



Oregon

Tina Kotek, Governor



**State Library
of Oregon**

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February 6, 2023

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.

OVERALL CUSTOMER SATISFACTION

Customer Satisfaction with the State Library continues to be high, a testament to the dedication of staff to providing excellent customer service. During the pandemic, the State Library staff made a concerted effort to reach patrons where they were at and were successful in their efforts. Many of the changes that were implemented are still in effect, and State Library services are highly valued.

	2021 - Actual	2021 - Goal	2022 - Actual	2022 - Goal
KPM #7: Customer Satisfaction Agency-wide: Percent rating services good or excellent	93.60%	93%	96%	90%

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

EFFECTIVENESS OF LIBRARY SERVICES PROVIDED TO STATE GOVERNMENT

The Government Information and Library Services Division promotes informed decision-making and government transparency by providing professional, high-quality, unbiased information services to support state government and permanent public access to government publications.

The library services provided 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.

	2021 - Actual	2021 - Goal	2022 - Actual	2022 - Goal
KPM #1: Research Assistance Transactions per Year	8,102	*	8,433	8,000
KPM #2: Use of Electronic Resources				
Total yearly searches	121,772	*	133,743	140,000
Total yearly actions	47,264	*	31,402	90,000
Total yearly downloads	22,908	*	22,812	55,000

* KPM was established during the 2021 Legislative session

Research Transactions include total reference transactions, total outreach presentations, and total document delivery requests. As the state workforce transitioned to a hybrid environment, the State Library continued to provide all our essential resources and training, both virtually and in person, via appointments. We have transitioned to a new verification system for state employees that streamlines the activation process for library accounts.

Librarian liaisons are assigned to each state agency to provide research support and training opportunities. The success of this program has led to a significant increase in the number of instruction classes and research for the projects of state agency staff.

Quantifying the use of electronic resources is complicated by the variety of both interactions and ways they are counted. A search is when a user enters a search into an electronic resource, while an action requires the user to perform an action (i.e. click) to access information related to a source. A download is a specific type of action that reveals the full text of a source. These different actions have been difficult to fold into a single number, due to the variety of formats of our resources (article, ebooks, dataset, maps, audiovisual, etc.) and how they are used to gather information.

The searches of electronic resources increased from 2021 to 2022 but are still below targets. While there are some standards among vendors of library electronic resources, there are not consistent data points for clear comparisons year-over-year. Additionally, this is not a true measure of value of the resources, as the State Library is not charged by usage, but by the size of the population that we serve.

An additional data point that more fully captures the value of the Library Services to state government and to all Oregonians is the percentage of Oregon government publications made accessible by the staff of the State Library. Currently at 88%, this number includes collecting and cataloguing the public-facing documents and reports produced by state agencies in a digital format.

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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. Statistical data related to these services is included in the table below.

	2021 - Actual	2021 - Goal	2022 - Actual	2022 - Goal
KPM #3: Total number of circulations per year/users	110.57	*	106.30	70
KPM #4: Cost Per Circulation	\$1.56	\$2.00	\$1.64	\$2.00

* KPM was established during the 2021 Legislative session

The cost per circulation remains low thanks to the new circulation system that allows up to twenty titles to be put on each cartridge and mailed to users. Over 70% of Talking Books users receive three cartridges at a time. Instead of two circulation technicians handling over 1,000 cartridges per day to serve our users, an average of 1,400 titles are sent out on only 180 cartridges, requiring the work of only one circulation technician. This has dropped the cost per circulation, at \$2.36 per item in 2020, to \$1.64 in 2022. Additionally:

- For the fiscal year ending June 30, 2022, there were 4,936 Oregonians registered for the service who checked out an average of 107 items per year.
- Approximately 30,000 items are circulated every month.

In the 2022 customer satisfaction survey, Talking Book Library users were asked to rank how much they agree with the statement, "The Talking Book and Braille Library has added value to my life." The response was overwhelmingly positive.

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

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
.3%	.8%	2.5%	14%	82%

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 the [national Public Library Survey](#) data collection effort. The data reporting period matches the state fiscal year, July 1 through June 30.

Key public library statistical information for fiscal years 2021 and 2022 is included in the following table.

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Public Libraries	2021	2022
Oregonians served by legally established public library	3,972,308	4,035,930
Oregonians not served by legally established public library	271,483 (6.4%)	230,630 (5.4%)
Use of public library collections	36,872,335	50,642,893
Library visits	2,613,331	8,922,869

The 2021-22 fiscal years saw people increasing their usage and visits of libraries following the building closures of the previous year, at the height of the pandemic. This past year, there were over 3 times more public library visits than the previous year. While digital collections helped stymie massive drops in library collection usage over the pandemic, increased usage of physical and digital materials resulted in an over one-third increase in collection use as well.

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 2022, as well as a snapshot from select previous years, are included in the following table:

School Libraries	1980	2011	2014	2022
# of licensed school librarians	818	203	130	158.4
Ratio of school librarians to students	1 librarian/ 547 students	1 librarian/ 2,763 students	1 librarian/ 4,391 students	1 librarian/ 3,491 students

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 education delivered in schools. Strong school libraries staffed with teacher librarians are a critical factor in helping students develop the information literacy and research skills necessary to succeed in college. Studies have shown a significant relationship between the presence of a licensed high school librarian and college first semester GPA and the relationship was the most significant when the high school librarian was full time.

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.

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Ready to Read Grants	2021	2022
State grant funding distributed	\$762,171	\$785,471
Libraries receiving grant funds	135	140
Children served in library early literacy programs	86,275	56,355
Children served in library summer reading programs	172,546	184,200
\$1 in state funding leveraged \$X in local funding	\$4.03	\$3.16
Libraries reporting that half or more of children aged 0-6 met outcomes on developing early literacy skills	60%	61%
Libraries reporting that half or more of youth aged 0-14 met outcomes on maintaining literacy skills over the summer	73%	81%

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

Ready to Read grants help communities support the literacy of our youngest Oregonians by allow all libraries, regardless of size and location, to address meaningful early literacy and/or summer reading community need. Grant amounts are calculated each fiscal year with a formula assigning 80% of the grant based on the number of children ages 0-14 being served, and 20% based on the library's geographic area service boundaries. Libraries receive a minimum grant amount of \$1,000.

Library programs such as story time and summer reading have been deeply affected by the COVID-19 pandemic. By 2021, most libraries were able to adapt their programs safely, often by focusing on outdoor programming. With a public eager to go back to their libraries, involvement in Ready to Read grant-funded activities increased significantly in 2022, although still not to pre-pandemic levels.