



Oregon

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To: Oregon State Legislature
From: State Library Board
Re: Report on ORS 357.026 (9)

State Library Board Report to the Oregon State Legislature Report on ORS 357.026 (9)

Executive Summary

HB 3523 was passed in the 2015 Legislative Session, changing the appointment process for the State Librarian and revising the composition and duties of the State Library Board. In addition, the bill called for specific activities to improve interagency coordination. This report meets the biennial report requirement for the State Library Board as outlined in HB 3523 and codified in ORS 357.026 (9).

Achieve the statutory mission and programmatic outcomes of the State Library

Statutorily, the State Library of Oregon is charged with providing a wide range of services to diverse stakeholder groups, including state employees and the legislature; Oregonians with print disabilities; those providing services at public, academic, school, special, and tribal libraries; and Oregonians.

- **Provide library services to support state government needs and operations**

The State Library's Government Information and Library Services Division provides library services to state employees to assist them in their work, including research assistance, professional development, and instruction. The division collects and preserves state and federal agency publications and other Oregon-related materials and makes them accessible through the library's [online catalog](#), [Oregon Digital Collections website](#), and interlibrary loan services. The State Library provides dozens of [online databases](#) to state employees to support their research needs. In the fiscal year ending June 30, 2020, the total number of research assistance transactions was 7,907.

- **Provide library services for Oregonians with print disabilities**

The State Library's Talking Book and Braille Library serves Oregonians with print disabilities by providing Braille materials, audiobooks, descriptive videos, and magazines through the mail and digital download. This is a free service to eligible Oregonians, reaching more than 5,000 active users and circulating an average of approximately 30,000 items every month. The Talking Book and Braille Library is the regional library in Oregon for the Library of Congress' National Library

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Service for the Blind and Print Disabled (NLS) network. For the fiscal year ending June 30, 2020, the 5,004 Oregonians registered for the service checked out an average of 69 items per year.

In 2020, the Talking Book and Braille Library implemented Duplication on Demand, which increased title availability, eliminated wait time for popular titles, and increased the number of titles a patron can have at one time. This system allows creation of customized digital cartridges containing titles requested by patrons from the entire NLS collection of more than 90,000 titles. This change greatly enhanced customer service and streamlined operations. In the past, patrons had received books with one title per cartridge. Now patrons can receive up to eight titles on a single cartridge with a maximum of five cartridges at a time. Wait times for specific books are eliminated because all titles are held electronically and can be borrowed simultaneously. With simultaneous lending possible, the six-week loan period has been eliminated and there is no need to manage overdue materials. In addition to the benefits to patrons, the time spent by staff checking in and checking out materials each day has been reduced from eight hours to two hours.

- **Support and promote the establishment and development of local library services**

The State Library's Library Support and Development Services Division provides consultation services, professional development, statewide library services, and grants to 1,700 public, academic, school, special, and tribal libraries across the state. The division administers state-funded Ready to Read grants to public libraries in Oregon to support summer reading and early literacy programs. In addition, the division administers federal [Library Services and Technology Act](#) (LSTA) grant funding received through the Institute of Museum and Library Services (IMLS) to fund competitive grants and statewide library services including the [Answerland online reference service](#), the [Oregon School Library Information System \(OSLIS\)](#), and the [Statewide Database Licensing Program](#). Oregon's LSTA allotment for Federal Fiscal Year (FFY) 2020 is \$2,401,036.

In addition to the [\\$394,924 awarded in LSTA competitive grants](#) in FFY 2020, the State Library provided two grant opportunities to local libraries in response to the COVID-19 pandemic:

COVID-19 Response Mini-Grants

COVID-19 response mini-grants supported Oregon libraries in responding to immediate needs in their local communities brought about by the COVID-19 pandemic. The State Library reallocated LSTA funds from other projects and programs for this purpose. Libraries were invited to apply for grants of \$500, \$1,500 or \$3,000. The grant funds were used to meet a wide variety of needs related to COVID-19 response. Examples include helping libraries increase digital services such as e-books and online resources, cover costs associated with providing storytime and other library programs remotely, and providing continuing education for staff. In all, 101 grants were distributed for a total of \$240,000 with 58% of the grants going to school libraries, 32% to public libraries, 9% to academic libraries, and 1% to tribal libraries.

CARES Act Grants

The IMLS received \$50 million through the CARES Act and distributed \$30 million to State Libraries and territories based on population. The State Library of Oregon was allocated \$381,108. IMLS provided the following direction on how this CARES Act funding is to be used:

- a. Primarily to address digital inclusion and related technical support, using the following types of data to inform targeted efforts:

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- Poverty/Supplemental Nutrition Assistance Program (SNAP)
 - Unemployment
 - Broadband availability
- b. Secondly to address other efforts that prevent, prepare for, and respond to COVID-19;
- c. With respect to (a) or (b), reach museum and tribal partners, in addition to traditionally eligible library entities, where appropriate.

The State Library applied the IMLS suggested criteria to Oregon counties and offered grants to the nine federally recognized tribes and to all public libraries and community college libraries in the highest-need counties (Baker, Coos, Crook, Curry, Douglas, Harney, Jackson, Jefferson, Josephine, Klamath, Lake, Lincoln, Malheur, and Union). Each library was allocated a \$2,000 minimum grant, and the remainder was allocated based on service population. Additional details, including the grant amount per library, are available on the State Library's [CARES Act web page](#).

COVID-19 Support

In addition to grant funding, the Library Support and Development Services division provided COVID-19 information and resources to local libraries including:

- [COVID-19 Resource Guide](#)
 - [Statewide COVID-19 Advice for Library Sector](#)
 - Consulted OHA to provide [library materials handling advice](#)
 - Regular check-ins for local library staff and [Topic Talks webinars](#)
- **Promote and support library services for children and youth**
The Ready to Read grant program is supported by state General Fund dollars. It is available to all legally established public libraries to provide early literacy and summer reading programs to local communities. All 134 eligible libraries received Ready to Read grants in 2019. 252,397 children were served by library early literacy programs and 211,368 children participated in summer reading programs.
 - **Leverage federal, state, and local funding for the benefit of state and local libraries**
Federal LSTA funds received from IMLS require maintenance of effort (MOE) and a match on the part of states. LSTA funds are used to benefit local libraries through grants and statewide services. The Ready to Read General Fund grant funds distributed to public libraries every year contribute significantly to the required MOE and match and support libraries in providing early literacy and summer reading programming. In addition, General Funds allocated to the Talking Book and Braille Library contribute to MOE.
 - **Promote the electronic delivery of library and information resources and services**
Using federal LSTA dollars, the State Library provides 24 electronic databases to all Oregonians through their local libraries and through the [Libraries of Oregon](#) website, via the Statewide Database Licensing Program. [Answerland](#), a 24/7 virtual reference service, is also available to all Oregonians and includes service in Spanish as of 2020.
 - **Maintain free access for the public to State Library materials**
Typically, the State Library building is open to the public from 8:00 a.m. to 5:00 p.m., with staffing available to assist the public with the collection and questions 1:00 to 4:00 p.m. each weekday. Due to the COVID-19 pandemic, however, the State Library building has been closed

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since March 2020. The State Library continues to provide assistance to the public by phone and email. State Library [digital collections](#) are freely available to the public 24/7.

Implement initiatives and improvements to interagency coordination

- The Reference Coordinating Council, composed of the State Librarian, the State Archivist, and the State of Oregon Law Librarian, meets regularly to discuss programs and services, explore areas for collaboration, and reduce duplication of effort.
- The State Librarian serves on the Oregon Heritage Commission to share relevant State Library updates and bring back items of interest to the agency and the local library community.
- The State Library and Oregon Heritage Commission have partnered with the Washington State Library to develop and grow a Northwest heritage network that will provide a robust system for access and long-term management of local digital collections, which includes a wealth of digitized historical material.
- The Oregon Heritage Commission, State Archives, and State Library met regularly during the 2020 devastating wildfire season to discuss impacts on local libraries, museums, and historical organizations, to share resources, and to discuss any necessary response efforts. Fortunately, the damage to collecting organizations was not extensive, but this situation prompted the three agencies to agree to begin work on a disaster response and recovery plan at the state level for heritage interests.
- HB 3523 changed the composition of the State Library Board. The Executive Director of the Commission for the Blind and Deputy Superintendent of Public Instruction, or their designee, now have permanent positions on the State Library Board. In addition, the board also includes two rotating positions for state agency staff, which are currently filled by staff from the Higher Education Coordinating Commission and Oregon Health Authority.
- The Government Services Advisory Council consists of up to nine members who are employees of state agencies. Members are appointed by the State Library Board. The council currently consists of eight members representing six different state agencies. The Council provides insight, consultation, and advice on strategies for better serving the information and research needs of Oregon state government agencies.
- A representative from the Commission for the Blind and from the Oregon Textbook and Media Center serves on the Talking Book and Braille Library Advisory Council.

Implement initiatives and improvements to the electronic delivery of government publications and services

- In 2020, the State Library continued to make great strides in digitizing valuable state documents and publications. By statute, the State Library is charged with collecting state agency publications and has been doing so since the early 20th century. In 2009, the library created an [online repository for digital agency publications](#). In 2016, a new digital asset management system moved forward efforts to modernize the collection and availability of electronic agency publications as they are published. The State Library is systematically digitizing older items from

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the Oregon Documents Collection, prioritizing unique or rare items. Digitizing efforts make these publications available worldwide and protect fragile items from damage through physical use.

- From January 1, 2020, through December 31, 2020, 14,273 Oregon documents were added to the Oregon Documents collection, with 13,891 of those added to Digital Collections.
- As of December 31, 2020, there are 120,884 Oregon state government publications in Digital Collections and 830 videos in Digital Collections.
- COVID-19 has significantly impacted the workload of State Library staff responsible for the Oregon Documents collection due to increased volume of state publications resulting from the pandemic. The State Library added 4,107 COVID-19 related agency publications in 39 languages to the Oregon Documents collection in 2020.

Implement initiatives and improvements to State Library reference services to state agencies

- Work continued with the State Library’s highly successful embedded librarian program, in which each state agency is assigned a librarian to provide specialized assistance and resources to support state agency staff in their work. The program was implemented in fall and winter of 2015 to 2016. Through the embedded librarian program, librarians become familiar with the work of their assigned agencies and conduct presentations and training on resources tailored to the specific needs of the state agency, as well as providing research support on specific agency initiatives and programs.
- Between January 1, 2019, through June 30, 2020, embedded librarians conducted 66 presentations or participated in events with their embedded agencies engaging with a total of 1,249 state employees. Agencies with active embedded librarian programs include:
 - Department of Agriculture, Department of Environmental Quality, Department of Human Services (Vocational Rehabilitation, Lean Academy Self-Sufficiency), Oregon Advocacy Commissions Office, Department of Transportation, Department of Fish and Wildlife, Oregon Youth Authority, Oregon Health Authority (Office of Equity & Inclusion, State Hospital), Employment Department, Department of Administrative Services, Higher Education Coordinating Commission, Department of Consumer and Business Services, Oregon Bureau of Labor & Industries, Department of Corrections, Commission for the Blind, Department of Energy, Department of Revenue, PERS, Oregon Real Estate Agency, Health Related Licensing Boards, and Oregon Patient Safety Commission.

In addition to state offices in Salem, imbedded librarians have connected with agency staff in the Eugene and Portland areas and have conducted outreach activities at the State’s Equity, Diversity, and Inclusion Conference and Oregon Heritage Fair.

- In addition to the embedded librarian presentations, during this same period, librarians held 92 general classes for state employees with a total of 898 participants.
- Approximately 33% of reference interactions with state employees have been initiated by “embedding” efforts, however 53% of reference librarian time is spent answering them. Questions are lengthier and require more effort as state agencies increasingly turn to the State Library as their information partner to supplement their own research efforts.

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- The Government Information and Library Services Advisory Council, comprised of state agency staff, meets quarterly to provide the division with advice and feedback.

Enter into public, nonprofit, and private partnerships and report the number of partnerships entered into by the State Library

The State Library currently has 29 partnerships with agencies and organizations:

- Oregon Library Association and its divisions
- American Library Association and its divisions
- Oregon Department of Education
- State of Oregon Law Library
- Oregon State Archives
- Fujian (China) Provincial Library
- Oregon Advocacy Commissions Office
- Federal Superintendent of Documents
- Oregon Heritage Commission
- Oregon Textbook and Media Center
- Oregon Commission for the Blind
- American Council of the Blind of Oregon
- National Federation of the Blind of Oregon
- National Library Service for the Blind and Print Disabled (NLS)
- Washington State Library
- Oregon Career Information System
- iREAD Summer Reading Program
- Chemeketa Cooperative Regional Library Service (CCRLS)
- Institute of Museum and Library Services (IMLS)
- Oregon State University Libraries
- University of Oregon Libraries' Oregon Digital Newspaper Program
- Link Oregon
- Oregon Broadband Office
- OregonASK
- Portland State University
- Chief Officers of State Library Agencies (COSLA)
- Western Council of State Libraries (Westco)
- Department of Forestry
- Statewide Equity, Diversity, and Inclusion Conference

In addition, the State Library partners with many local public, academic, school, special, and tribal libraries through LSTA grant programs and other engagement opportunities and activities.

Reduce duplication in state agency services and costs related to the mission of the State Library

Subscriptions: Rules relating to subscriptions for reference related databases, as mandated by ORS 357.115 and outlined in OAR 543-020-0080, were adopted in June 2016 and a process was created for agencies to submit requests for approval from the State Librarian.

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- The State Library works with liaisons from each agency to proactively share information about the subscription approval process and current resources that the State Library has available. In addition, the State Library surveys agencies annually to gather information about current subscriptions, analyze for duplication, and provide information to agencies on the availability of resources through the State Library.
- The 2020 annual review process was impacted by COVID-19, with fewer agencies responding to the survey. The State Library continues to follow up with these agencies and gather additional information. Highlights from the 2019-21 biennium include the following.
 - The total number of subscriptions reported by state agencies for July 2019 through January 2021 was 711. This is an increase of 129 subscriptions from last biennium (n=582).
 - Most subscriptions (54.99%) were for newspapers, with the next highest percentages being databases (10.41%), journals (10.41%), and books (7.31%).
 - There were 292 duplicate subscriptions between state agencies and the State Library. Most duplicate subscriptions (90.07%) were for newspapers. The non-newspaper content included six books, two journals, and nine magazines.
 - Newspaper duplicate subscriptions cannot be reduced due to the limitations of library licensing options. Newspaper databases are often unable meet the format and version requirements of state agencies, and newspaper publishers do not provide multi-user, enterprise-level, or site license options to libraries.
 - Non-newspaper duplicate subscriptions between state agencies and the State Library may be reduced depending on the agencies' information needs.
 - Over 60% of non-newspaper duplicate subscriptions were in a different format than the State Library's subscriptions. State agencies subscribed to print formats versus the State Library's electronic access in databases.
 - During the subscription review process, library staff share information with state agency liaisons regarding which subscriptions are also available from the State Library. In some cases, state agencies cancel their agency subscriptions in favor of using the database versions provided by the State Library.
 - Some duplicate subscriptions of books that are in the State Library's O'Reilly database were found and embedded librarians are reaching out to the affiliated agencies to share information about eBooks available from this database.

Certification of state agency libraries: HB 3523 mandated that the State Library of Oregon certify “any state agency library or library service that is maintained separate from the State Library or that is proposed to be maintained separate from the State Library.”

- The only agency library requiring certification is the Oregon Department of Transportation library. This library conforms to the legislation. The ODOT library partners with the State Library regarding resource sharing. This library is professionally staffed, collects metrics, and is willing to share those metrics.
- The Oregon OSHA Resource Center and the Prison Law Library are focused on serving the members of their stakeholder communities. Because they are not focused on serving other Oregon state agencies or their employees, they do not require certification from the State Library. Their agency employees, however, utilize State Library resources to support their work.

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- The Oregon Department of Forestry maintains only an unstaffed resource room where materials (monographs, galley proof publications, and US Government publications) are housed. This resource room is not considered a library and does not need to be certified by the State Library.
- The Foster Parent Lending Library is also not focused on serving state agencies and does not need certification from the State Library. It serves the needs of a very specific group within their stakeholder community (foster care parents). The lending library function has been outsourced to a nonprofit agency. Since their needs are unique, it is appropriate that the Foster Parent Lending Library operates independently to support their constituents.