



Oregon

Kate Brown, Governor



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To: Oregon State Legislature
Oregon Department of Administrative Services
From: State Library of Oregon
Re: Report on ORS 357.008 (6)

State Library Report to the Legislature and Department of Administrative Services Report on ORS 357.008 (6)

Executive Summary

In accordance with ORS 357.008 (6), the State Library biennially reports to the Legislative Assembly and the Department of Administrative Services statistical data on the following:

- a) The effectiveness of library services provided to state government;
- b) The effectiveness of services provided to persons who are print-disabled;
- c) The degree to which local and school libraries in this state provide library services to the people of this state; and
- d) The scope and effectiveness of library services for children and youth funded by state grant funds.

This report contains statistical data on these four areas as mandated by statute.

EFFECTIVENESS OF LIBRARY SERVICES PROVIDED TO STATE GOVERNMENT

The Government Information and Library Services Division provides library services to state employees and the state legislature including research assistance, professional development, instruction, and print and electronic resources. Statistical data related to these services is included in the tables below.

	2019 - Actual	2019 - Goal	2020 - Actual	2020 - Goal
KPM #1: Research Assistance				
Transactions per Year	8,423	9,000	7,907	10,000
KPM #2: Use of Electronic Resources				
Registered State Employees as % of State Employees	1,135	205	1,408	1,055
	22%	24%	21.3%	24%
KPM #7: Customer Satisfaction				
Agency-wide: Percent rating services good or excellent	96.75%	98%	94.1%	98%

The State Library of Oregon cultivates, preserves, and delivers library and information services to foster lifelong learning and community engagement.

Research Transactions include total reference transactions, total outreach presentations, and total document delivery requests. The total number of research transactions has decreased slightly from the previous year, likely impacted by the COVID-19 pandemic and the resulting work transitions for state employees. Reference interactions have reduced in number, but more in-depth questions are being asked, so the time spent on these queries is increasing per interaction.

Librarians are assigned to each state agency to provide research support through the embedded librarian program. The success of this program has led to a significant increase in the number of instruction classes and research support for the projects of state agency staff. The statistics for reference, outreach, and document delivery are below.

Reference Statistics	2019	2020
Reference Transactions	1820	1559
Time spent on reference transactions	831 hours	757 hours
Average time per transaction	.46 hours	.49 hours

Outreach Statistics	2019	2020
Outreach Presentations (classes)	95	120
Outreach Participants	1207	1637

Document Delivery Statistics	2019	2020
Document Delivery Total	6508	6228

EFFECTIVENESS OF SERVICES PROVIDED TO PERSONS WITH PRINT DISABILITIES

The Talking Book and Braille Library serves Oregonians with print disabilities by providing audiobooks, descriptive videos, Braille materials, and magazines through the mail and digital download.

	2019 - Actual	2019 - Goal	2020 - Actual	2020 - Goal
KPM #3: Number of patrons registered for service	5,220	5300	5,004	5,400
KPM #4: Cost Per Circulation	\$2.20	\$2.00	\$2.36	\$2.00

In addition to these key performance measures, the following data provides additional information about this service:

- Approximately 30,000 items are circulated every month.
- For the fiscal year ending June 30, 2020, there were **5,004** active users with an average use per user of **69** items per year.

For the 2020 customer satisfaction survey, a new question asked patrons to rank how much they agree with the statement, "The Talking Book and Braille Library has added value to my life." Patrons overwhelming reported that the service adds value to their life.

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The Talking Book and Braille Library has added value to my life:

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.0%	0.4%	2.0%	22.7%	73.9%

DEGREE TO WHICH LOCAL AND SCHOOL LIBRARIES IN OREGON PROVIDE LIBRARY SERVICES FOR OREGONIANS

Public Libraries

The State Library of Oregon collects annual statistics from all legally established public libraries in the state. Much of this data is then reported to the Institute of Museum and Library Services (IMLS) to inform a national Public Library Survey data collection effort. The data reporting period matches the state fiscal year each year, July 1 through June 30.

Key public library statistical information for 2019 and 2020 is included in the following table.

Public Libraries	2019	2020
Oregonians served by legally established public library	3,874,776	3,953,400
Oregonians not served by legally established public library	320,524	283,000
Circulation of public library materials	54,210,836	43,031,821
Public library program attendance	1,759,755	1,182,209

Circulation and public library program attendance were both impacted by COVID-19 mitigation strategies, including library building closures during the last half of the 2020 fiscal year ending June 30, 2020. In addition, some local library staff were furloughed or laid off in response to economic challenges brought about by the pandemic. This likely contributed to decreases in public library circulation and program attendance.

School Libraries

The State Library gathers information on the number of licensed school librarians over time. The data are pulled from Oregon Department of Education publications including the [Oregon Statewide Report Card](#) and [Oregon School Directory](#). The data from 2020, as well as a snapshot from select previous years, are included in the following table:

School Libraries	1980	2011	2014	2020
# of licensed school librarians	818	203	130	152
Ratio of school librarians to students	1 librarian/ 547 students	1 librarian/ 2,763 students	1 librarian/ 4,391 students	1 librarian/ 3,833 students

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Although the number of school librarians has increased since the low point in 2014, the reduction in licensed school librarians over time continues to impact the quality of library and information literacy programs delivered in schools.

SCOPE AND EFFECTIVENESS OF LIBRARY SERVICES FOR CHILDREN AND YOUTH FUNDED BY STATE GRANT FUNDS

The State Library administers the Ready to Read grant program, which is funded by state General Fund dollars. Grant funding is available to all legally established public libraries on an annual basis to provide early literacy and summer reading programs to local communities. Data from the most recent grant cycles are included below.

2019 State Grant Cycle	Actual	Eligible
Legally established public libraries receiving grant funds	133	133
Children served in library early literacy programs	252,397*	243,772 (0-4 years) 235,462 (5-9 years)
Children served in library summer reading programs	211,368*	721,339 (0-14 years)
Libraries receiving state funds engaged in one or more children's services best practices	133	133
Libraries receiving state grant funds engaged in all three children's services best practices	87	133

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

2020 State Grant Cycle	Actual	Eligible
Legally established public libraries receiving grant funds	132	132
Children served in library early literacy programs	123,771*	243,772 (0-4 years) 235,462 (5-9 years)
Children served in library summer reading programs	108,399*	721,339 (0-14 years)
Libraries receiving state funds engaged in one or more children's services best practices	132	132
Libraries receiving state grant funds engaged in all three children's services best practices	90	132

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

Participation in early literacy and summer reading programs in 2020 was significantly impacted by the COVID-19 pandemic and the limited opportunities for in-person programming.

Funding Source	2019 State Grant Cycle	2020 State Grant Cycle
State grant funding	\$734,189	\$762,171
Local funding leverage	\$1.00 state funding leveraged \$1.85 in local funding	\$1.00 in state funding leveraged \$2.98 in local funding

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2019 Outcomes Achieved	Libraries reporting that most children achieved the outcome	Libraries reporting that about half the children achieved the outcome	Libraries reporting that some children achieved the outcome
Young children develop the six early literacy skills	73%	25%	2%
Youth maintain or improve their literacy skills over the summer	52%	39%	9%

Outcomes information for the 2020 grant cycle is not available due to impacts of the pandemic. Many libraries were unable to utilize their usual data gathering methods and the information is incomplete at this time.