined using service level agreements (SLA)/ non-disclosure agreements (NDA). Agency policies are communicated to the external parties.

- Google drive and google analytics are used at the agency. No sensitive information is stored on the cloud applications.
- Currently no security assessments are performed for the third parties/vendors as no sensitive is shared with them.

Compliance – The primary objective of this domain is to avoid breaches of any regulatory, contractual and other security requirements. This domain also ensures compliance with agency security policies, through management and independent monitoring and taking appropriate corrective actions.

- Regulatory and compliance requirements for the agency are documented although responsibility is not assigned to any personnel to monitor compliance.
- Secretary of State Requirements are followed for data retention.
- No external audits are conducted at the agency and no internal audit has been performed this year.

Security Infrastructure and Environment

The Security Infrastructure and Environment responsibility category defines scope, priority, boundaries, processes and activities that provide the context and infrastructure to manage information security on a daily basis. The primary objectives of each control domain within this category along with the key observations noted for OSL in FY 14 are listed below:

Human Resource Security – The primary objective of this domain is to ensure that employees, contractors and all users, including business partners, understand their security responsibilities and are suitable for the roles they are considered for.

- Background checks are not performed on the employees/contractors as OSL has not been given legislative authority to do the background checks.
- Confidentiality agreements and NDAs are not used by the agency for employees.
- Employees are provided security awareness training when hired and subsequently as determined by the management. However, no trainings have been completed by the employees in past year.
- Disciplinary process to handle security breaches is not defined and documented.
- Formalized process have now been defined and documented for provisioning new hire access and removing the access on termination of employees.

Asset Management – In order to achieve and maintain appropriate protection of organizational assets, the agency must first identify what it needs to protect and to what degree. The objective of the Asset Management domain is to establish the scope of the information security program by identifying and defining critical business information, understanding how it is used and where it is stored, classifying it with regards to the level of protection it needs and designating people to be responsible to ensure proper treatment and use of the information.

- A complete inventory of asset exists at the agency. Information assets are labeled and asset owners have been identified. Asset inventory is reviewed annually.
- Procedures are defined for handling removable media. USB, CD, DVD etc. with information higher than Level 1 are restricted from being taken out of the building. Level 3 information can exist only in paper format and is shredded at time of disposal.
- No encryption standards are employed as agency does not transport any information above Level 1.

Physical and Environmental Security – The main objective this domain is to establish a work environment that promotes good safeguarding of information and helps to prevent unauthorized physical access, damage, and interference to the agency’s premises and information.

- Physical access is controlled with the use of key cards. Information assets are secured by use of locked doors and cabinets.
- IT equipment and server are secured behind locked doors and require a key card access.
- To secure information on workstations, session time out after 30 minutes of inactivity is installed on machines.

Tactical Security Operations

The Tactical Security Operations responsibility category defines the tactical activities and controls necessary to meet business objectives and to comply with policies and regulations during the day-to-day operations of the agency. The primary objectives of each control domain within this category along with the key observations noted for OSL in FY 14 are listed below:

Access Control – The objective of this domain is to ensure that the right people have access to the right information, when they need it, and that unnecessary or unapproved access to information does not occur.

- Role based access controls are established to limit logical and physical access to information assets.
- Access is reviewed every six months for accounting/budget functions. However, there is no pre-defined interval to review IT access and it is done only on need basis.
- Procedures are established to implement change in access. Access change requests are initiated by management for change in role or staff.

Cryptography – The primary objective of this control domain is to ensure proper and effective use of cryptography to protect the confidentiality, authenticity and/or integrity of the agency’s information.

- Agency has not adopted any policy on the use of cryptographic controls. DAS requirements are followed for use of encryption for Statewide Financial Management System (SFMS) for accounting function.

Operations Security – The primary objective of this control domain is to ensure correct and secure operations of information processing facilities.

- Roles and responsibilities have been assigned keeping segregation of duties (SoD) in mind. However, due to small size of agency SoD is limited and employees are cross trained to keep agency operational.
- Position descriptions are defined based on inputs from Human Resources (HR) and DAS representatives.
- Administrative activities are logged and reviewed on weekly basis.
- Documented procedures are followed by authorized personnel to install software and updates.
- Operational procedures are not defined or documented at the agency.
- Trend Micro is used for anti-virus/anti-malware solution at the agency to protect against viruses/malware.

- Documented procedures are followed for disk to disk and disk to tape backups. Backups are stored in fire proof safe onsite. Currently, there is no provision to store backup offsite.
- Agency relies on snort alerts, patch management and DAS notifications for vulnerability management. However, it is noted that agency does test the patches prior to deployment in the production environment.
- A targeted penetration test was performed at the agency with DAS support.
- Employees have limited skillset to perform network scanning and hence agency relies on DAS for performing network scans.

Communications Security – The primary objective of this domain is to define the processes for the management of technical security controls. In addition to people and processes, technology often plays a key role in helping to protect information.

- Firewall is used for network security. Agency relies on DAS for managing the firewall and alerting the agency personnel of any suspicious activity.

System Acquisition, Development and Maintenance – The objective of this domain is to integrate the information security into the requirements, design and implementation of the information systems that support the business processes.

- Information security requirements are defined and reviewed as part of the system development lifecycle. However, no formal security testing is performed.
- Agency uses a vendor to maintain the catalog website however the servers are hosted in-house by the agency.
- No formal change management process is defined or followed to implement system changes.
- Procedures are defined to ensure that production data cannot be replicated in non-production environment.

Information Security Incident Management – The objective of this domain is to develop the ability to anticipate and respond to the information security breaches in a timely manner.

- Incident management plan is defined based on DAS issued incident management policy. The incident management plan includes employee roles and responsibilities. Agency has only conducted a dry run of the plan and have not performed any tabletop exercise to test the incident management plan.
- Incident review and handling is done collaboratively by the agency's management, IT and ESO teams.

Information Security Aspects of Business Continuity Management – The objective of this domain is to counteract interruptions to business activities and to protect critical processes from the effects of major failures of information systems or disasters and to ensure their timely resumption.

- Business continuity plan (BCP) exists and covers the agency's critical business processes. BCP has been tested only via dry run by discussion and walkthrough of the procedures by the management team. No table top exercise has been performed.
- Agency performed the last business impact analysis in 2010. Agency is currently undergoing a reorganization that might result in changes to the agency's critical business processes.

- Disaster recovery plan (DRP) exists at the agency however, agency has not evaluated the DR strategy.

Risks and Recommendations

Based on the ISBRA FY 14 agency response dashboard and the observations noted throughout this report, following recommendations are developed to help OSL address information security gaps, meet the agency goals and achieve the desired maturity as an organization. The recommendations are prioritized based on combination of factors including risk, impact and the amount of effort involved in the implementation.

| Risk | Recommendation |
|---|--|
| <p>Offsite Backup Storage</p> <ul style="list-style-type: none"> ▪ In the absence of offsite storage, backup data for agency applications and systems might not be available timely for accurate restore. Additionally, there is a risk that agency could lose its data in an event of disaster that may render the agency building inaccessible. | <ul style="list-style-type: none"> ▪ Evaluate the offsite options (ex. online backup on cloud, offsite backup on tapes etc.) to identify the offsite backup solution that will best meet the agency needs. ▪ Define labeling practices to easily locate the backup data to enable timely restore and recovery. ▪ Establish the frequency for offsite backup depending on the criticality of data and recovery point objective (RPO) as defined in the agency's BCP. ▪ Identify encryption technique to encrypt the sensitive information based on the agency's data classification levels to safeguard information on offsite backups. ▪ Establish restore procedures and test them regularly to ensure that you are able to restore data from offsite backup as intended and in correct format to avoid any issues. ▪ Implement access controls for offsite backup and recovery procedures to ensure that only authorized personnel can administer offsite backup and recovery. |
| <p>Patch Management</p> <ul style="list-style-type: none"> ▪ Lack of proper patch management exposes the risk that known vulnerabilities can be exploited by cybercriminals to penetrate into agency's infrastructure and environment. | <ul style="list-style-type: none"> ▪ Develop a process to prioritize the patches by evaluating the criticality and applicability of the patch to the agency's IT environment. ▪ Test the patches in a test environment before deploying them on agency systems. Additionally, follow a phased approach to roll out patches to minimize the downtime. ▪ Implement appropriate access controls to ensure that only designated personnel have ability to manage and deploy patches to the agency systems. |

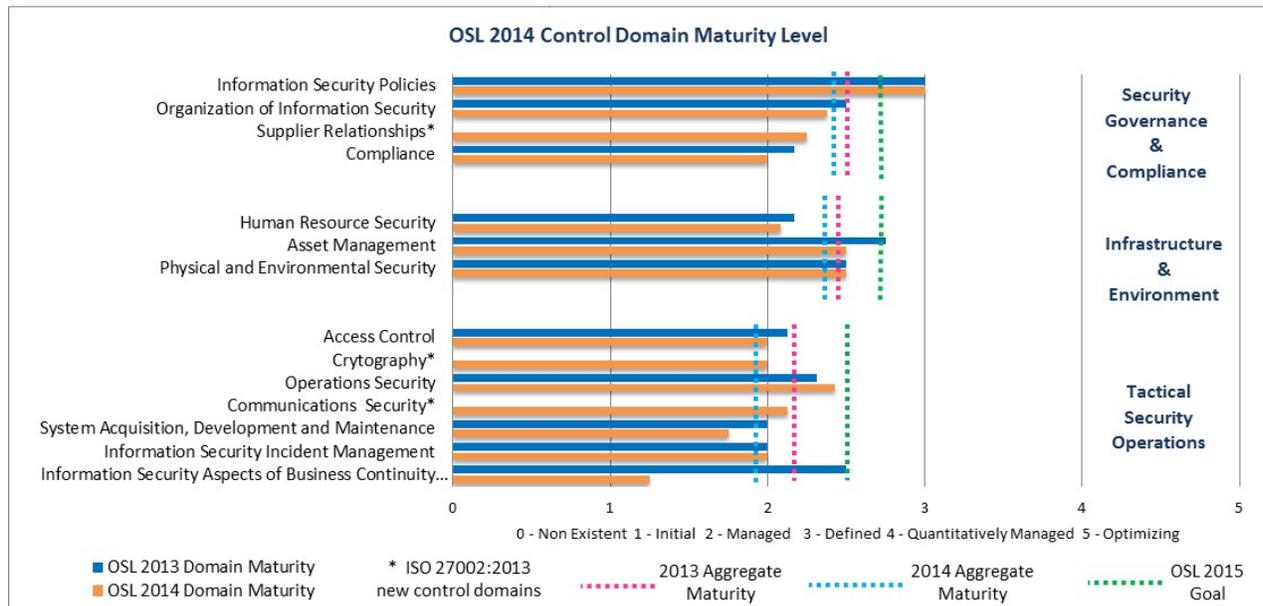
| | |
|--|---|
| <p>Business Continuity and Disaster Recovery plans</p> <ul style="list-style-type: none"> ▪ In the absence of updated business continuity/disaster recovery plan and alternate recovery sites, ability of agency to recover critical services in a timely manner may be impacted. The continuity of critical operations and ability of the agency to meet the needs of customers, business partners and other agencies will be uncertain if periodic exercises and testing of the plans are not performed. | <ul style="list-style-type: none"> ▪ Following reorganization, conduct business impact analysis (BIA) to re-assess agency's critical information assets and accordingly, update RPO and recovery time objectives (RTO) required to maintain business continuity in an event of a disaster. For each of the critical processes, identify and assess recovery capabilities of critical dependencies (workforce, application systems and infrastructure, vendors, data and vital records). ▪ Identify threats that your agency may face and analyze the impact of these threats on both day-to-day operations and long-term goals. Based on the analysis of threats and consequences, develop recovery strategies for the critical processes and dependencies. As part of the disaster recovery capability, agency should also establish the criteria for redundancy in an event of a disaster. ▪ Based on the results of the BIA and threat analysis, review and update the BCP periodically to account for changes in agency's business needs, infrastructure, critical assets and technology. Review and update DRP to define procedures to recover damaged IT, network and information assets. ▪ Communicate BCP/DRP to stakeholders. Conduct periodic table top exercises and functional testing to validate business continuity plans and recovery strategies. Identify gaps, inter-dependencies, and areas of improvement to enhance agency's preparedness and effectiveness in handling such events. |
| <p>Incident Management Plan</p> <ul style="list-style-type: none"> ▪ In the absence of periodic testing of the incident management plan, the agency may not be able to effectively handle and respond to an information security incident. | <ul style="list-style-type: none"> ▪ Provide periodic training to employees on the policies and procedures for reporting and handling incidents. ▪ Conduct tabletop and functional exercises to validate agency's readiness for reporting, responding and handling incidents by executing already defined incident management procedures and responsibilities in a simulated environment. ▪ Based on the results of above exercises, update the incident response plan to address the identified gaps and weaknesses. |
| <p>Segregation of Duties</p> <ul style="list-style-type: none"> ▪ Lack of segregation of duties could lead to unauthorized access to critical information and sensitive | <ul style="list-style-type: none"> ▪ Considering the size of the agency and management's decision to share responsibilities, perform a review of current roles to align employee access with their job description. Based on the outcome of the review, update |

| | |
|--|---|
| <p>data.</p> | <p>roles and access accordingly.</p> <ul style="list-style-type: none"> ▪ Establish a process to periodically review and update roles to assign access only on an as needed basis. |
| <p>Define Operational Procedures and Implement Change Management</p> <ul style="list-style-type: none"> ▪ In the absence of defined and documented operational and change management procedures, unauthorized changes can be made to the agency systems. Additionally, due to lack of documented procedures, system downtime to roll out the changes can increase impacting the agency operations and users. | <ul style="list-style-type: none"> ▪ Define and document operational procedures to ensure operational consistency. ▪ Establish change management process and define workflow to streamline the initiation, approval, implementation and deployment of system changes. ▪ Define procedures to implement emergency changes to ensure that only authorized personnel are able to roll out emergency changes to agency systems. |
| <p>Internal Review/Audit</p> <ul style="list-style-type: none"> ▪ Lack of periodic internal reviews and audit could delay the timely identification and remediation of agency's risks and control weaknesses. | <ul style="list-style-type: none"> ▪ Perform periodic risk based internal review/audit to assess and evaluate the effectiveness of information security controls in mitigating risks. Focus on internal review/audit function will enable timely identification of gaps and weaknesses. ▪ Prioritize review/audit findings to address the identified gaps and weaknesses to ensure operating effectiveness of controls and maintain continued compliance with state policies and regulations. |

CMMI Maturity Level

A summary of the CMMI maturity levels assessed across the fourteen (14) ISO 27002:2013 control domains is depicted in the chart below. Note that CMMI maturity levels for this year are aligned to the new ISO 27002:2013 standard while the CMMI levels for the last year are aligned to the older ISO 27002:2005 standard. Due to this, you might notice more variation in the overall maturity levels of some control categories than anticipated.

Figure 3. OSL 2014 Control Domains Maturity Level



To see the individual control domain ratings, please refer to the *2014 ISBRA Agency Dashboard* under Appendix. A more detailed discussion of the maturity level, grouped into the three responsibility categories of ISBRA framework, is provided in the following sections.

Security Governance and Compliance – For 2014, the Governance and Compliance category is assessed to be at maturity that is between “Managed” and “Defined” level. As OSL implements internal review/audit function to identify weaknesses and improve compliance, agency should notice an increase in its maturity level.

Security Infrastructure and Environment – For 2014, the Security Infrastructure and Environment category maturity is between “Managed” and “Defined” maturity level.

Tactical Security Operations – For 2014, the Tactical Security Operations category has been assessed to be at an average maturity level, slightly below “Managed.” The maturity level of this domain will increase as agency implements recommendation to improve BCP/DR, incident management and handling system operations and changes.

Appendix

- 2014 ISBRA Agency Dashboard



OSL 2014 ISBRA
Dashboard For Valic

References

Capability Maturity Model Integration (CMMI) for Systems Engineering, Software Engineering, Integrated Product and Process Development, and Supplier Sourcing – Staged Representation, Version 1.1, Carnegie Melon Software Engineering Institute, USA, 2002.

ISO/IEC27002, “Information Technology—Code of Practice for Information Security Management,” International Organization for Standardization (ISO), Switzerland, 2007.

2013 Oregon State Library Information Security Business Risk Assessment Report – KPMG LLP and Department of Administrative Services

**Government Information and Library Services
Advisory Council**

Agenda Item**Appointment to Government Information and Library Services Advisory Council*****Background and Summary***

The Board has established three advisory councils to assist them in carrying out their responsibilities in specialized areas: the Talking Book and Braille Library Advisory Council, the Library Services and Technology Act (LSTA) Advisory Council and the Government Information and Library Services Advisory Council. The board appoints new members to the Talking Book and Braille Library, LSTA and Government Information and Library Services Advisory Councils, except for the representatives of consumer groups on the Talking Book and Braille Library Advisory Council who are appointed by their own organizations.

There are two vacancies on the Government Information and Library Services Advisory Council. The Board's bylaws indicate that "the State Librarian shall suggest nominees for vacant positions on the Talking Book and Braille Library, Government Information and Library Services, and LSTA Advisory Councils".

Nominees are employees of the state of Oregon, currently working for an agency assessed for library services. Although there are no formal criteria for Council membership, a reasonable effort is made to balance representation based on agency size and assessment, agency function, council member job duties, and agency use of Library services.

Recommendation of the State Librarian

The State Librarian recommends appointing the two members listed on the attachment to the Government Information and Library Services Advisory Council.

Matt Ausec

Implementation Team Lead
Oregon Health Authority (OHA)

For nearly five years as an analyst for the Office of Health Information Technology (OHIT) of the Oregon Health Authority (OHA) I have represented Oregon in the 13 state collaborative that designed and implemented a web application that is used for accepting attestations and generating payments to health care providers for the Electronic Health Record (EHR) Incentive Program. The Medical Assistance Provider Incentive Repository (MAPIR) is expected to bring approximately 130 million federal dollars into Oregon. I was responsible for the development of policy for the hospitals that participate in the program and that receive most of the incentive payment dollars. I handled bill tracking for OHIT in the 2011-12 legislative sessions, working with other OHA offices to monitor and comment on health care legislation as it was considered. After I saw the EHR Incentive Program successfully transitioned to an operations unit in OHA, I began stakeholder work for OHIT. Our office went through an intense outreach period to set the docket for the next HIT projects and get support to make funding available. That work led to a business plan framework and the authority to leverage state funds to get federal matching dollars to implement the HIT priorities of Oregon stakeholders. I am currently the Implementation Team Lead working to advance through the procurement process for several solutions that will be implemented and operated in the coming years.

Jeannette Hulse

Operations & Policy Analyst
Department of Human Services (DHS), Aging and People with Disabilities (APD),
Advocacy & Development

I'm an Operations and Policy Analyst for the Advocacy and Development Unit in the Aging and People with Disabilities (APD) program of the Oregon Department of Human Services (DHS). I complete research, analysis and synthesis of information in the areas of aging and people with disabilities. Legislative bill analysis including briefs and presentations when requested. I'm responsible for managing several projects in the Unit's human services work. I provide professional advocacy, staff support and policy work to the Medicaid Long Term Care Quality and Reimbursement Advisory Council. I'm a graduate of Oregon State University (BS, Human Development & Family Sciences); holds the equivalent (coursework minus published thesis) of a Master's in Public Administration from University of Oregon; and have a Master's in Public Health from Portland State University with a minor of Health Management and Policy. Prior to joining DHS, I worked in the fields of human resources (with national and international experience); city and county government; and healthcare.

LSTA Funding Discussion

Agenda Item

Library Services and Technology Act Funding Discussion

Background and Summary

At the March 20, 2015 OSL Board meeting there discussion about the allocation of LSTA funds and the members requested a fuller discussion at the April 15, 2015 Board meeting. See Attachment #1.

2014 Budget and Budget Plan for FFY 2015 and 2016

| | Federal Fiscal Year | | |
|--|-------------------------------|-------------------------------|-------------------------------|
| | 2014 | 2015 | Estimate 2016 |
| Total LSTA Award | \$2,150,954 | \$2,150,954 | \$2,150,954 |
| LSTA Carry Forward | \$0 | \$0 | |
| Total Available | \$2,150,954 | \$2,150,954 | \$2,150,954 |
| <i>PROJECT</i> | <i>Estimated Expenditures</i> | <i>Estimated Expenditures</i> | <i>Estimated Expenditures</i> |
| Competitive Grant Awards | \$484,957 | \$634,049 | \$500,000 |
| LSTA Administration (4% of total allotment) | \$86,038 | \$86,038 | \$86,038 |
| LSTA Five Year Plan Evaluation/Development | \$0 | \$0 | \$20,000 |
| Continuing Education | | | |
| Library Science Collection | \$15,450 | \$15,450 | \$16,000 |
| Public Library Director's Institute | \$0 | \$10,000 | \$0 |
| Focus on Children and Young Adults Institute | \$0 | \$10,000 | \$0 |
| Research Institute for Public Libraries | \$2,000 | \$6,200 | \$0 |
| Statistics | | | |
| OEM School Library Analysis and Report | \$19,000 | \$19,000 | \$19,000 |
| Bibliostat Collection Tool | \$5,000 | \$5,000 | \$5,000 |
| Public Library Statistics Gathering and Reporting | \$50,000 | \$51,000 | \$52,000 |
| Youth Services | | | |
| Statewide Summer Reading Program | \$3,500 | \$3,500 | \$3,500 |
| Consulting | \$73,000 | \$92,000 | \$94,000 |
| Oregon Center for the Book | \$20,000 | \$0 | \$0 |
| School Library Services | | | |
| OSLIS | | | |
| OASL Contract | \$30,000 | \$30,000 | \$30,000 |
| OSLIS Consulting | \$65,000 | \$43,550 | \$45,500 |
| Technical support & development | \$25,000 | \$25,000 | \$27,000 |
| School Library Consulting | \$0 | \$23,450 | \$24,500 |
| PLINKIT | | | |
| Oregon | \$66,000 | \$0 | \$0 |
| National Collaborative | \$5,000 | \$5,000 | \$5,000 |
| Enfold hosting costs for libraries | \$0 | \$19,000 | \$0 |
| Technology Development Consulting | \$10,000 | \$77,000 | \$78,000 |
| Digital Collections Summit | \$4,000 | \$0 | \$0 |
| EDGE | \$0 | \$50,000 | \$50,000 |

| | | | |
|--|--------------------|--------------------|--------------------|
| Online Library Directory (Update) | \$0 | \$10,000 | \$0 |
| E-Reference Service (Answerland) | \$294,500 | \$220,000 | \$220,000 |
| Statewide Database Licensing | | | |
| Gale Database | \$350,000 | \$350,000 | \$350,000 |
| Academic Libraries - Ebsco subsidy | \$50,000 | \$50,000 | \$50,000 |
| Learning Express | \$147,094 | \$183,000 | \$183,000 |
| Program and Operations | \$63,000 | \$64,000 | \$67,000 |
| Sage Library System Courier Support | \$73,340 | \$47,700 | \$47,700 |
| Extend Services to the Unserved | \$160,245 | \$0 | \$0 |
| Libraries of Oregon | \$1,000 | \$1,000 | \$5,000 |
| Oregon Battle of the Books/OASL | \$10,000 | \$10,000 | \$10,000 |
| TOTAL | \$2,113,124 | \$2,140,937 | \$1,988,238 |
| Balance | \$37,830 | \$10,017 | \$162,716 |

Correspondence



March 18, 2015

Our Friends At
Oregon State Library
250 Winter St NE
Salem, OR 97301-3950

Dear Friends,

Thank you for your gift made through the Governor's State Employee Food Drive. When families are hungry, your compassion gives them hope. You are providing the help they need to get back on their feet and make a fresh start. You are making a difference.

I look forward to sending you the next issue of the *Harvester* that has many wonderful stories that show the powerful impact of your support. Until then, if you have any questions or would like further information, please feel free to call me directly at 503-581-3855 extension 313.

Thank you again for making a difference in our community.

Sincerely,

Corrina Hawkins
Director of Stewardship

Thank you!

For your tax records

By signing above, I confirm that your gift of \$518.75 was received on 3/4/2015 and that you received no goods or services from Marion-Polk Food Share—only our sincere thanks. Marion-Polk Food Share is a 501 (c)(3) not-for-profit charity. Tax ID# 94-3034161.

A member of



Leading the fight to end hunger in Marion and Polk counties...because no one should be hungry.

1660 Salem Industrial Drive NE • Salem, OR 97301-0374 • P: 503 581-3855 • F: 503 581-3862 • www.marionpolkfoodshare.org

From: Meagan Button
Sent: Friday, March 20, 2015 1:20 PM
To: AllStateLibrary
Subject: 658.3142 Dewey Salute - Talking Books Circ Group

Today I want to give a big shout out to the Circulation group in Talking Books.

Due to some technical difficulties at Publishing & Distribution, the address cards for the 1700+ books and equipment that were mailed today did not arrive until about 11:20.

Usually the cards arrive before 9am. From 9 to 11 Circ retrieves, checks out, and tosses the materials. Today, what is normally a 2 hour process was condensed to less than 40 minutes, as mail delivery takes place promptly at 1pm and they had only from 11:20 to 12 to complete the entire process.

Thank you Erich, Brandon, and Crystal for your incredible work today! You showed **leadership** and dedication to the **customer**, and you worked together as a **strong community** to make sure there was no interruption in service for our patrons. You guys are rock stars!

Meagan Button
Reader's Advisory Coordinator
Oregon Talking Book and Braille Library

From: Arlene Weible
Sent: Monday, March 23, 2015 8:13 AM
To: AllStateLibrary
Cc: 'DARCEY David * EAM'
Subject: NW Digital Collections Summit on Friday - Thanks!

I just wanted to offer my thanks to everyone that helped to make the Digital Collections meeting we hosted on Friday a success. Approximately 50 people from all over Oregon and Washington experienced the hospitality of the State Library, and many complimented our beautiful building and helpful staff.

Winning the excellent customer service star is Ferol, who supported the meeting in many ways: from layout, signs, nametags, parking passes and the ever important lunch and snacks. Thanks for keeping everyone well fed and hydrated, pointed in the right direction, and remembering the details!

Thanks to Susan, Katie, Robin, and Ann for their help with room configuration on Thursday, and Robby for your quick audio system lessons. I am always thankful how our community comes together so easily to help with these events.

Thanks to all staff who put up with a busy elevator, noise in the lobby, and wandering visitors!

And, as always, to the ever helpful Dave Darcey ... who got our trashed cleared and re-set our rooms in record time. We are very lucky to have Dave in our building.

--Arlene

Arlene Weible
Electronic Services Consultant
Oregon Federal Regional Depository Coordinator
Library Support and Development Services
Oregon State Library

From: On Behalf Of Kimberly Jensen
Sent: Wednesday, March 25, 2015 9:18 AM
To: MaryKay Dahlgreen
Subject: Thank you!

Dear MaryKay:

Yesterday afternoon Andrea had all of my requested materials ready and Alice was kind enough to work nearby during my two hours of research time. I am most grateful to them for their help with these treasured materials.

With appreciation,

Kim

Kimberly Jensen
Professor of History and Gender Studies
Western Oregon University