State Library Board

Agenda Packet

State Library of Oregon

October 24, 2025

Virtual

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Oregon
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October 10th, 2025

FOR IMMEDIATE RELEASE

Salem, OR – The State Library Board will meet virtually 9:00 a.m. to 12:00 p.m. on Friday, October 24, 2025. This is a public meeting; those who would like to attend should contact Jessica Sokoloff at jessica.sokoloff@slo.oregon.gov. See the agenda below.

Questions or concerns can be addressed to Wendy Cornelisen, State Librarian at 503-378-4367 or wendy.cornelisen@slo.oregon.gov. Sign language interpretation will be provided for the public if requested 48 hours before the meeting; notice 72 hours before the meeting is preferred. Handouts of meeting materials may also be requested in an alternate format 72 hours before the meeting. Requests may be made to Jessica Sokoloff at jessica.sokoloff@slo.oregon.gov.

STATE LIBRARY BOARD MEETING

October 24, 2025

Virtual

Anne-Marie Deitering, Chair

Agenda

9:00 a.m.	Approval of the Minutes – July 25 Meeting	Deitering
9:05	Public Comment**	
9:10	Oregon Administrative Rules (OAR) Hearing	Deitering
9:20	Report of the Board Chair and Members	Deitering
9:50	Report of the State Librarian	Cornelisen
10:00	Budget Report	Cornelisen
10:10	Quarterly Statistics	Cornelisen
10:20	Annual Performance Progress Report (APPR)	Cornelisen
10:30	Break	
10:45	LSTA Council Nominations	Nielsen
10:50	Oregon Intellectual Freedom Clearinghouse Report (OIFC)	Ottum
11:15	Annual Strategic Plan Report	Cornelisen
11:25	Oregon Administrative Rules (OAR) Adoption	Deitering
11:45	Board Meeting Logistics	Deitering
Noon	Adjournment	Deitering

**Any person may address the State Library Board on any topic for up to 3 minutes. The State Library Board does not generally engage in dialog with those making comments but may refer any questions or issues raised to the State Librarian.

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

State Library Board Meeting

July 25, 2025
Tamástslikt Cultural Institute
Pendleton, OR & Online

Attendance:

Board Members:	Jim Portillo, Greg Williams, Ann Malkin, Sachi Weerawardena, Tina Roberts, Anne-Marie Deitering, Nikotris Lewis, Ben Tate *Currently seat #7 is vacant.
Staff present:	Wendy Cornelisen, Susan Westin, Buzzy Nielsen, Elke Bruton, Jen Robinson, Arlene Weible, Tiff Bowers, Max Robinson, Darci Hanning, Jen Mauer, Ross Fuqua, Jey Wann
Guests:	Jennie Tucker, Heather Estrada, Susie Hansen, Cecili Longhorn, Lili Schmidt
Recorder:	Sarah Ostrin, Operations Support / Customer Service Assistant

Called to order at **[9:00 am]**

Agenda Item	Action
Approval of the April 23, 2025, Meeting Minutes (Anne-Marie Deitering)	Motion to approve the minutes: Ann Malkin Second by Tina Roberts Approval of the minutes by: Ann Malkin, Anne-Marie Deitering, Jim Portillo, Greg Williams, Sachi Weerawardena, Tina Roberts, Ben Tate, Nikotris Lewis
Public Comment	None
Reports of the Board and Chair (Anne-Marie Deitering)	**Oregon Department of Education (ODE): Tina Roberts**: Reported a reorganization within the Office of Teaching, Learning, and Assessment, with her moving to the literacy team. • Mentioned participation in the Instructional Materials Professional Development network (IMPD) through Council of Chief State School Officers (CCSSO). • Discussed work related to the Early Literacy Success Initiative and House Bill 3040. • Reported that Senate Bill 1098, the Freedom to Read Bill, passed, and she is working on implementation plans. • Announced that the school library revitalization grants are coming to a close with no new funding expected.

- Mentioned that Oregon is the recipient of the Comprehensive Literacy State Development Grant from the U.S. Department of Ed.

Oregon State University (OSU): Anne-Marie Deitering: Discussed the impact of reductions in research funding on Oregon's public universities.

- Highlighted challenges related to enrollment, financial aid, and restrictions on international students.
- Reported that OSU Libraries is undergoing reorganization to align with strategic priorities.
- Mentioned the 35th birthday celebration of the Guin Library in Newport and a remodeling project in the Learning Commons.
- Promoted the critical AI literacy speaker series.

Oregon Commission for the Blind (OCB), Jim Portillo: Reported on the Commission's active summer, including the Summer Work Experience Program for youth in Portland and Salem.

- Mentioned ongoing efforts to solidify a stronger partnership with the Talking Book Library.
- Highlighted the training center's new term and focus on braille and technology classes, including signing students up for the Talking Book Library.
- Noted the Commission's good financial standing and the process of hiring a new independent living director.

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Sachi Weerawardena Dept of Human Services: Reported leadership changes within the Department of Human Services.

- Expressed gratitude for the space and updates on library funding.

Eastern Oregon: Ann Malkin: Reported a busy summer with accelerating programs and high attendance.

- Mentioned the state librarian's visit and a tour of the new Central Library, which is expected to be completed by the end of the year.
- Highlighted the bond project's focus on increasing the size of the library's collection.

Western Oregon: Nikotris Lewis: Announced the opening of the Albina Library and the temporary closure of St. John's for renovations.

- Reported that the library budget passed without significant impact due to property tax funding.
- Mentioned shifts in staffing and the sunsetting of some programs due to budget constraints.

Oregon City Public Library: Greg Williams: Reported a busy summer with summer reading programs and community events, including a mobile opera performance.

- Highlighted the library's involvement in the City of Oregon City's Juneteenth event, including a book giveaway.
- Mentioned a new task force assembled to discuss the future of the Clackamas County Library District, funding levels, and equitable funding allocation.

Ben Tate- Higher Education Coordinating Commission: Reported that the vendor relationship has ended and they are planning to restart the project, incorporating lessons learned.

Report of the State Librarian (Wendy Cornelisen)	The board packet includes report from Governor's office with expectations for QTR 3 (page 81) – State Library met all expectations. Large Kudos section (20 pages) comments from patrons, community, and other officials on the good work being done by State Library staff. • Funding is the primary concern for many now. • Oregon is part of a lawsuit against the current administration regarding federal funding. The lawsuit is currently in appeal and in progress. • Biennial budget for the library has been passed and signed off on by the Governor. This is the budget for fiscal years 25-27. • We will be starting the AY 29 budget planning in August and be turned in by June 2026. • Wendy has been on the road meeting librarians from all over the state to hear about on the ground activities and struggles and reminders of importance of library work. **Brief callouts from the divisional updates:** • IT Strategic Plan was completed and submitted. The Cyber Security Audit was also completed, and IT staff is continuing to work on improvements for proper procedures and documentation. • The second floor catalog alcove meeting space is now completed with the addition of glass doors. The space can be used for a new conference room which means another revenue source. • Public service space on the first floor of the library is now being considered for government services. • Elke and Joel both completed Certificate of Public Management through Willamette University. **Talking Books**: program is the Oregon Center for the Book; they are going to Washington DC for the National Book Festival. • Books chosen to represent are *I lived to tell the world* by Elizabeth Mahren and *One day this tree will fall by* Stephanie Feiser-Poleman. • Talking Book space has been refreshed with new paint, décor and furniture to make it more welcoming and functional for staff and guests. • New NLS services- new online catalog, shipping tracking, website accessibility, Braille and Audio Reading download (BARD) app improvements and a new player. **Library Support-** focused on funding and stability currently. • Difficult times but staff is focused on customer service and contingency planning. Example not accepting new libraries to participants with Northwest Digital Heritage (NWDH) and Answerland. • Washington State has had some layoffs and personnel changes who have been working on NWDH. • Institute of Museums and Library Services (IMLS) site visit will be happening next month. • Upcoming fiscal year includes several administrative rule revisions, including the public library minimum conditions components- updates will follow online and through the Secretary of State's office. • Keizer Community Library has withdrawn their request for official recognition as a public library. They will continue to pursue the minimum requirements for

	recognition.
Budget Report (Wendy Cornelisen)	This report covers July 2023 through May 2025, which is 22 of the 24-month cycle. The State Library has spent 90% of its budget. All within target percentage. **Position rearranging:** The two limited duration positions ended as planned on June 30. Administrative Support positions revamped, with opening in Operations. **Budget passed:** The State Library's budget passed at current service level. SB1098, relating to access to materials in schools passed both chambers and signed by governor. HB 2016, relating to discipline imposed by Oregon Board of Licensed Counselors and Therapists has been signed into law and applies to but not to the State Library. **Moses & Long funds:** State Library will be making recommendations on ways to distribute the expendable fund components of these funds at the next board meeting.
Quarterly Strategic Report (Wendy Cornelisen)	Progress is going well, all 26 strategic initiatives have been started and going forward.
Quarterly Statistics (Wendy Cornelisen)	The Quarterly Performance Report for the sixth quarter (January – March 2025) of the 2023-25 biennium. **Highlights:** OSLIS usage has increased, normal for seasonal trends. Decrease in LSTA funded database usage. An increase in number of registered state employees as employee IP addresses were added to our resources. Volunteer hours are increasing. **Anne- Marie-** is the number of items available from NWDH a typical number? Yes, an increase is normal as we are constantly adding to the collection **Nikotris-** how do the numbers compare for participants with Government Services year-over-year? Changes addressed due to 2021 system changes for state employees.
LSTA FY25 Budget (Buzzy Nielsen)	Highlights include budget approval at the same level as the previous year. Setting up contingencies to prepare for lack of funding in following years including prioritizing staff, and long-term programs. 2025 competitive grants are on hiatus to preserve funds for paying staff salaries for July-September 2026. **Ben**- is there a conversation to back-fill funding with state funds if LSTA money goes away. **Wendy**- current information makes that unlikely. State Library can make a request once we know what the federal budget includes (possibly April 2026). **Nikotris**- with the contingency plan what is the programmatic impact in not giving the LTSA grants **Buzzy**- only the competitive grant program will be affected. **Anne-Marie**- Does the budget affect the priorities set **Buzzy**- hard to say but most likely not as they are the standard expenditures. **Greg**- is it up to individual agencies to reach out to federal reps or is there going to be a statewide effort. **Wendy**- Governor's office is in communication with the federal delegation as well as AG Rayfield but currently I am unable to say if there will be any larger initiative. It is our responsibility to share information.

	Motion to approve the LSTA Budget- Greg Williams Second by- Ben Tate/ Ann Malkin No discussion Approved by: Ann Malkin, Anne-Marie Deitering, Jim Portillo, Greg Williams, Sachi Weerawardena, Tina Roberts, Ben Tate, Nikotris Lewis
Minimum Conditions (Buzzy Nielsen)	Public Library Minimum conditions are an annual process. Analyzed 137 libraries- 134 met all conditions. The three that did not: • St Helens Public Library- failed to complete a statistical report; they are working on it and when they do they will be put back into compliance. • 2 libraries have not met for 3 years- • **Spray Public School Library**- expected, official status to end • **Emma Humphrey Library in Vale**- unable to connect until recently. Up to board to decide if they need to have their official status as a public library kept or removed. Greg makes motion - We will withdraw formal recognition from the Emma Humphrey Library in Vale if a completed Statistical Report is not received by October 10, 2025. Second- Anne-Marie Discussion- Ben likes that compromise, Tina, acknowledges that this person is new and that it is reasonable to end it now but appreciate the leeway and time given to them, Approved by: Ann Malkin, Anne-Marie Deitering, Jim Portillo, Greg Williams, Sachi Weerawardena, Nikotris Lewis, Tina Roberts, Ben Tate Greg Williams made the following motion- Withdraw recognition for Spray Public/ School Library Second- Tina Roberts Approved by: Ann Malkin, Anne-Marie Deitering, Jim Portillo, Greg Williams, Nikotris Lewis, Sachi Weerawardena, Tina Roberts, Ben Tate
Customer Service Reports (Buzzy Nielsen, Max Robinson, Elke Bruton)	The results of the surveys from users of Library Support, Talking Books and Government Services were shared. The State Library rated very high overall with a 98% satisfaction rating. The Board extends congratulations to State Library staff. None of this is surprising; want to make sure it is known that this is phenomenal information.
Miscellaneous	**Anne-Marie**- how did Grant County hearing go? **Buzzy**- attended along with community, large number showed up to support their library. Very inspiring, the county wants to make sure they have funding through 2026. Community wants to create a county-wide special library district as a stable way to fund the library. Feels commissioners listened and were receptive.

Adjourned at [11:59am].

Agenda Item –
Report of the State Librarian

State Librarian

- Federal funding remains in flux. The State Librarian is in contact with the Governor's Office, Congressional Offices, the Oregon Library Association, and keeping the Board and the State Library staff informed of updates.

- In August, Washington State Librarian Sara Jones facilitated an all-staff conversation on the federal funding impacts to the State Library.

- This summer, two current Leadership Oregon cohort members participated in a job shadow experience with the State Librarian.

- The State Librarian hosted two virtual Town Halls for the Oregon library community this summer, on LSTA and State funding respectively.

- The State Librarian attended the OLA Board retreat in August.

- The State Librarian participated in the October Oregon Association of School Libraries Conference.

- The latest on the lawsuit that Oregon is plaintiff in can be found here.

- The Multnomah County Library Foundation and the Portland Art Museum are planning a screening of "The Librarians" documentary on November 7, 2025, with a panel discussion moderated by the State Librarian.

Operations

- The recruitment for the Administrative Services Specialist 2 was successful with the hiring of Jessica Sokoloff. She started on September 5, 2025.

- The 2025 Continuity of Operations Plan (COOP) was submitted by 9/30/2025. This year the main emphasis was to enter information into Veoci (COOP online portal).

- The upgrade to Windows 11 has been completed before the October deadline. Thank you to Ty Conley and Trevor Allemann for achieving this goal.

- The Legislative Approved Budget binder has been completed and submitted to the Legislative Fiscal Office and DAS Chief Fiscal Office.

- The State Library had a booth at the Oregon State Fair from August 23rd thru September 2nd. Thank you to Monica Davidsen for her leadership coordinating the booth.







- Joel Henderson along with Jen Robinson and Wendy Cornelisen has been working with DAS Publishing and Distribution and Oregon Corrections Enterprises to design a new donor board to honor those making a donation of $10,000 or more to the Talking Book and Braille Library. Stay tuned for more details!

Government Services

- In August, the eClips news clipping service re-launched with easier access to the articles featured in each daily edition. Before the re-launch, articles that were behind paywalls were accessed by State Employees through a request process. Now, free articles are shared first, and paywalled articles are added with direct links to the various news databases that the State Library licenses for state employee use. Now that the login process has been streamlined for state employees, and IP access makes many databases instantly accessible, state employees can "click through" to stories about state government that they find interesting. Thanks to the eClips workgroup for refreshing the daily process to create a more streamlined customer experience.

- In August, Elke met with the leadership team at Statewide Publishing and Distribution (P&D) to discuss how to increase the sharing of state publications that are printed through their facility. In the past, this process relied on state agency customers identifying a document for the State Library during the ordering process. Several years ago, after a change to the ordering process, this practice was less noticeable for customers and, as a result, many documents were not gathered and sent to the State Library. The Library's Repository Acquisition Tool searches state websites daily to retrieve "born digital" content for the Oregon Documents program. By applying the same principles as the Acquisition tool, Elke proposed that we focus on digital content from the orders that P&D processes. The leadership team at P&D quickly outlined a procedure that would automatically send all final PDFs of print jobs directly to the State Library for review and inclusion in the Oregon Documents collection. This step in the

printing process will ensure that any Oregon Document published through P&D will automatically find its way to the State Library. By streamlining the process for both agencies, this new process will effectively and efficiently boost compliance with ORS 357.090 (Oregon Documents).

- A previously noted, the volunteer book menders in Government Services work so quickly and skillfully that we have had to loan their services out. From time to time, State Archives has sent materials through our mending program to be repaired. Recently, Kate Anderson (Digitization Specialist) noticed a 1915 Oregon Blue Book in well used condition from State Archives that was in need of repair. As part of the Digitization Program's project prioritization, there happened to be several Oregon Blue Books waiting for what is called "digitize and discard" which is a project in which extra copies that would be weeded from the collection are used to facilitate the digitization process. Kate worked with Emily Johns (Special Collections Librarian) to reach out to State Archives with an offer: would they be interested in one of our 1915 Oregon Blue Books set for weeding. Not only were they interested in that copy, but any other copies we had available. In September, Emily delivered 70 Oregon Blue Books spanning the years 1911-1989 to the State Archives. Carla Axtman, coordinator of the Oregon Blue Book, told Emily, "I feel like a kid in a candy store!"

- In the recent Customer Satisfaction Survey report (see previous minutes) one of the recurring themes of the Government Services comments and suggestions was website improvement. Starting in October, Wren Kominos (Systems Librarian) will work with a small group to tackle a redesign of the Government Services public facing pages. This project is scheduled to conclude by the end of the fiscal year. The main goal of this project is to create a more streamlined, intuitive site for customers to navigate. Additionally, existing content will be evaluated and updated to follow plain language standards in an effort to make our site easier to read, navigate, and ultimately link our customers to the information they need more efficiently. The workgroup will be working with the division to accomplish changes to the site and the Advisory Council to test site functionality as the project moves forward.

Talking Book and Braille Library

- We launched BARD 2.0 with our users on August 19th! BARD is the downloadable audiobook and eBraille website, and version 1.0 was built with circa 2000 technology. The updated version of the website offers a host of new discoverability tools, and the

implementation of an API provides opportunity for new ways to connect our users with downloadable books.

- We've been working on expanding our partnerships this summer and had a lot of great meetings with the Department of Forestry, the Statewide Independent Living Council, and field offices for Commission for the Blind's Independent Living program. Outreach done during this period includes: speaking at the American Council of the Blind Oregon (Willamette Valley Chapter) meeting, Community Vision's "Everyday Tech for Low Vision hands-on workshop, Toledo Public Library, Active Aging at Mennonite Village, OASL (Oregon Association for School Librarians) Annual Conference, visits to Mirabella and Volante Senior Living centers, speaking at the American Council of the Blind Oregon's Annual Convention, and speaking at the state convention for the National Federation for the Blind of Oregon.

- After two awesome years with Talking Books, our Student Worker Sarah Ostrin has left the State Library to focus on her Naturopathic Medicine Doctorate program. She'll be missed by both staff and patrons of Talking Books, but we are grateful for the time we had together! Recruitment for this 15 hour/week Student Worker position, which is 100% donation-funded and focused on patron support and retention, began September 17th.

- In early September, Librarian Tiff Bowers and Program Supervisor Jen Robinson travelled to Washington, D.C. to represent Oregon Center for the Book at the 2025 National Book Festival. There was also a full day on-site Ideas Exchange for Center for the Book Affiliates, and it was fruitful and informative! This year we decorated the booth around "One Day This Tree Will Fall" (our Children's Selection) and incorporated mushrooms and small forest creatures. We gave away "tree cookies," much like the Oregon Department of Forestry does at the Oregon State Fair. They were a HUGE hit! We received a lot of compliments on our booth and visitors observed that it captured Oregon perfectly.

  Our Adult Selection author, Elizabeth Mehren, was able to attend the festival and spent some time at the table talking with visitors and signing books. All copies of our 2 selections sold out at the bookstore before noon!

  We stamped around 2,770 "Roadmap to Reading" maps and interacted with more than 3,000 visitors during the one day festival!

- Talking Books received a shipment of 532 new DA2 (2nd version of the Digital Advanced) players mid-September. The players offer WiFi and Bluetooth functionality and can connect with BARD to download and play books that patrons have selected. We have a list of patrons who are veterans (a service priority for NLS) or have requested the new players and we'll begin sending out new players once documentation and training are up on the NLS website and accessible to users.

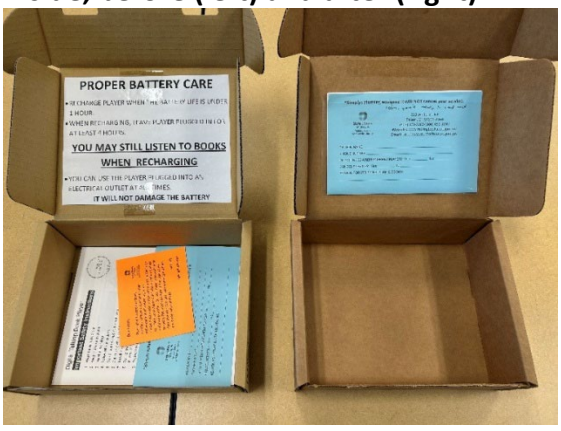
- Work has begun on sourcing new stickers for our cartridges that will be more uniform and consistent, making them easier for both print and Braille readers to identify. There's also work underway to make the mailing labels on our cartridge covers have unique postal barcodes, allowing us to track incoming cartridges.

- We've been putting a lot of thought into what we send out to our patrons, and one of the first things we turned a critical eye towards was the boxes for players that go out to new users. There were several "notice" type stickers on the outside of the boxes and inside we included several separate handouts printed on different colors of paper, as well as a big sign on the top about battery care. But battery care isn't the most important thing we want our new users to know about, and that many pieces of paper in the box was confusing to many patrons – they didn't know where to start. We simplified the boxes so they only have the most important information.

Outside, before (left) and after (right)



Inside, before (left) and after (right)



- In early August, Tiff and Jen travelled to Boston, Massachusetts for the National Library Service for the Blind and Print Disabled (NLS) Northern-Western Regional Conference. Every other year, instead of NLS hosting a nationwide Conference, the different regions get together, and this year the Northern Region hosted the Western Region at the Perkins School for the Blind in Watertown, MA, and took care of the local arrangements and logistics. The Western Region coordinated the programming and facilitated the hybrid conference.

  It was a jam-packed 3 days, and both Tiff and Jen learned a lot! They especially enjoyed an informative keynote from Andrew Leland, author of the 2024 Pulitzer Prize-nominated memoir *Country of the Blind*. He spoke about the value of materials provided by NLS but also praised Bookshare, so Tiff was able to connect with him to learn what aspects of Bookshare would be most helpful to highlight when we launch it this Fall.

  As part of a panel on Patron Growth and Retention, Jen spoke about partnering with organizations and government entities that work with people who are print-disabled due to physical, cognitive, reading, or other disabilities not related to sight.

Library Support

- Library Consultant Arlene Weible coordinated this year's continuation of the Statewide Database Licensing Program (SDLP). Annual SDLP activities include:
  - A contract providing statewide access for Oregon libraries to a suite of electronic resources from Gale/Cengage Learning.
  - Subsidies for college and university libraries to purchase more academically focused general databases.
  - Purchase of permanent access e-books, made available via Gale Ebooks. This year, Arlene and School Library Consultant Jen Maurer updated a well-used mental health encyclopedia and added content about Hispanic and Black communities in the US.

- Superintendent of Documents Scott Matheson from the federal Government Printing Office visited Oregon in July. Arlene accompanied Matheson on trips to Federal Depository Library Program libraries, in her role Oregon's Federal Regional Depository Coordinator. Matheson visited the State Library, Bonneville Power Administration, State of Oregon Law Library, both the Hatfield Library and JW Long Law Library at Willamette University, Oregon State University (OSU), and University of Oregon (UO). The library trips provided an opportunity to hear about the use and preservation of federal documents.

- Public Library Consultant Darci Hanning is supporting Grant County Library's (GCL) efforts to find sustainable funding. Due to a funding crisis, the Grant County Court (aka county commissioners) started the statutorily required process of holding public hearings to potentially close the library. Thanks to widespread public support at the first hearing on July 22, the library was given time to investigate creating a library special district. Darci

connected GCL with a consultant and arranged for a $15,000 grant to guide them through the districting process. Their goal is to have a district measure on the May 2026 ballot.

- Darci continues supporting public libraries with strategic planning. In July, she finished helping with strategic plans for Port Orford Public Library, Lake County Library District, and Sandy/Hoodland Public Libraries. Currently she is working on plans with Rainer City Library and Wasco County Library Service District.

- The Oregon Broadband Office recently completed the Oregon Libraries E-Rate Needs Assessment. E-Rate reimburses schools and public libraries for broadband and networking costs. Arlene selected the 50 public libraries that the reporting firm then analyzed to assess interest to participate in the federal E-Rate program. Libraries frequently noted that lack of time and knowledge as barriers to participation. The report results underscore the strong need for E-Rate consulting services, that would assist libraries through the labyrinthine application process.

- Community Engagement Consultant Ericka Brunson-Rochette and the Oregon Library Association Equity, Diversity, Inclusion, and Antiracism Committee (EDIAC) soon will start work on a community engagement toolkit for libraries. The toolkit will update EDIAC's Equity, Diversity, Inclusion, and Antiracism Toolkit, published in 2022. Ericka and EDIAC receive questions from libraries of all types, asking for resources on how to engage with underserved communities. An updated toolkit will help address common questions and issues.

- Ericka officially kicked off the Urban Libraries Council's Creating a Culture of Belonging program. This six-session series of peer learning workshops is designed to assist public library leaders and staff on their journey to create inclusive library systems. Live virtual meetings are scheduled from September through November. About 25 people are participating, representing 14 libraries across the state.

- Virtual Reference Coordinator Gesse Stark-Smith chairs the Oregon Reference Summit, an ongoing series of virtual presentations helping libraries support patrons' diverse needs. The October session focused on the Patent and Trademark Resource Centers at Multnomah County Library and OSU Libraries. Gesse and the Summit team are working on a future event about finding Indigenous information and resources.

- Gesse worked with Joel Henderson from the Operations division to onboard four new Answerland volunteers. They staff the 24/7 library chat reference service, answering questions from around the state and country. These four are the last of the backlog of Answerland volunteers who applied when we were between Answerland coordinators.

- All eligible public libraries submitted their 2026 Ready to Ready applications. Ready to Read grants support early literacy and summer reading programming. Youth Services Consultant Greta Bergquist is reviewing the applications and working with libraries to support their

projects. Greta and Library Support Specialist Jey Wann will send out grant payments in December.

- Greta will represent the State Library on the Oregon Department of Education's (ODE) new Literacy Advisory Roundtable. The roundtable will advise on statewide literacy initiatives, strategies, planning, and implementation. It will include members from various backgrounds, including other state agencies. ODE reserved a seat specifically for the State Library.

- Greta and LSTA & Grants Coordinator Tamara Ottum completed this year's round of teen internship grants. The grants support libraries to hire interns to work on a connected learning project. The experience is often a teen's first "official" job. It also may be library staff's first experience mentoring a new employee. The interns and libraries presented their projects to each other at a meeting in October.

- Jen M. is making the OSLIST mailing list archives public. OSLIST was created to distribute information and updates about the Oregon School Library Information System (OSLIS). It subsequently has been used to send general content about school libraries. The list has over 1,000 subscribers, mostly classified school library staff (i.e. non-teacher positions). Making the archive public will give non-subscribers access and also allow search engines to index messages.

- Jey had a busy first few months as the division's new Library Support Specialist! Currently she is working with Darci to scan paper records related to public library establishment. Library Support saves records detailing how and when public libraries are created and significant changes to their structure. We use these documents in our work, and sometimes we even share copies of the papers with libraries who misplaced theirs!

- Many thanks to Jey for gathering together data about library elections from 2018 to the present. The data is about elections for library districts, levies, funding measures, building bonds, and other library topics on the ballot. She also saved Notice of Elections forms (from the Secretary of State's local measures website) through the same time period. This information will be useful to support libraries proposing ballot measures, such as the aforementioned Grant County Library.

- In August, Data & Digital Projects Consultant Ross Fuqua took the final issue of the *Chemawa American* newsletter to UO for digitization. The newsletters were digitized as part of a partnership among Oregon-based tribal nations, UO, and the State Library. The goal of the partnership is to further preserve records related to the Chemawa Indian School in Salem. Issues of the newsletter are available on UO's Historic Oregon Newspapers platform. The university is working now to digitize the Chemawa yearbooks. The Chemawa materials UO has digitized thus far mainly are from Government Services' collections. Many thanks Kate Anderson, Emily Johns, and other Government Services staff for their assistance with this project.

- Ross is preparing the next Northwest Digital Heritage (NWDH) metadata harvest for the Digital Public Library of America (DPLA). At 182,000 records, Government Services' digital collections are one of the largest represented! NWDH hosts collections from the Oregon State Archives (such as the shiny new Oregon Historical Trademarks collection) and other institutions. The regular harvests for DPLA include content we host and metadata from repositories across the region. DPLA allows that content to be searched on its national website.

- On August 8, we had an Institute of Museum and Library Services (IMLS) "site visit." Due to the federal upheaval, this year's visit was a virtual 2-hour meeting, rather than a 2-3 day in-person visit involving travel around the state. Tamara completed the monumental site visit checklist of tasks, questions, and requests for files. IMLS uses the visits to see what impact Library Services and Technology Act (LSTA) funds have. They also assess whether we are complying with applicable laws and regulations. The visit went well! IMLS's follow-up message is available in the meeting packet appendix.

- Tamara led Ericka, Jen M., and Jey in coding the challenge incidents and challenged materials that were reported to the Oregon Intellectual Freedom Clearinghouse (OIFC) for 2024-25. OIFC tracks challenges to library materials, services, and programs. Tamara also wrote the 2025 annual report, which was released in late September, just before Banned Books Week.

- While Library Support is hopeful about recent news regarding LSTA funding, we continue to do contingency planning in case we are not allocated funds in 2026.

    - Arlene is investigating making statistical overviews for libraries, showing how they use the SDLP resources. The overviews would help inform libraries if they need to make decisions about e-resource subscriptions, if we are unable to continue funding SDLP. The Statewide Database Licensing Advisory Committee, which advises SDLP, met on 10/21 to discuss contingency planning for the program.

    - Gesse and Arlene attended the October meeting of the Oregon Community College Library Association (OCCLA). They talked through needs and contingency planning regarding Answerland and SDLP, including the annual database subsidy for academic libraries.

    - Gesse reached out to other virtual reference networks, such as AskWA, to see if they are contingency planning. Several statewide chat networks are supported by LSTA money. Some are making plans, although there are few details yet.

    - Jen M. is starting conversations with the Oregon Association of School Libraries (OASL) about what OSLIS might look like without federal funding. That conversation will include questions like what the service is without the SDLP databases, what is possible with no/little paid staffing, and/or whether it could move to a different hosting platform. OSLIS is a partnership between OASL and the State Library.

- Ross and our NWDH partners (Caitlin Patterson at the Washington State Library and Katie Henry at Oregon Heritage) continue their work. The sustainability of NWDH depends on funding, staffing, administrative support, and software that can aggregate metadata from multiple digital collections. There have been conversations with potential new funders and administrative homes. Ross is also investigating whether the digital archives software used by NWDH can aggregate metadata, a service currently provided by DPLA.

Agenda Item – Budget Report

Background and Summary

Attached are the budget reports for July 2023 through June 2025 and July 2025 through August 2025.

2023-25 Budget Report - Final

Highlights from the report include:

- All funds, General, Federal, and Assessment, ending balances were in the positive.
- Operations, Library Support, Talking Books, and Government Services all ended with a positive balance.
- The funds in the Talking Books Endowment Fund Interest account had a 194.63% increase from June 2023 to June 2025 and a 53.92% increase from June 2024 to June 2025 as interest rates climbed from 3.04% to 5.52% during this time period.
- Talking Books Endowment fund had a 12.05% increase from June 2024 to June 2025.

2025-27 Budget

- The State Library has spent 7.97% of its overall budget, which is below the target percentage of 8.33% 2 months into the 2025-27 biennium.
- Operations and Library Support are within target percentage with Talking Book and Government Services are slightly above.
- Due to a lower revenue forecast that has put the State into an out of balance situation, the Chief Financial Office has requested a reduction of $40,000 in General Funds. Ready to Read funds have been reduced to meet this target.

LSTA grants given (July 2023 - June 2025)

- 2023 LSTA funds: $341,828
- 2024 LSTA funds: $641,137

LSTA grants given (July - September 2025)

- 2024 LSTA funds: $66,276
- 2025 LSTA funds: $82,900

Personnel:

This is the status of the open positions:

- Talking Books
    - Student Worker – Open for recruitment
- Operations
    - Jessica Sokoloff – Operations Support Specialist started on September 5th.

Moses Fund Recommendation

In 1963, the State Library of Oregon was gifted money from the estate of Joy Turner Moses, the amount of which was to be invested, and the interest, "*used for the purchase of books in the field of music."*
In the 1990s, the State Library's purpose and mission changed, after which, the library no longer served as a direct lending library to the public, nor to libraries.

Additionally, the library's collections are limited to federal documents, Oregon state documents, and audio and Braille materials for people who are print disabled.

Books in the field of music do not fit within the current collection guidelines nor the current mission and purpose of the library.

After consulting with counsel at the Department of Justice, regarding how to spend the funds of this original gift, while still honoring the intent, that the State Library can expend these funds in the form of grants. This proposal for the expenditure of the Moses Fund, is to create a regular grant program to spend the interest funds from this account. The balance in the Moses expendable fund as of 8/31/25 is $10,239.

Proposed Motion: I move that the State Library create a grant program for libraries to apply for monies from this fund on a yearly basis. This will honor the intent of the fund and allow applicants to purchase library materials in the field of music.

STATE LIBRARY
2023-25 BIENNIUM BUDGET REPORT - FINAL

	Report Period	Month 13 2025					
	Target Percentage	100.00%					
Fund Type	Budget Object Title	LAB Budget	Expenditures Biennium to Date	Remaining Budget	%Spent BTD	Average Spend per month to Date	Average Remaining to Spend
General Fund (80000)	PERSONAL SERVICES	$ 2,572,435	$ 2,401,944	$ 170,491	93.37%	$ 100,081	$ 170,491
	SERVICES & SUPPLIES	$ 859,293	$ 1,019,814	$ (160,521)	118.68%	$ 42,492	$ (160,521)
	CAPITAL OUTLAY	$ 10,583	$ -	$ 10,583	0.00%	$ -	$ 10,583
	SPECIAL PAYMENTS	$ 1,653,457	$ 1,653,457	$ -	100.00%	$ 68,894	$ -
	TOTAL	**$ 5,095,768**	**$ 5,075,215**	**$ 20,553**	**99.60%**	**$ 142,573**	**$ 20,553**
Other Funds (30000)	PERSONAL SERVICES	$ 204,513	$ 134,249	$ 70,264	65.64%	$ 5,594	$ 70,264
	SERVICES & SUPPLIES	$ 120,274	$ 115,184	$ 5,090	95.77%	$ 4,799	$ 5,090
	TOTAL	**$ 324,787**	**$ 249,433**	**$ 75,354**	**76.80%**	**$ 10,393**	**$ 75,354**
Assessment Funds (31000)	PERSONAL SERVICES	$ 5,505,165	$ 5,493,704	$ 11,461	99.79%	$ 228,904	$ 11,461
	SERVICES & SUPPLIES	$ 3,237,878	$ 2,940,378	$ 297,500	90.81%	$ 122,516	$ 297,500.00
	CAPITAL OUTLAY	$ 15,705	$ 15,600	$ 105	99.33%	$ 650	$ 105.00
	TOTAL	**$ 8,758,748**	**$ 8,434,082**	**$ 308,961**	**96.29%**	**$ 351,420**	**$ 308,961**
Federal Funds (60000)	PERSONAL SERVICES	$ 1,849,503	$ 1,797,946	$ 51,557	97.21%	$ 74,914	$ 51,557
	SERVICES & SUPPLIES	$ 1,538,866	$ 1,571,525	$ (32,659)	102.12%	$ 65,480	$ (32,659)
	SPECIAL PAYMENTS	$ 2,013,037	$ 1,750,592	$ 262,445	86.96%	$ 72,941	$ 262,445
	TOTAL	**$ 5,401,406**	**$ 5,120,063**	**$ 281,343**	**94.79%**	**$ 213,336**	**$ 281,343**
All Funds	PERSONAL SERVICES	$ 10,131,616	$ 9,827,843	$ 303,773	97.00%	$ 409,493	$ 303,773
	SERVICES & SUPPLIES	$ 5,756,311	$ 5,646,901	$ 109,410	98.10%	$ 235,288	$ 109,410
	CAPITAL OUTLAY	$ 26,288	$ 15,600	$ 10,688	59.34%	$ 650	$ 10,688
	SPECIAL PAYMENTS	$ 3,666,494	$ -	$ 262,445	0.00%	$ -	$ 262,445
	TOTAL	**$ 19,580,709**	**$ 15,490,344**	**$ 686,316**	**79.11%**	**$ 645,431**	**$ 686,316**

STATE LIBRARY
2023-25 BIENNIUM BUDGET REPORT - FINAL

	Report Period	Month 13 2025					
	Target Percentage	100.00%					
Division Name	Budget Object Title	LAB Budget	Expenditures Biennium to Date	Remaining Budget	% Spent BTD	Average Spent per Month to Date	Average Remaining to Spend
Operations (PRG 1 excluding 1200)	PERSONAL SERVICES	$ 2,156,015	$ 2,128,985	$ 27,030	98.75%	$ 88,708	$ 27,030
	SERVICES AND SUPPLIES	$ 616,285	$ 529,226	$ 87,059	85.87%	$ 22,051	$ 87,059
	CAPITAL OUTLAY	$ 2,906	$ -	$ 2,906	0.00%	$ -	$ 2,906
	Total	**$ 2,775,206**	**$ 2,658,211**	**$ 116,995**	**95.78%**	**$ 110,759**	**$ 116,995**
Library Support and Development (PRG 2)	PERSONAL SERVICES	$ 2,616,525	$ 2,604,092	$ 12,433	99.52%	$ 108,504	$ 12,433
	SERVICES AND SUPPLIES	$ 1,803,207	$ 1,785,841	$ 17,366	99.04%	$ 74,410	$ 17,366
	SPECIAL PAYMENTS	$ 3,666,494	$ 3,404,049	$ 262,445	92.84%	$ 141,835	$ 262,445
	Total	**$ 8,086,226**	**$ 7,793,982**	**$ 292,244**	**96.39%**	**$ 324,749**	**$ 292,244**
Talking Book and Braille Library (PRG 3)	PERSONAL SERVICES	$ 1,599,436	$ 1,419,079	$ 180,357	88.72%	$ 59,128	$ 180,357
	SERVICES AND SUPPLIES	$ 784,475	$ 912,650	$ (128,175)	116.34%	$ 38,027	$ (128,175)
	CAPITAL OUTLAY	$ 10,583	$ -	$ 10,583	0.00%	$ -	$ 10,583
	Total	**$ 2,394,494**	**$ 2,331,729**	**$ 62,765**	**97.38%**	**$ 97,155**	**$ 62,765**
Government Information and Library Services (PRG 4)	PERSONAL SERVICES	$ 3,759,640	$ 3,675,687	$ 83,953	97.77%	$ 153,154	$ 83,953
	SERVICES AND SUPPLIES	$ 2,552,344	$ 2,404,253	$ 148,091	94.20%	$ 100,177	$ 148,091
	CAPITAL OUTLAY	$ 12,799	$ 15,600	$ (2,801)	121.88%	$ 650	$ (2,801)
	Total	**$ 6,324,783**	**$ 6,095,540**	**$ 229,243**	**96.38%**	**$ 253,981**	**$ 229,243**
Total		**$ 19,580,709**	**$ 18,879,462**	**$ 701,247**	**96.42%**	**$ 786,644**	**$ 701,247**

STATE LIBRARY
2023-25 BIENNIUM BUDGET REPORT - FINAL

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		Report Period	Month 13 2025					
		Target Percentage	100.00%					
Program Code	Program Code Title	Budget Object Title	Budget	Expenditures Biennium to Date	Remaining Budget	% Spent BTD	Average Spent per Month to Date	Average Remaining to spend
1200	STATE LIBRARY BOARD	PERSONAL SERVICES		$ -	$ -		$ -	$ -
		SERVICES AND SUPPLIES	$ 15,000	$ 14,930	$ 70	99.53%	$ 622	$ 70
		Total	$ 15,000	$ 14,930	$ 70	99.53%	$ 622	$ 70

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STATE LIBRARY
2023-25 BIENNIUM BUDGET REPORT - FINAL

	Report Date	6/30/2023	6/30/2024	6/30/2025	
Accounts	**Account Title**	**Cash Balance**	**Cash Balance**	**Cash Balance**	**24 Month Change**
TALKING BOOKS ENDOWMENT FUND INTEREST	CASH ON DEPOSIT WITH TREASURER 0300	$ 94,024.97	$ 179,977.54	$ 277,027.54	$ 183,002.57
TALKING BOOKS ENDOWMENT FUND	CASH ON DEPOSIT WITH TREASURER 0301	$ 1,637,341.25	$ 1,694,495.53	$ 1,898,710.31	$ 261,369.06
OREGON INTERMEDITE TERM POOL (OITP)	TREASURY INVESTMENT FUND	$ 1,531,313.08	$ 1,608,053.28	$ 1,714,998.29	$ 183,685.21
LONG FUND - NON EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0302	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ -
MOSES FUND - NON EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0303	$ 6,000.00	$ 6,000.00	$ 6,000.00	$ -
LONG FUND - EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0306	$ 16.96	$ 63.39	$ 115.10	$ 98.14
MOSES FUND - EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0307	$ 8,620.04	$ 9,335.81	$ 10,114.57	$ 1,494.53
TALKING BOOKS DONATION FUND	CASH ON DEPOSIT WITH TREASURER 0308	$ 560,199.03	$ 597,321.07	$ 647,410.66	$ 87,211.63
TOTAL		**$ 3,838,515.33**	**$ 4,096,246.62**	**$ 4,555,376.47**	**$ 716,861.14**

STATE LIBRARY
2025-27 BIENNIUM BUDGET REPORT

Monday, September 22, 2025

	Report Period	August 2025					
	Target Percentage	8.33%					
Fund Type	Budget Object Title	LAB Budget	Expenditures Biennium to Date	Remaining Budget	%Spent BTD	Average Spend per month to Date	Average Remaining to Spend
General Fund (80000)	PERSONAL SERVICES	$ 2,717,320	$ 227,032	$ 2,490,288	8.35%	$ 113,516	$ 113,195
	SERVICES & SUPPIES	$ 963,338	$ 121,147	$ 842,191	12.58%	$ 60,574	$ 38,281
	CAPITAL OUTLAY	$ 11,027	$ -	$ 11,027	0.00%	$ -	$ 501
	SPECIAL PAYMENTS	$ 1,722,902	$ -	$ 1,722,902	0.00%	$ -	$ 78,314
	TOTAL	**$ 5,414,587**	**$ 348,179**	**$ 3,343,506**	**6.43%**	**$ 174,090**	**$ 151,978**
Other Funds (30000)	PERSONAL SERVICES	$ 153,238	$ 13,217	$ 140,021	8.63%	$ 6,609	$ 7,001
	SERVICES & SUPPIES	$ 203,917	$ 13,427	$ 190,490	6.58%	$ 6,714	$ 9,525
	TOTAL	**$ 357,155**	**$ 26,644**	**$ 330,511**	**7.46%**	**$ 13,322**	**$ 16,526**
Assessment Funds (31000)	PERSONAL SERVICES	$ 5,969,125	$ 478,866	$ 5,490,259	8.02%	$ 239,433	$ 249,557
	SERVICES & SUPPIES	$ 3,416,913	$ 375,187	$ 3,041,726	10.98%	$ 187,594	$ 138,260.27
	CAPITAL OUTLAY	$ 16,364	$ -	$ 16,364	0.00%	$ -	$ 743.82
	TOTAL	**$ 9,402,402**	**$ 854,053**	**$ 8,531,985**	**9.08%**	**$ 427,027**	**$ 387,818**
Federal Funds (60000)	PERSONAL SERVICES	$ 2,036,331	$ 181,718	$ 1,854,613	8.92%	$ 90,859	$ 84,301
	SERVICES & SUPPIES	$ 1,604,469	$ 120,424	$ 1,484,045	7.51%	$ 60,212	$ 67,457
	SPECIAL PAYMENTS	$ 2,097,585	$ 134,869	$ 1,962,716	6.43%	$ 67,435	$ 89,214
	TOTAL	**$ 5,738,385**	**$ 437,011**	**$ 5,301,374**	**7.62%**	**$ 218,506**	**$ 240,972**
All Funds	PERSONAL SERVICES	$ 10,876,014	$ 900,833	$ 9,975,181	8.28%	$ 450,417	$ 453,417
	SERVICES & SUPPIES	$ 6,188,637	$ 630,186	$ 5,558,452	10.18%	$ 315,093	$ 252,657
	CAPITAL OUTLAY	$ 27,391	$ -	$ 27,391	0.00%	$ -	$ 1,245
	SPECIAL PAYMENTS	$ 3,820,487	$ 134,869	$ 3,685,618	3.53%	$ 67,435	$ 167,528
	TOTAL	**$ 20,912,529**	**$ 1,665,888**	**$ 19,246,642**	**7.97%**	**$ 832,944**	**$ 874,847**

STATE LIBRARY
2025-27 BIENNIUM BUDGET REPORT

Monday, September 22, 2025

	Report Period	August 2025					
	Target Percentage	8.33%					
Division Name	Budget Object Title	LAB Budget	Expenditures Biennium to Date	Remaining Budget	% Spent BTD	Average Spent per Month to Date	Average Remaining to Spend
Operations (PRG 1 excluding 1200)	PERSONAL SERVICES	$ 2,441,195	$ 194,679	$ 2,246,516	7.97%	$ 97,340	$ 102,114
	SERVICES AND SUPPLIES	$ 678,332	$ 68,570	$ 609,762	10.11%	$ 34,285	$ 27,716
	CAPITAL OUTLAY	$ 3,028	$ -	$ 3,028	0.00%	$ -	$ 138
	Total	**$ 3,122,555**	**$ 263,249**	**$ 2,859,306**	**8.43%**	**$ 131,625**	**$ 129,968**
Library Support and Development (PRG 2)	PERSONAL SERVICES	$ 2,838,415	$ 246,369	$ 2,592,046	8.68%	$ 123,185	$ 117,820
	SERVICES AND SUPPLIES	$ 1,909,713	$ 158,645	$ 1,751,068	8.31%	$ 79,323	$ 79,594
	SPECIAL PAYMENTS	$ 3,820,487	$ 134,869	$ 3,685,618	3.53%	$ 67,435	$ 167,528
	Total	**$ 8,568,615**	**$ 539,883**	**$ 8,028,732**	**6.30%**	**$ 269,942**	**$ 364,942**
Talking Book and Braille Library (PRG 3)	PERSONAL SERVICES	$ 1,677,618	$ 142,872	$ 1,534,746	8.52%	$ 71,436	$ 69,761
	SERVICES AND SUPPLIES	$ 856,154	$ 100,699	$ 755,455	11.76%	$ 50,350	$ 34,339
	CAPITAL OUTLAY	$ 11,027	$ -	$ 11,027	0.00%	$ -	$ 501
	Total	**$ 2,544,799**	**$ 243,571**	**$ 2,301,228**	**9.57%**	**$ 121,786**	**$ 104,601**
Government Information and Library Services (PRG 4)	PERSONAL SERVICES	$ 3,918,786	$ 316,913	$ 3,601,873	8.09%	$ 158,457	$ 163,722
	SERVICES AND SUPPLIES	$ 2,744,438	$ 300,858	$ 2,443,580	10.96%	$ 150,429	$ 111,072
	CAPITAL OUTLAY	$ 13,336	$ -	$ 13,336	0.00%	$ -	$ 606
	Total	**$ 6,676,560**	**$ 617,771**	**$ 6,058,789**	**9.25%**	**$ 308,886**	**$ 275,400**
Total		**$ 20,912,529**	**$ 1,664,474**	**$ 19,248,055**	**7.96%**	**$ 832,237**	**$ 874,912**

STATE LIBRARY
2025-27 BIENNIUM BUDGET REPORT

		Report Period	August 2025					
		Target Percentage	8.33%					
Program Code	Program Code Title	Budget Object Title	Budget	Expenditures Biennium to Date	Remaining Budget	% Spent BTD	Average Spent per Month to Date	Average Remaining to spend
1200	STATE LIBRARY BC	PERSONAL SERVICES		$ -	$ -	#DIV/0!	$ -	$ -
		SERVICES AND SUPPLIES	$ 8,000	$ 1,414	$ 6,586	17.68%	$ 707	$ 299
		Total	$ 8,000	$ 1,414	$ 6,586	17.68%	$ 707	$ 299

STATE LIBRARY
2025-27 BIENNIUM BUDGET REPORT

	Report Date	6/30/2023	6/30/2024	6/30/2025	8/31/2025	
Accounts	**Account Title**	**Cash Balance**	**Cash Balance**	**Cash Balance**	**Cash Balance**	**14 Month Change**
TALKING BOOKS ENDOWMENT FUND INTEREST	CASH ON DEPOSIT WITH TREASURER 0300	$ 94,024.97	$ 179,977.54	$ 277,027.54	$ 293,862.60	$ 113,885.06
TALKING BOOKS ENDOWMENT FUND	CASH ON DEPOSIT WITH TREASURER 0301	$ 1,637,341.25	$ 1,694,495.53	$ 1,898,710.31	$ 1,903,710.31	$ 209,214.78
OREGON INTERMEDITE TERM POOL (OITP)	TREASURY INVESTMENT FUND	$ 1,531,313.08	$ 1,608,053.28	$ 1,714,998.29	$ 1,736,977.39	$ 128,924.11
LONG FUND - NON EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0302	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ 1,000.00	$ -
MOSES FUND - NON EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0303	$ 6,000.00	$ 6,000.00	$ 6,000.00	$ 6,000.00	$ -
LONG FUND - EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0306	$ 16.96	$ 63.39	$ 115.10	$ 123.91	$ 60.52
MOSES FUND - EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0307	$ 8,620.04	$ 9,335.81	$ 10,114.57	$ 10,239.02	$ 903.21
TALKING BOOKS DONATION FUND	CASH ON DEPOSIT WITH TREASURER 0308	$ 560,199.03	$ 597,321.07	$ 647,410.66	$ 694,102.84	$ 96,781.77
DATABASE LICENSING RESERVE	CASH ON DEPOSIT WITH TREASURER 0321	$ -	$ -	$ -	$ -	$ -
TOTAL		**$ 3,838,515.33**	**$ 4,096,246.62**	**$ 4,555,376.47**		**$ 549,769.45**

Agenda Item –
Quarterly Performance Report

Background and Summary

The Quarterly Performance Report for the eighth quarter (April – June 2025) of the 2023-25 biennium is attached. Highlights from the report include:

- The number of items from Oregon institutions available via Northwest Digital Heritage continues to increase. This increase is due to added data from Oregon State University and the University of Oregon, adding collections from State Archives, and the completion of the Recollect migration.
- Talking Books customer interactions have increased, we are seeing a positive impact from changing our data gathering to Gimlet in March of 2024.
- Percentage of state employees activated for Government Information Services continues to see a steady increase since recognizing state IP addresses, streamlining state employee access to State Library databases.
- Number of volunteer hours continues to increase compared to the 21-23 biennium where we had building closures, reducing volunteer hours during the pandemic. In the 23-25 biennium we were able to restart volunteer programs such as book menders and have seen an increase in Answerland hours. We also started the welcome center and had several volunteers participate in that program.

  Note: Book menders have repaired 2,270 items in AY25

STATE LIBRARY QUARTERLY PERFORMANCE REPORT

Quarter: April - June, 2025 (Final Report for 2023-25)

Library Support and Development Services	*Total This Quarter*	*Total Last Year's QTR*	*Variance to Last Quarter*	*Total 23-25 to Date*	*Total 21-23 to Date*	*Variance to Date*	*% Variance to Date*
Total visits to OSLIS	155,095	181,784	-26,689	1,284,561	1,211,519	73,042	6.0%
Total retrievals of LSTA funded databases	379,324	447,317	-67,993	2,605,769	3,811,635	-1,205,866	-31.6%
Total visits to Answerland	3,417	3,977	-560	30,644	41,040	-10,396	-25.3%
Number of items from Oregon institutions available via Northwest Digital Heritage	445,653	253,625	192,028	445,653	99,255	346,398	349.0%

Talking Book and Braille Library

Registered individuals*	4,178	4,398	-220	4,178	4,415	-237	-5.4%
Items circulated	104,262	131,844	-27,582	939,212	1,023,531	-84,319	-8.2%
New registrations activated	196	356	-160	2,040	1,975	65	3.3%
Customer interactions	3,335	4,481	-1,146	24,999	22,409	2,590	11.6%

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

Government Information and Library Services

Reference queries for state government employees	437	376	61	3,415	3,770	-355	-9.4%
Document Delivery	3,319	2,098	1,221	18,330	13,771	4,559	33.1%
New registrations activated	282	385	-103	2,564	3,365	-801	-23.8%
Percentage of state employees activated for Government Information Services*	11.7%	10.2%	1.5%	11.7%	8.7%	3.0%	34.9%
Outreach and training presentations	31	20	11	156	189	-33	-17.5%
Outreach and training presentations attendees	273	66	207	1,715	2,089	-374	-17.9%
Percentage of digital Oregon Government Publications cataloged	96.0%	94.6%	1.4%	96.0%	96.3%	-0.3%	-0.3%
Eclips (total number of articles viewed)	92,360	71,553	20,807	668,674	621,708	46,966	7.6%
Number of federal documents cataloged for the collection	6,535	2,012	4,523	31,721	57,587	-25,866	-44.9%

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

Operations

Number of volunteer hours	723	1,119	-396	6,002	3,726	2,276	61.1%
Number of volunteers*/**	62	76	-14	62	30	32	106.7%

Number of intern hours	14	0	14	238	359	-121	-33.7%
Engagement rate for Facebook	7.8%	3.6%	4.2%	6.9%	n/a	n/a	n/a
Engagement rate for Instagram	8.4%	11.8%	-3.4%	9.3%	n/a	n/a	n/a
Customer interactions	1,236	2,340	-1,104	2495	n/a	n/a	n/a

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

***Figure includes all Board and advisory council members who participate in a meeting during the quarter. Data collection started July 2022*

Agenda Item –
Annual Performance Progress Report

The Annual Performance Progress Report (APPR) is a key document that provides a detailed analysis of agency performance against legislatively approved Key Performance Measures (KPMs). Each year, state agencies are requested to submit an APPR to the Oregon Legislature. Attached is the State Library's 2025 APPR.

The State Library reports on the following key performance measures:

Government Information and Library Services

- Patron Services Transactions
- Making State Documents Accessible

Library Support and Development Services

- Use of the Oregon School Library Information System (OSLIS)
- Ready to Read Participation
- Value of Library Support Programs and Services

Talking Book and Braille Library

- Talking Book and Braille Library Average Use by User
- Cost per circulation
- Value of Talking Book and Braille Library

Government Services, Library Support and Talking Books

- Customer Satisfaction

State Library

2025 Annual Performance Progress Report

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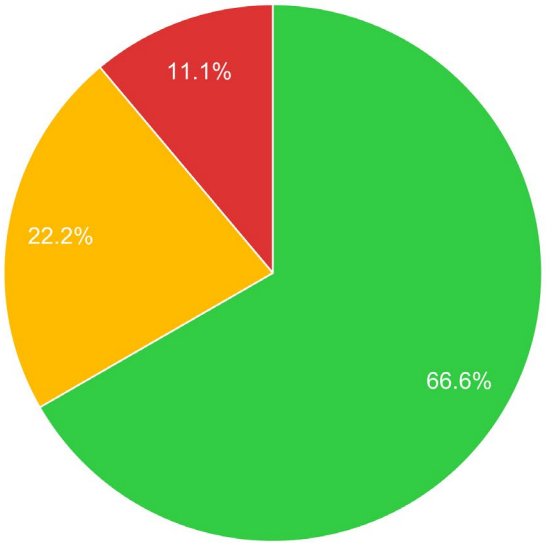
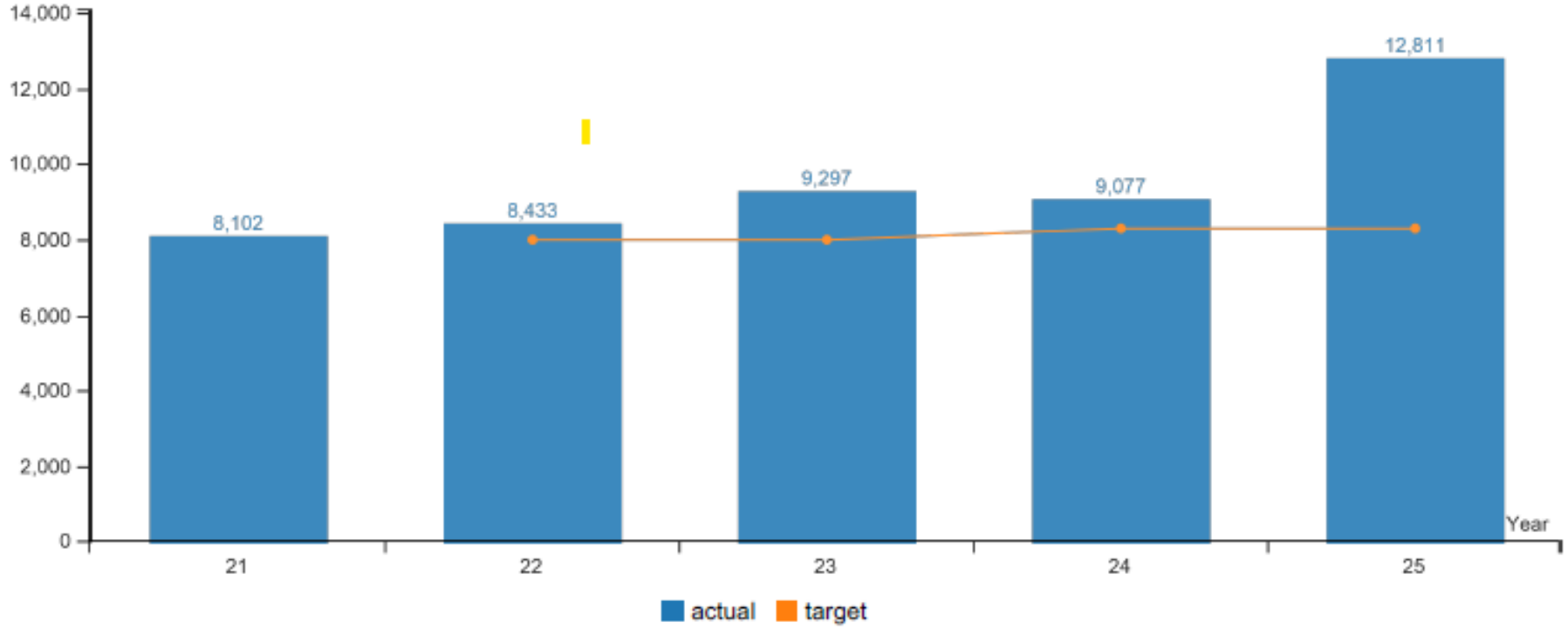
KPM #	Approved Key Performance Measures (KPMs)
1	Patron Service Transactions - Number of reference queries, document delivery and interlibrary loan requests, and outreach/instruction sessions to state agency employees.
3	Talking Book and Braille Library Average Use by User - Total number of circulations per year divided by the number of registered users at the end of the fiscal year.
4	COST PER CIRCULATION - Cost per circulation of talking books and Braille books.
5	USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Annual visits to the site.
7	CUSTOMER SATISFACTION - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
8	Value of Talking Book and Braille Library - Percent of Talking Book users that strongly agree or agree that the Talking Book and Braille Library has added value to their life.
9	Ready to Read Participation - Ready to Read grant funding per year divided by total number of youth 0-14 years of age participating in a Ready to Read grant funded activity.
10	Value of Library Support Programs and Services - Percent of Oregon library staff that strongly agree or agree that the services and programs offered by Library Support help them provide better library service to their community.
11	Making State Documents Accessible - Percentage of the digital Oregon Government Publications fully cataloged.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	66.67%	22.22%	11.11%

KPM #1: Patron Service Transactions - Number of reference queries, document delivery and interlibrary loan requests, and outreach/instruction sessions to state agency employees.

** Upward Trend = positive result*



Report Year	2021	2022	2023	2024	2025
Patron Service Transactions					
Actual	8,102	8,433	9,297	9,077	12,811
Target		8,000	8,000	8,300	8,300

Data Collection Period: Jul 01 - Jun 30

How Are We Doing

The total number of patron service transactions has increased 41% over the previous year due to an increase in each of the areas that contribute to this figure: reference queries, documents delivered, and instructional sessions for state employees.

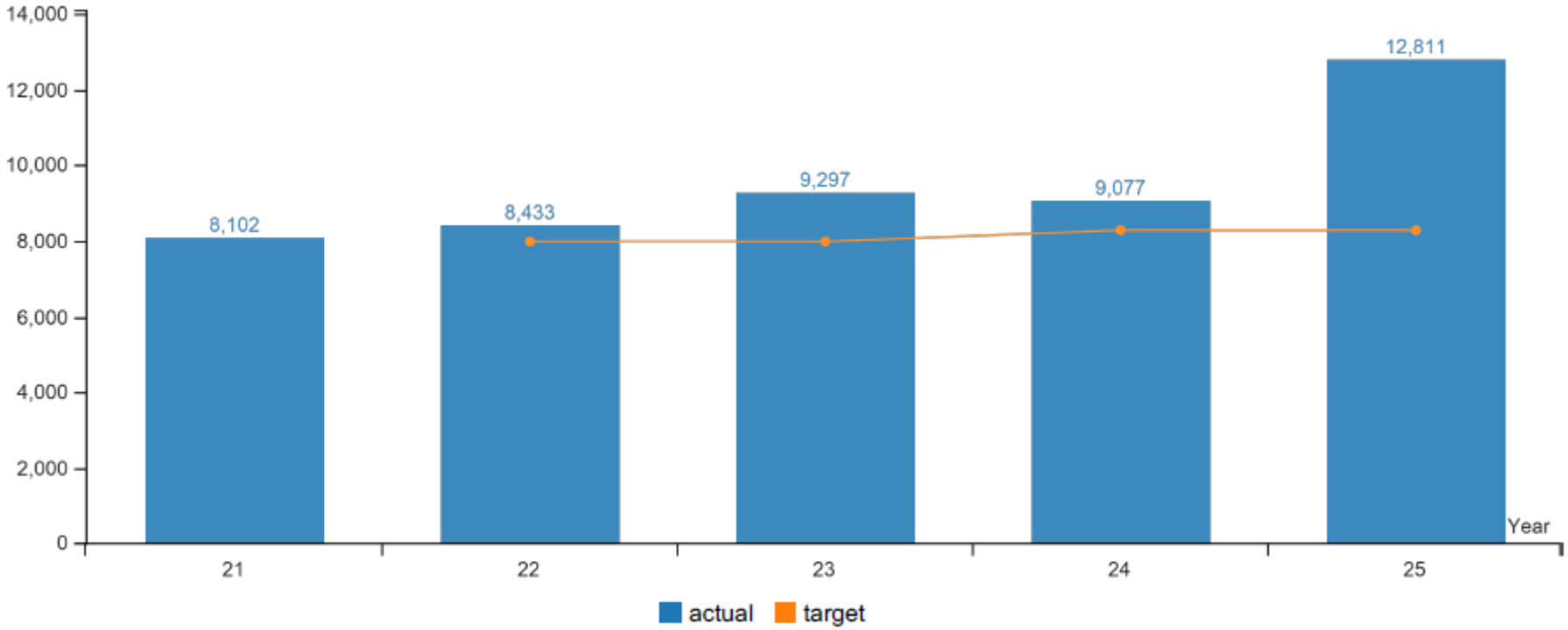
Factors Affecting Results

In FY25, several service improvements were implemented under new leadership: including redefining roles through updated position descriptions, higher reliance on existing support staff, improved access to digital content, re-organizing agency assignments among librarians, and a more balanced approach to managing the division’s public- and technical-facing services. The staff has gained greater awareness of the impact of their work and this is directly reflected in this key performance measure.

Data Collection Period: Jul 01 - Jun 30

KPM #3: Talking Book and Braille Library Average Use by User - Total number of circulations per year divided by the number of registered users at the end of the fiscal year.

** Upward Trend = positive result*



Report Year	2021	2022	2023	2024	2025
Talking Book and Braille Library Average Use by User					
Actual	110.57	106.30	105.84	111	96
Target		70	70	90	90

Data Collection Period: Jul 01 - Jun 30

How Are We Doing

Talking Books patron can check out items in two ways: downloading them from the BARD (Braille and Audo Reading Download) website and by mailed physical cartridges, sent from our library. The format for materials include digital eBraille (to be read on a refreshable Braille display), physical Braille, downloadable audiobook, audiobook on cartridge, and magazines in downloadable of cartridge formats. While the average books borrowed per user has decreased, it is still above the target.

Factors Affecting Results

While some patrons choose to download their own books, others have us send them personalized cartridges full of selected titles. Cartridges can hold 8-10 books, and the average length of an audiobook is 8 hours. This year, staff have made an effort to “right size” the number of books sent out to patrons, so users don’t feel as overwhelmed trying to listen to 80 hours of books at a time. Based on feedback from patrons, the number of books sent to New Users on their first cartridge was reduced from 8 titles to 4 in July 2024.

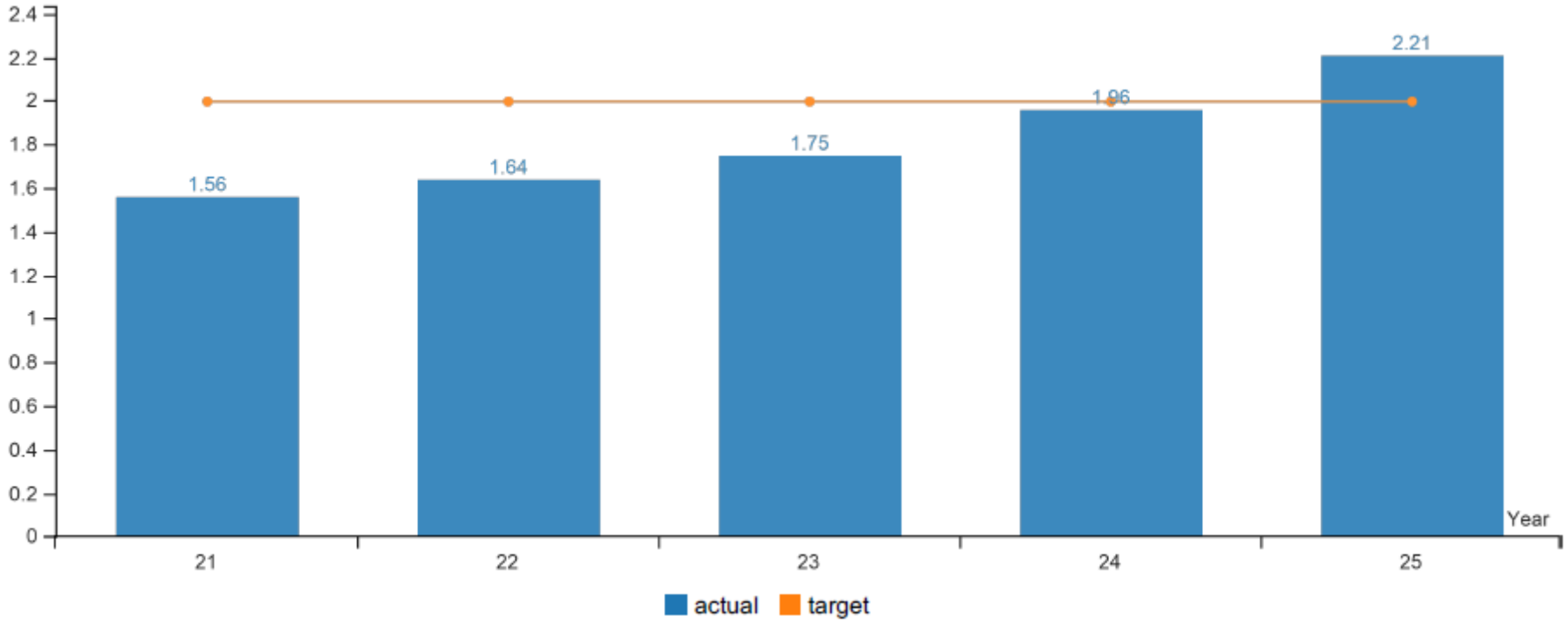
Additionally, there’s been a decline in the volume of eBraille books our users choose to download. Refreshable Braille displays (eReaders) can hold hundreds of books at a time, and patrons report they do not need to borrow books as often with that much storage available.

Because we now fulfill magazines on cartridge ourselves, instead of having items shipped across the country, those have seen a grown in circulation, while patrons have been checking out less of some other formats.

Data Collection Period: Jul 01 - Jun 30

KPM #4: COST PER CIRCULATION - Cost per circulation of talking books and Braille books.

** Upward Trend = negative result*



Report Year	2021	2022	2023	2024	2025
Cost per Circulation of Talking Books and Braille Books					
Actual	$1.56	$1.64	$1.75	$1.96	$2.21
Target	$2.00	$2.00	$2.00	$2.00	$2.00

Data Collection Period: Jul 01 - Jun 30

How Are We Doing

With changes in technology and the way we deliver our services, the cost per circulation is a more abstract measure for Talking Books. In traditional libraries where physical materials are handled individually, this number captures the cost to move a particular book from the shelf to the patron's hand. Since Talking Books materials are by and large digital, with multiple titles stored on each cartridge, it is not an equivalent comparison. We also move physical items like Talking Books Players and accessories like headphones, remote controls, and adaptive speakers but these are not included in the circulation numbers we report, so they are not captured in this KPM. The cost per circulation is now slightly above the target.

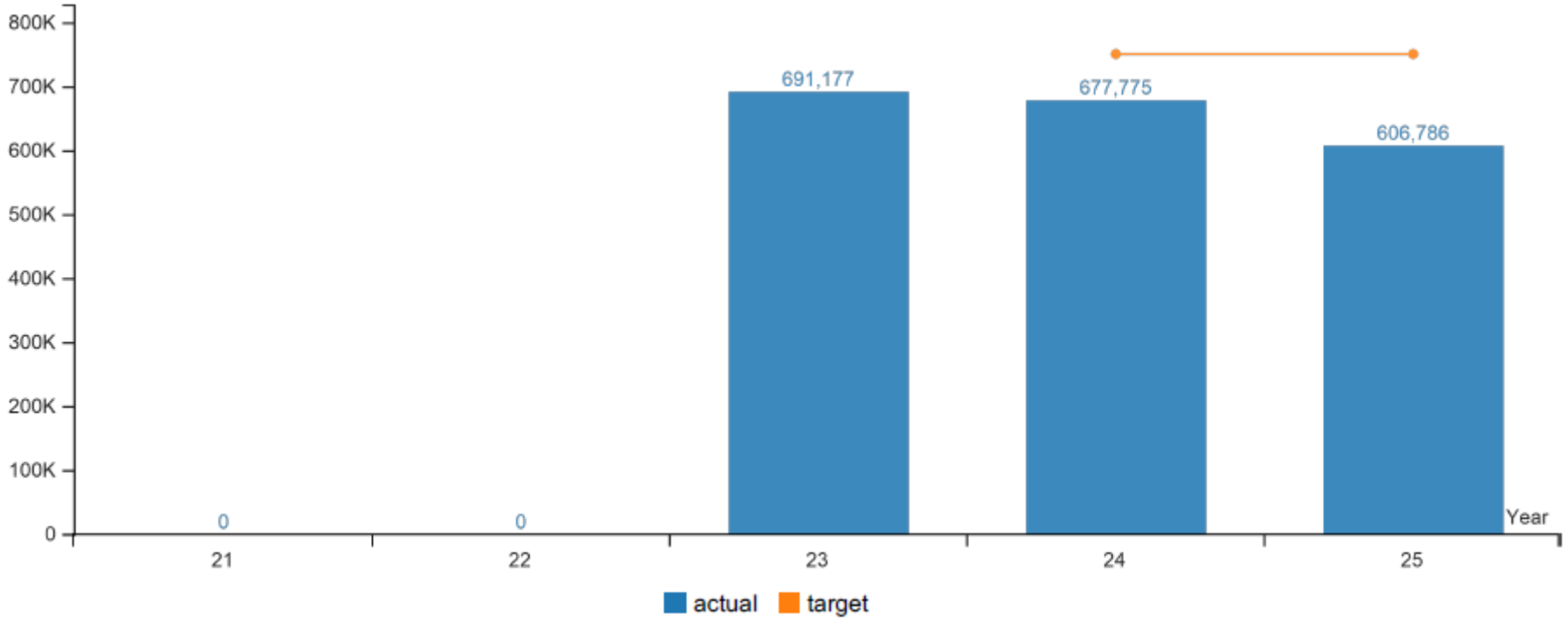
Factors Affecting Results

The largest impact on this figure is inflation. Sending materials to users is free due to the Federal Free Matter for the Blind program, but basic supplies like paper goods and printing have seen significant increases in the last twelve months. Personnel costs have risen overall. This number is still quite low when compared to cost per circulation in a public or academic library setting.

Data Collection Period: Jul 01 - Jun 30

KPM #5: USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Annual visits to the site.

** Upward Trend = positive result*



Report Year	2021	2022	2023	2024	2025
USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM					
Actual			691,177	677,775	606,786
Target				750,000	750,000

Data Collection Period: Jul 01 - Jun 30

How Are We Doing

The Oregon School Library Information System (OSLIS) is a tool for K-12 students and teachers that provides access to high-quality research databases, instruction, videos on how to conduct research, and lessons to teach information literacy skills. A previous key performance measure tracked average daily visits to OSLIS. That KPM was revised for the 2023-25 biennium to record total annual visits instead, hence the lack of previous data. Visits to the site have declined somewhat since 2023. Total annual visits for 2024-25 were 70,000 fewer than the previous year, and unfortunately we did not meet our target of 750,000 visits. Visits nonetheless are 200,000 above their historic low in 2020-21, when the COVID-19 pandemic temporarily changed educational priorities.

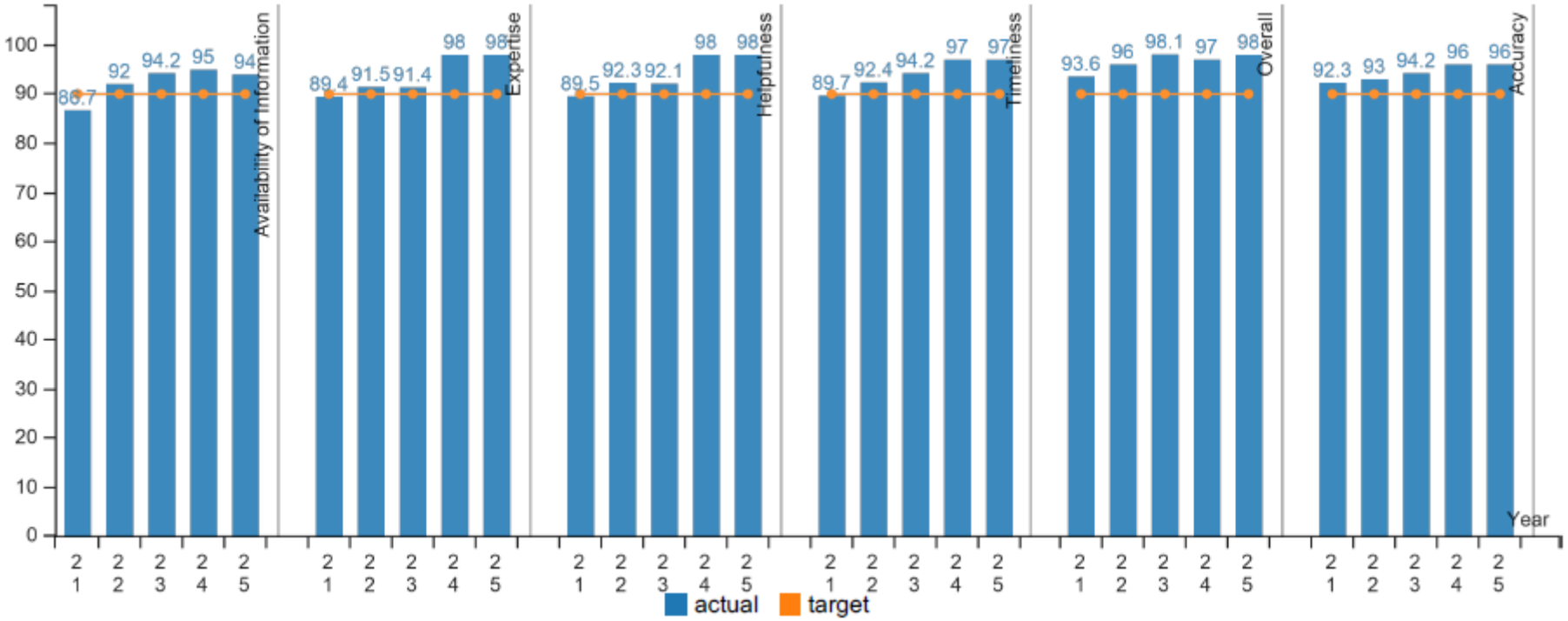
Factors Affecting Results

The continuing decades-long decline in licensed school librarians employed in Oregon's schools is likely the biggest contributor to the decrease in OSLIS usage. Unfortunately, budget cuts during the 2024-25 school year led to further reductions in licensed teacher-librarians in Oregon. Most school libraries are run by classified school library staff, who often lack formal library training and some of whom may not be aware of OSLIS and its benefits. If the library staff aren't aware of OSLIS, other teachers in the school are likely unaware too. In 2025-26, the agency will launch a professional learning community (PLC) specifically for classified school library staff. The PLC will provide an extra opportunity to promote OSLIS and provide other support to the people who staff the majority of school libraries in the state.

Two other factors may be at play in the decrease. An increasingly popular resource on OSLIS is the Learn to Research video tutorials. Time-strapped educators seek high-quality, pre-packaged content like OSLIS videos. The first videos were shared in the summer of 2016, with more added annually. In 2024-25, total lifetime video views surpassed 2 million. As educators discover and use the videos, some could be accessing them via their hosting platforms (YouTube and Vimeo) instead of OSLIS. Also, as technology changes, there are increased options to provide access to the statewide databases, for library staff who are aware of them. These include a free database page for individual schools, ability to add direct links on a library website, ability to include links in classroom management software, etc. Both the video and database scenarios could result in the use of OSLIS resources that is not recorded in the OSLIS website statistics.

Data Collection Period: Jul 01 - Jun 30

KPM #7: CUSTOMER SATISFACTION - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.



Report Year	2021	2022	2023	2024	2025
Availability of Information					
Actual	86.70%	92%	94.20%	95%	94%
Target	90%	90%	90%	90%	90%
Expertise					
Actual	89.40%	91.50%	91.40%	98%	98%
Target	90%	90%	90%	90%	90%
Helpfulness					

Data Collection Period: Jul 01 - Jun 30

Report Year	2021	2022	2023	2024	2025
Actual	89.50%	92.30%	92.10%	98%	98%
Target	90%	90%	90%	90%	90%
Timeliness					
Actual	89.70%	92.40%	94.20%	97%	97%
Target	90%	90%	90%	90%	90%
Overall					
Actual	93.60%	96%	98.10%	97%	98%
Target	90%	90%	90%	90%	90%
Accuracy					
Actual	92.30%	93%	94.20%	96%	96%
Target	90%	90%	90%	90%	90%

How Are We Doing

These customer satisfaction results are the average of the outward facing divisions of the State Library: Government Information and Library Services; Library Support and Development Services; and Talking Book and Braille Library. Taken individually or average together, the State Library is above the target in all categories. The agency's overall satisfaction has remained strong over the last five years.

For each division's percentage in each of the categories, please refer to the table below.

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Overall
Government Information and Library Services	**99%**	**96%**	**99%**	**99%**	**97%**	**98%**
Library Development and Support Services	**99%**	**100%**	**99%**	**99%**	**99%**	**100%**
Talking Book and Braille Library	**97%**	**96%**	**97%**	**97%**	**91%**	**98%**

Data Collection Period: Jul 01 - Jun 30

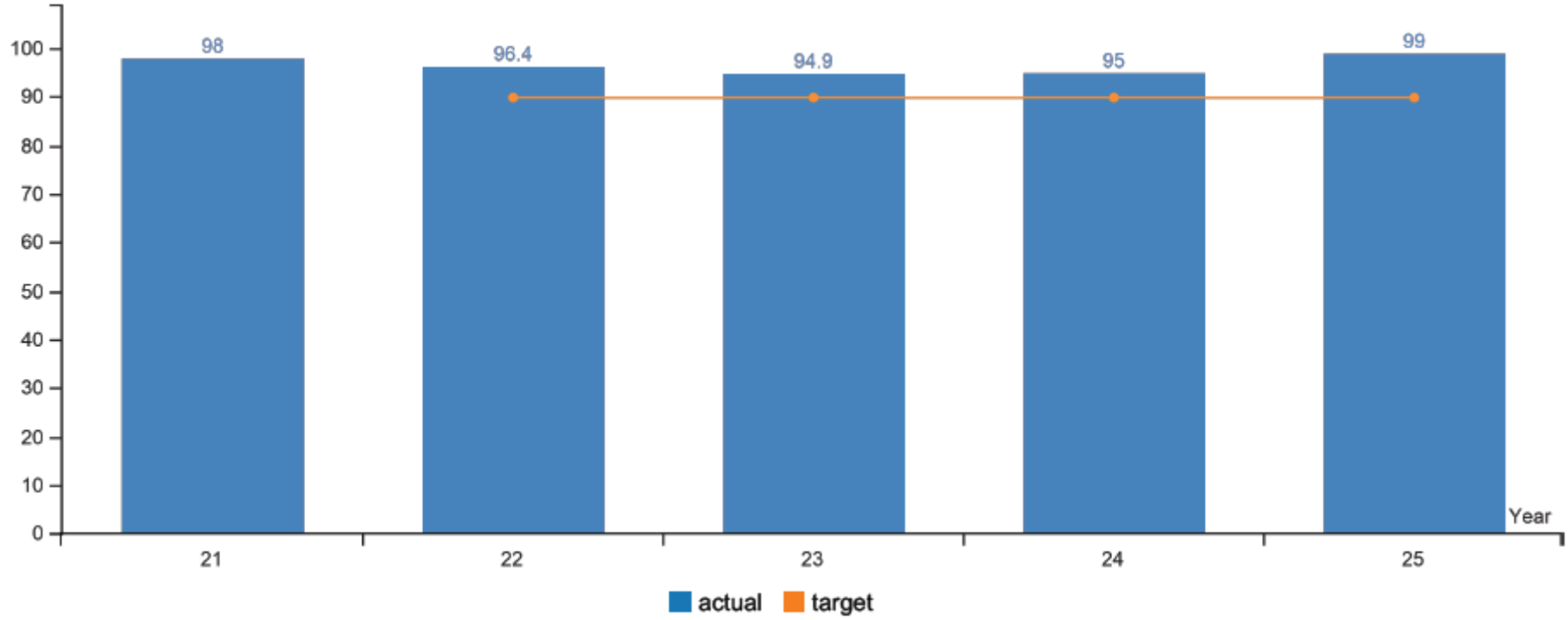
Factors Affecting Results

The State Library staff are dedicated public servants. Both due diligence and responsiveness are the cornerstones of the State Library's customer service. Emails and voicemails are responded to in a timely manner. Input from the division's advisory councils help shape services and resources that are being made available to our users. Within Government Services, staff continuously works to make state government publications available to our users, both within state government and the public. Electronics resources are always being reviewed so the needs of state agency users of being met. The embedded librarians are meeting with their state agencies to better understand their needs and continue to educate state employees on the services being provided by the State Library. Library Support makes in-person visits to libraries across the state to learn firsthand the needs and concerns of these libraries. Library Support also provides grants to public libraries for early literacy and summer reading and provides focused federal grants to small and mid-size libraries. Technology advances in Talking Books, such as duplication on demand, has allowed the State Library to serve its users faster and more completely. Additional data gathering tools have been implemented and reviewing that data has allowed staff schedule changes that are more responsive to patrons.

Data Collection Period: Jul 01 - Jun 30

KPM #8: Value of Talking Book and Braille Library - Percent of Talking Book users that strongly agree or agree that the Talking Book and Braille Library has added value to their life.

** Upward Trend = positive result*



Report Year	2021	2022	2023	2024	2025
Percent strongly agree or agree Talking Books added value					
Actual	98%	96.40%	94.90%	95%	99%
Target		90%	90%	90%	90%

Data Collection Period: Jul 01 - Jun 30

How Are We Doing

Talking Books users are scattered throughout Oregon, with many living in rural and remote areas. Staff connect with patrons over the phone and email, and via postal mail. Despite the lack of face-to-face opportunities, Talking Books continues to elicit a high level of satisfaction from users, with a 4% increase from 2024 to 2025. In the Customer Satisfaction Survey, many patrons mentioned mental health benefits when explaining the value of Talking Books. Connections to stories, the larger world, and patron's own identities as readers are integral to feelings of wellness and inclusion. One user summed it up as "*My life has many limits. My talking books expand my limits.*" A mother told us that Talking Books has made her daughter's world "*larger and more exciting and fulfilling,"* and a wife wrote that her husband's dementia has isolated him, but that listening to books has kept him engaged with the world.

For many patrons, Talking Books is an essential part of their lives and offer resources not available or accessible anywhere else: "*I am low income and would not be able to enjoy books as I have low vision. I enjoy the readers and how they act out the story with their words."*

Factors Affecting Results

Many incremental Customer Experience improvements made over the last year have had a cumulative effect. A plain language website and a streamlined registration process have made our library more useable. One user shared that Talking Books is consistently the most blind accessible library in all ways including patron support.

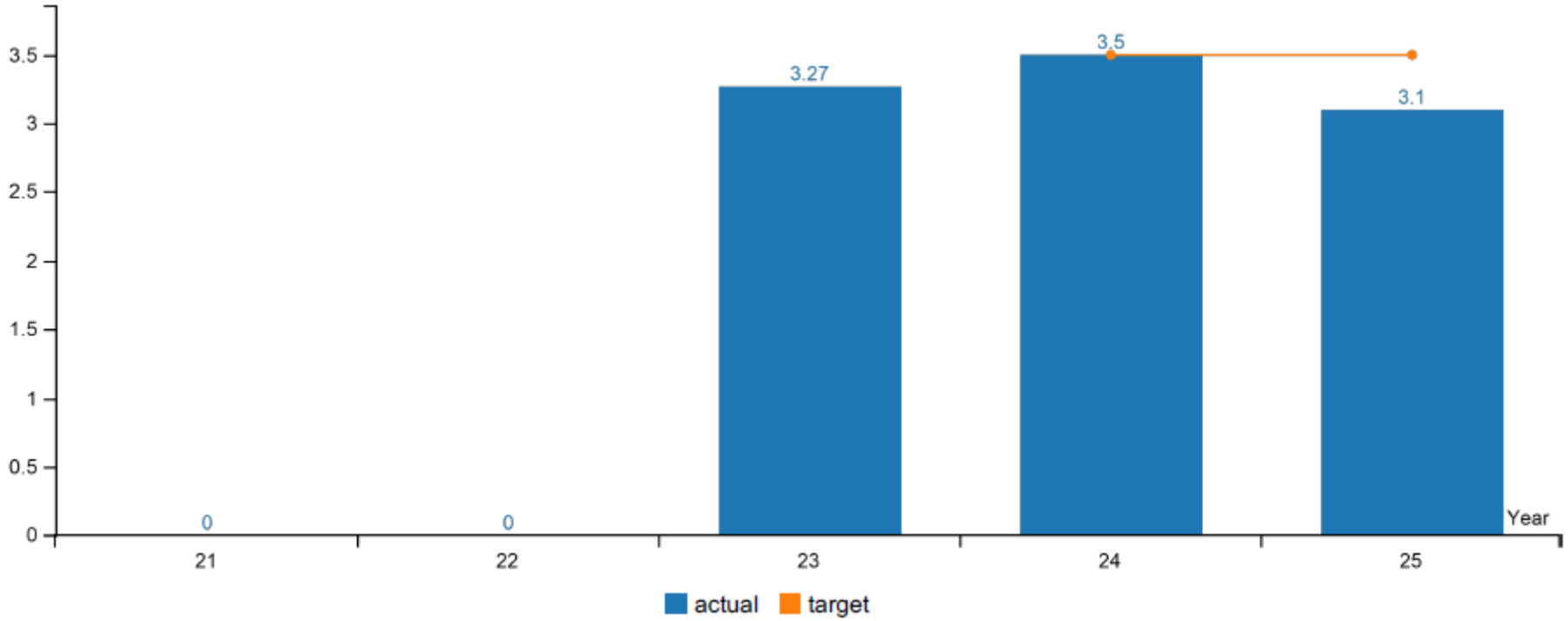
Connection is something deeply valued by users, and staff continue to work hard to serve over 4,400 patrons with a small number of staff. In our survey, on phone messages, and in hundreds of cards and letters sent to us each year, patrons praise staff's ability to connect them with books and in their helpfulness in responding to issues big and small.

Reaching eligible Oregonians with print disabilities that aren't related to sight has been a big initiative this year. Reading, developmental, and physical disabilities impact many readers and learning how best to serve them will continue to be a focus of this library. One patrons caregiver shared. "*My son is 35 and has a severe cognitive impairment along with blindness and other developmental disabilities. He only listens to children's books and the staff know that; they have, for all these years, send us children's books. There is much he cannot do, but he CAN sit on his couch and listen to stories being read to him. He has his own book in his lap so that he can turn pages as he listens."* A recent college graduate with dyslexia told us that access to digital audiobooks made it possible for her to graduate from the University of Oregon last fall.

Data Collection Period: Jul 01 - Jun 30

KPM #9: Ready to Read Participation - Ready to Read grant funding per year divided by total number of youth 0-14 years of age participating in a Ready to Read grant funded activity.

** Upward Trend = positive result*



Report Year	2021	2022	2023	2024	2025
Ready to Read Participation					
Actual			$3.27	$3.50	$3.10
Target				$3.50	$3.50

Data Collection Period: Jul 01 - Jun 30

How Are We Doing

Annually, every legally established public library in the state is eligible to receive a Ready to Read grant. The grant may be used for early childhood literacy or summer reading activities. Libraries spend their grants between January and December. For the 2024 Ready to Read grant year, 264,237 youth participated in Ready to Read-funded programs at 139 public libraries around the state. Grants totaled $818,463, meaning that one youth was reached for every $3.10 in grant funds spent. Libraries reached more children per $1 of Ready to Read money spent than they did in 2023 or 2024. State Library Ready to Read grants in 2024 leveraged $3.25 million in local cash and in-kind contributions by local libraries, a four-to-one return.

Please note that a previous version of this key performance measure used a reversed ratio of participating youth divided by total grant funding, resulting in a number representing a fractional number of children reached. The KPM was changed to avoid any confusion this fraction may have caused.

Factors Affecting Results

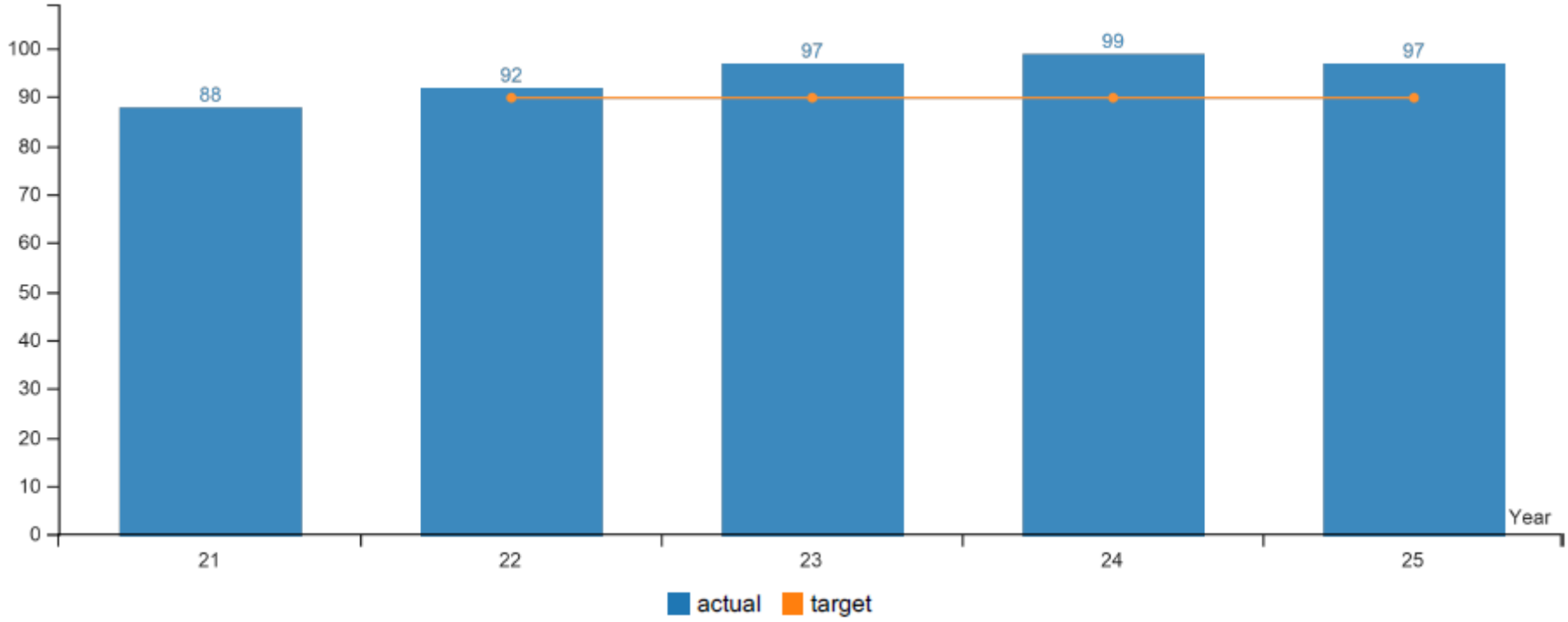
Oregon's public libraries continue to provide exciting and innovative programs to attract children and their parents/caregivers to early literacy and summer reading programs. Standout programs during the 2024 Ready to Read grant year included early literacy backpacks and kits for parents/caregivers, special training for folks working with babies 0 to 12 months, outreach storytimes, youth summer camp experiences, and events at summer meal sites. These programs often were offered in tandem with community partners such as local and regional schools; nonprofits; early learning hubs; science, technology, engineering and math (STEM) hubs; tribal nations; food pantries; and more.

The increased participation in Ready to Read grant-funded programs tracks with a general rise in youth program participation at public libraries, following the lows during the COVID-19 pandemic. For instance, attendance at youth programs for children ages 0 to 11 increased 15% between 2022-23 and 2023-24, from 564,368 to 650,240. Those figures are reported in the annual Oregon Public Library Statistical Report Data.

Data Collection Period: Jul 01 - Jun 30

KPM #10: Value of Library Support Programs and Services - Percent of Oregon library staff that strongly agree or agree that the services and programs offered by Library Support help them provide better library service to their community.

** Upward Trend = positive result*



Report Year	2021	2022	2023	2024	2025
Percent strongly agree or agree					
Actual	88%	92%	97%	99%	97%
Target		90%	90%	90%	90%

Data Collection Period: Jul 01 - Jun 30

How Are We Doing

The Library Support and Development Services division at the State Library of Oregon provides grants, resources, leadership, and consulting services to 1,900 academic, public, school, special, and tribal libraries throughout Oregon. In the most recent satisfaction survey, sent to over 2,600 Oregon library staff and volunteers in March 2025, 97% of respondents agreed or strongly agreed that Library Support's services help them provide better services to their community, a decrease of two percentage points from 2024. Nonetheless, 97% is still well above the target of 90%. The division is proud that nearly all its customers value its services, especially when Oregon library staff share comments like this:

"The State Library of Oregon is just an amazingly thoughtful, compassionate, knowledgeable, generous and helpful group of people. We feel so fortunate they are a part of our community."

Factors Affecting Results

Library Support staff make concerted efforts to connect with Oregon libraries at a variety of events, including professional association conferences, trainings, virtual or in-person visits to libraries, and being available to answer questions. Oregon libraries rely on division staff for information about how to respond to intellectual freedom challenges, where to get resources and funding, and generally to be knowledgeable about a wide variety of library issues. The staff's consistent presence and involvement in the library community likely leads to the large amount of customer support the division enjoys.

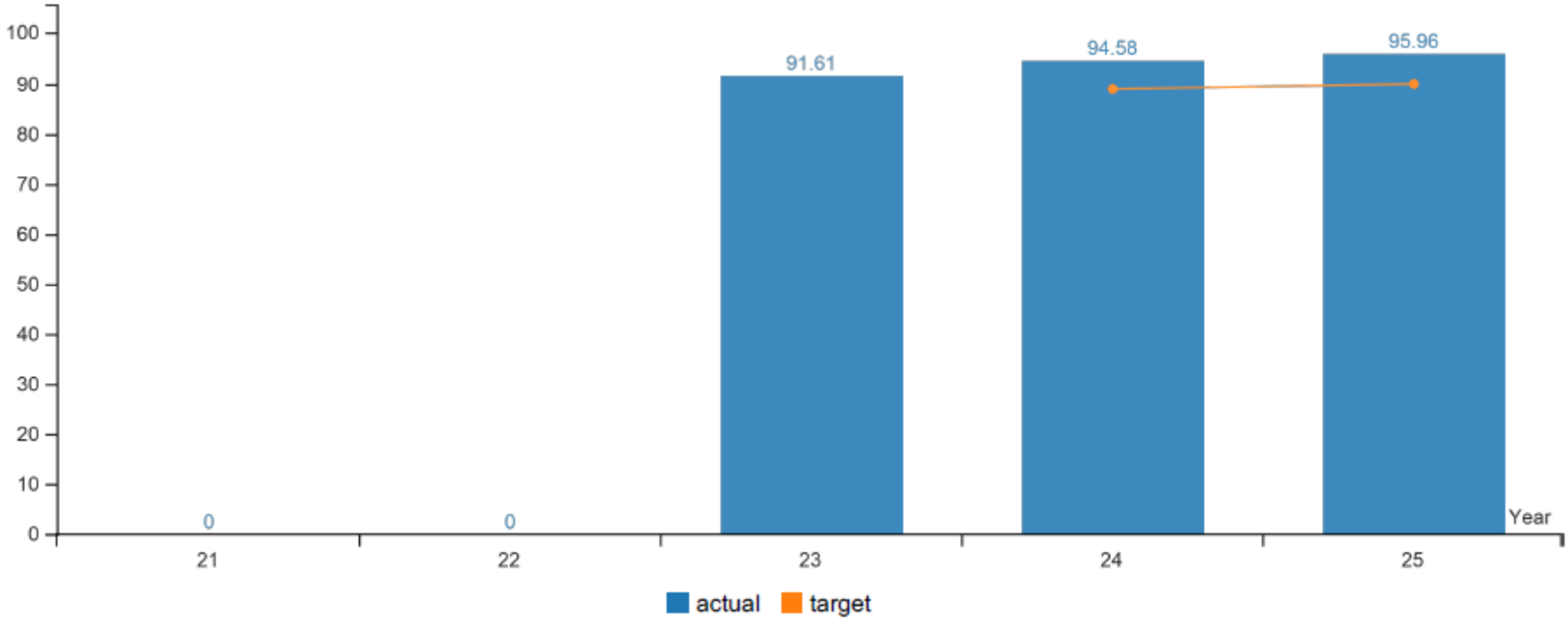
While the division met its target of 90% for the last four years, there is still work to do. The Library Support division prioritizes better meeting Oregon libraries' changing needs, especially focusing on helping libraries better serve and engage with communities that are underserved and under-resourced. This work has been furthered by the recent hiring of a staff member focused on community engagement, who advises and supports libraries in Oregon.

Library Support distributed its 2025 satisfaction survey during a time of turmoil at the federal level. On March 14, 2025, the federal administration issued an executive order that would have eliminated the State Library's annual allocation of federal funds for libraries. These monies mainly fund Library Support division staffing, programs and services. Several survey respondents mentioned the funding threat in their comments. As of publication of this report, federal funding for the State Library's 2026-27 fiscal year remained uncertain.

Data Collection Period: Jul 01 - Jun 30

KPM #11: Making State Documents Accessible - Percentage of the digital Oregon Government Publications fully cataloged.

** Upward Trend = positive result*



Report Year	2021	2022	2023	2024	2025
Making State Documents Accessible					
Actual			91.61%	94.58%	95.96%
Target				89%	90%

Data Collection Period: Jul 01 - Jun 30

How Are We Doing

This is the second year that this new KPM has been reported. Due to a clerical error, it was noted that incorrect figures had been reported previously. The figures entered in this report show the correct percentage of State Documents that are fully cataloged and available to access, rather than the average number previously shared. Overall, the actual is exceeding the proposed target and shows an increase over the previous year.

Factors Affecting Results

In 2024, the State Library was able to migrate its collection of over 175,000 complex documents. During the several months of migration, the stored documents could not be accessed or altered. Cataloging effectively halted while the system was migrating, data was checked and cleaned up, and the new system was brought online for public access. In 2025, cataloging processes were re-evaluated and adjusted for efficiencies. Currently, the cataloging team is nearly caught up with the uncatalogued materials paused during the system migration, while also processing all new materials and the percentage is showing a marked upward trend.

Data Collection Period: Jul 01 - Jun 30

Agenda Item –
Appointments to the Board Advisory Councils

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 (Talking Books) Advisory Council, the Library Services and Technology Act (LSTA) Advisory Council, and the Government Information and Library Services (Government Services) Advisory Council. The Board appoints new members except for the representatives of consumer groups on the Talking Books Advisory Council who are appointed by their own organizations.

There are six open positions on the LSTA Advisory Council. Attached are nominees selected by the Council for four of those positions. State Library staff will work on filling the remaining two positions (Representative for Underserved / Under-represented Persons and Tribal Libraries Representative).

LSTA Advisory Council Nominees

Position: Academic Libraries Representative, 3-year term (2026-2028)
Name: Michelle Bagley
Library Affiliation: Portland Community College
About: Currently completing a 3-year term in this position. When no other nominations for this position were submitted, Michelle agreed to serve another term.

Position: Library Users Representative, 3-year term (2026-2028)
Name: Mat Greeley
Library Affiliation: Cornelius Public Library
About: Currently completing a 3-year term in this position. When no other nominations for this position were submitted, Mat agreed to serve another term.

Position: Public Libraries Representative, 3-year term (2026-2028)
Name: Kelda Vath
Library Affiliation: Jackson County Library Services
About:

- Has over 20 years of experience as a librarian in public libraries. Currently serves as Assistant Director of Support Services at JCLS.
- In 2023 wrote a successful grant for LSTA funds to expand access of JCLS library materials to rural communities by installing a 24/7 holds pick up book locker.
- Served on the Statewide Database Licensing Advisory Committee when working in Washington.
- Interested in building relationships with other library folks in Oregon and at the State Library, and supporting and representing public libraries.

Position: School Libraries Representative, 3-year term (2026-2028)
Name: Ryan Dempsey
Library Affiliation: Jefferson County School District
About:

- Has over 24 years' experience in school libraries. Currently serves as district librarian.
- Recently completed a two-year term as the Book Grant Coordinator for the Oregon Battle of the Books Executive Committee.
- Interested in fostering initiatives that could support rural school districts and rural public libraries throughout the state.

Agenda Item –

Oregon Intellectual Freedom Clearinghouse Report

Oregon Intellectual Freedom Clearinghouse 2025 Report

Challenges in Oregon libraries and educational institutions, July 1, 2024 — June 30, 2025

Published September 2025

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Introduction

Scope

The Oregon Intellectual Freedom Clearinghouse (OIFC) collects reports about challenges to materials, services, and programs in Oregon libraries and educational institutions.

The American Library Association (ALA) Office for Intellectual Freedom defines a challenge as "an attempt to remove or restrict materials, based upon the objections of a person or group. […] Challenges do not simply involve a person expressing a point of view; rather, they are an attempt to remove material from the curriculum or library, thereby restricting the access of others."

Challenges can be to library materials (e.g., books, films, digital content), services and programs (e.g., displays, events, internet access), patron privacy (e.g., circulation records), or any other intellectual freedom issue.[1]

Challenges come in many forms. Some follow library policy and include a formal request for reconsideration. Others may be:

- direct complaints to a governing board, administrator, or other authorities;
- social media or news campaigns;
- hiding, stealing, or discarding items; or
- defacing or damaging items, displays, promotional materials, or facilities.

Data in this report is gathered by the State Library of Oregon about challenge incidents that occurred in Oregon between July 1, 2024, and June 30, 2025. The data was analyzed and coded by State Library staff, including categorizing the initiators of challenges and their reasons for objection. The definitions used to determine those categories can be found in Appendix: Definitions.

The State Library appreciates our strong partnership with the Oregon Library Association's (OLA) Intellectual Freedom Committee to help gather this data. The support they provide for the staff and volunteers facing challenges in invaluable.

[1] Intellectual freedom, as defined by the ALA Office for Intellectual Freedom, is "the right of every individual to both seek and receive information from all points of view without restriction. It provides for free access to all expressions of ideas through which any and all sides of a question, cause, or movement may be explored." These rights are laid out in both the First Amendment to the U.S. Constitution and Article I, Section 8 of the Oregon Constitution.

Limits of this Report

This data underreports the true scope of challenges in Oregon. All incidents included in this report were voluntarily reported by involved parties, reported in news media or other public sources, or gathered from requests for support to the State Library or OLA Intellectual Freedom Committee. The nature of intellectual freedom challenges makes gathering data beyond these sources difficult. Many challenges go unreported and are not reflected in the statistics reported here.

Challenges can go unreported for many reasons. Most likely, people involved in incidents may not be aware of the option to report. This lack of awareness may be more common in K-12 schools. The number of certified teacher-librarians in Oregon schools has been decreasing for decades.[2] School libraries are often staffed by non-certified staff who lack formal training, experience, or education in library principles and practices such as intellectual freedom.

Staff or volunteers in libraries and educational institutions may also be hesitant to report challenges. Anonymous reporting processes help but do not remove all fear of reporting. Staff may fear political blowback, job impacts, or negative media attention. Administrators may decide to handle such incidents with little transparency for the same reasons. For instance, complaints about materials may be addressed by quietly removing them from libraries or classrooms with no review process.

The analysis of objections also has limits. Identifying why a person challenges an item can be subjective for the people who submit reports and to State Library staff analyzing the data for the OIFC. While some initiators of challenges clearly state why they object to materials, others may mask their motivations. An initiator may say they object to a material because it has violence or profanity. However, their underlying reason could be a dislike of the viewpoint being conveyed by the work.

Claims that a material is unsuited to its target age group can be especially difficult to interpret. Is it unsuited for that age group because the initiator thinks the situations are too mature, the topics are inappropriate, or the language is not suitable? For example, an individual might feel that youth under age 18 should never be exposed to materials by or about people who identify as two-spirit, lesbian, gay, bisexual, transgender, queer, intersex, asexual, and other identities related to sexual orientation and/or gender identity (2SLGBTQIA+). In examples like these, the objections recorded about the material may not capture the underlying reason.

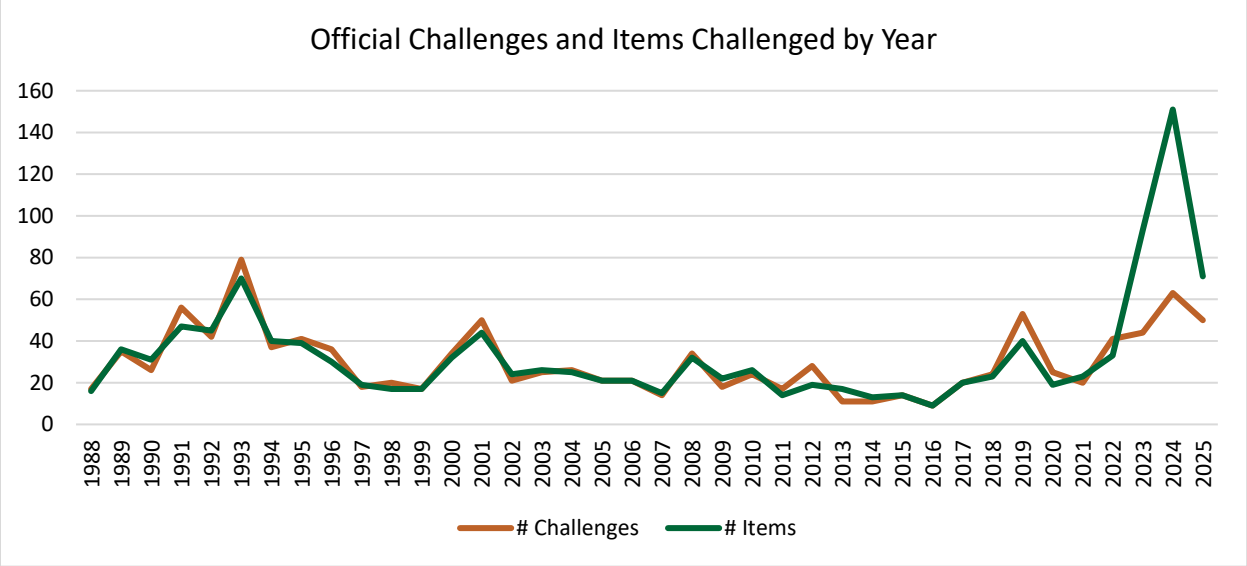
Given these limitations, the data presented below represents the minimum number of challenge incidents and challenged materials in Oregon last year. The true figures are likely to be far greater.

[2] See School library Staffing in Oregon: Current and Historical.

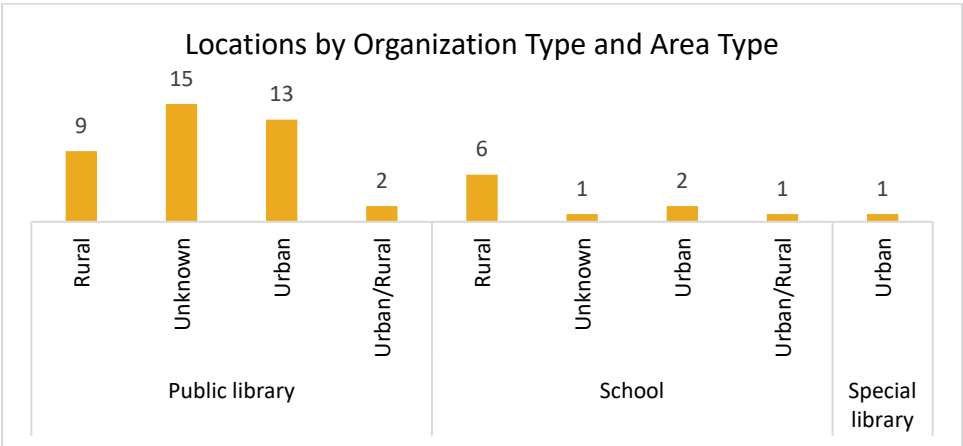
Data

Summary of Challenges Reported

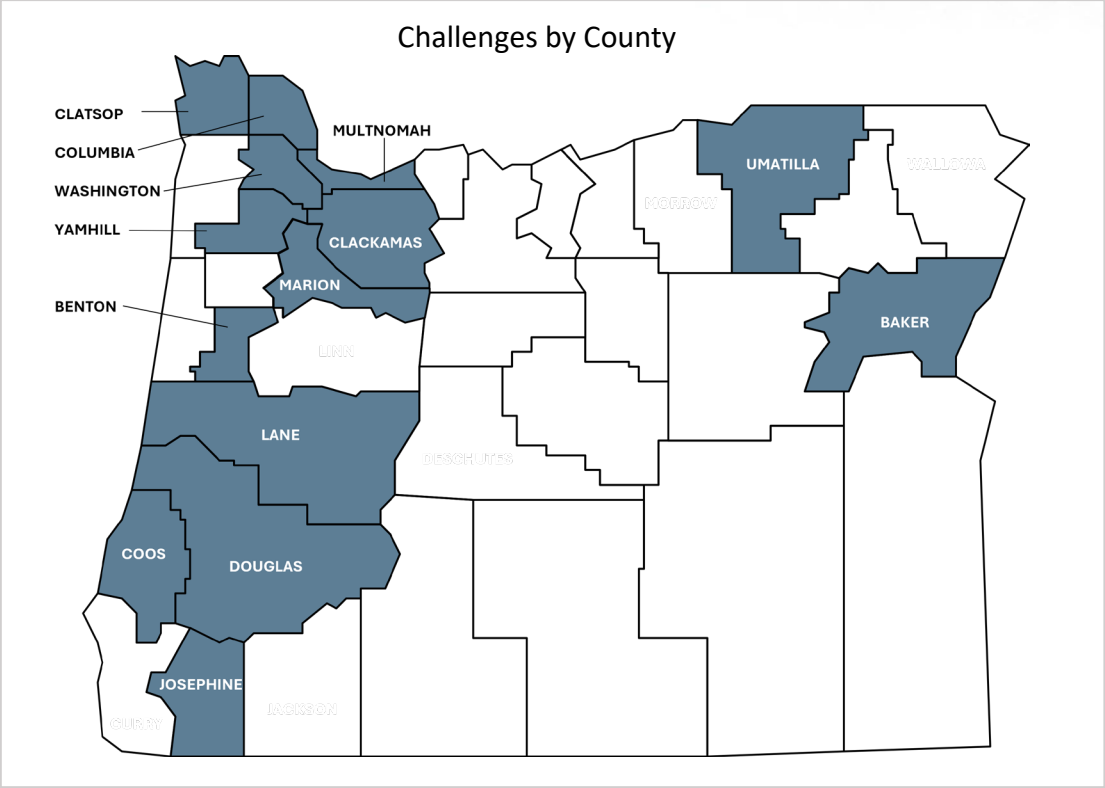
OIFC received 71 reports of challenges. The State Library determined that 50 were official challenges[3], a 21% decrease from last year. There was also a decrease in the number of challenged items: 68 items were challenged, which is less than half of last year's record of 151.



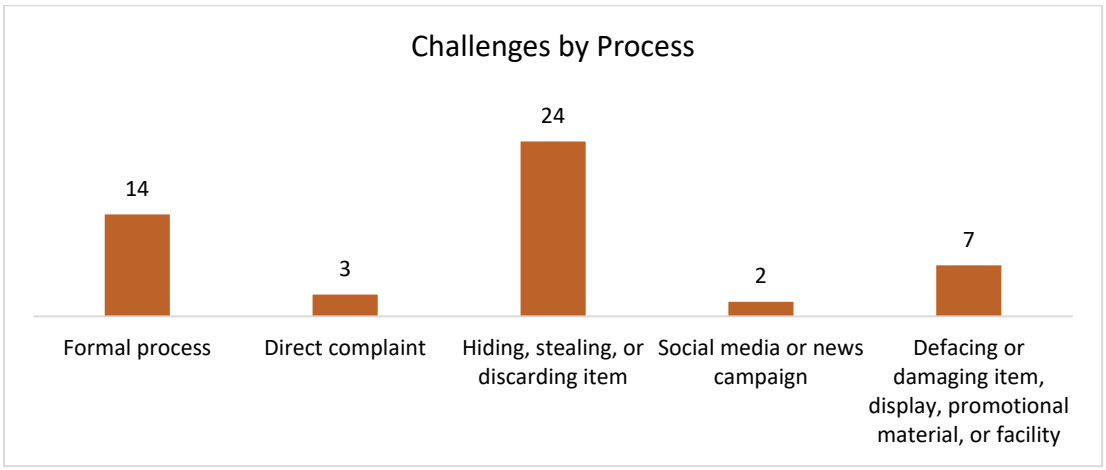
Challenges occurred at three organization types: public libraries, special libraries, and schools. While 16 reports did not identify a location, the remaining reports identified challenges in 14 of Oregon's 36 counties, in both rural and urban areas.[4]



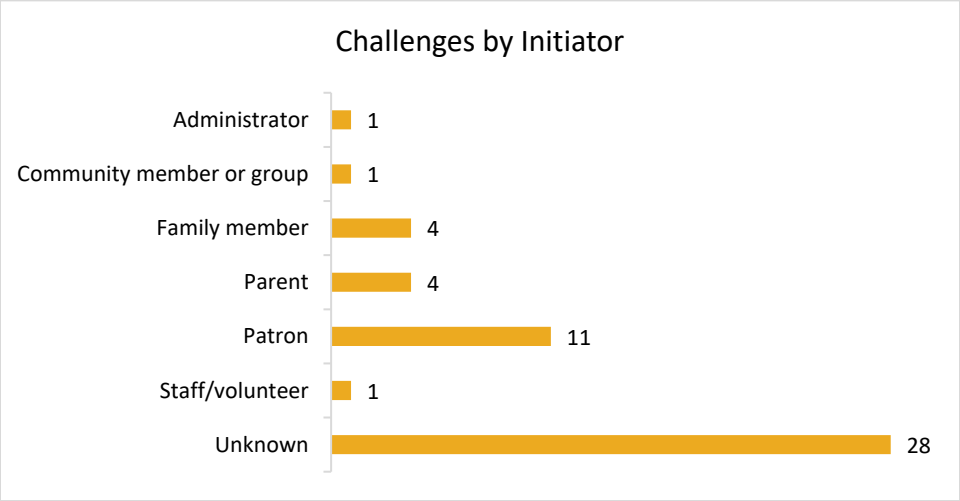
[3] Complaints that do not go beyond a complainant and staff member talking in the moment are not considered official challenges, unless they escalate to further action (a formal reconsideration form, meeting with an administrator, etc.).
[4] Areas are determined using the Oregon Office of Rural Health's designations. Some locations have a service area that encompasses both urban and rural areas.



Most challenges did not go through a formal process established by the library or school. A significant number of incidents involved items being hidden or vandalized by unknown persons. Please see Appendix: Definitions.

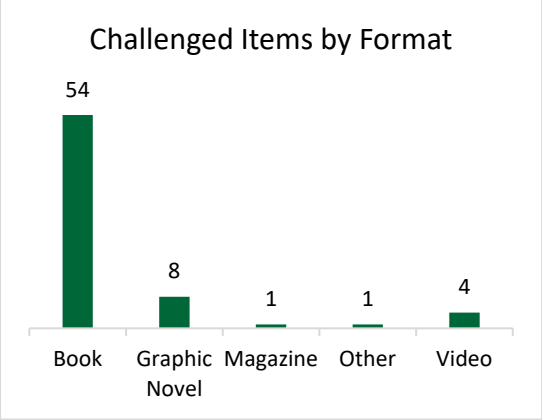


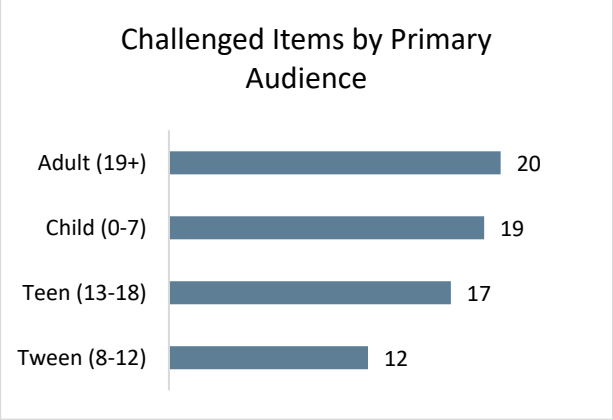
Over half of the incidents were initated by an unknown entity, because items were hidden or vandalized. Of the reports where the initiator was identified, most were patrons. Descriptions of the categories of initiators are in Appendix: Definitions.



Challenged Materials

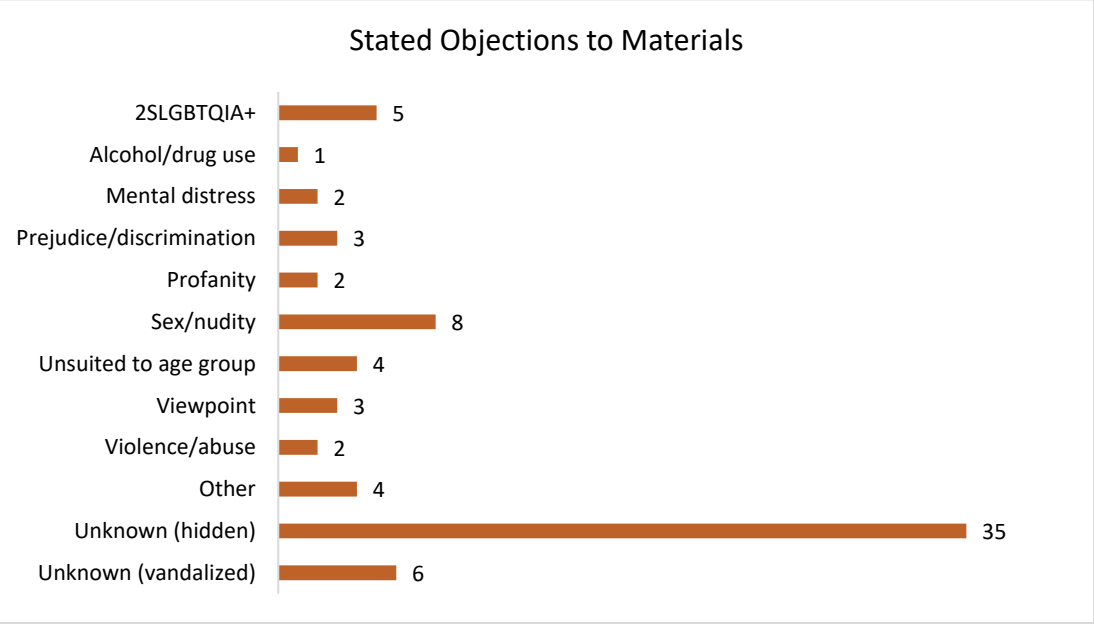
All but one of the incidents centered on materials found in the library's collection, placed on display, and/or featured in a program. Of the 68 total items challenged, there were 66 unique titles. Nearly all were books. Seventy-one percent of materials had youth or teens as their primary audiences, as defined by the publisher of the material.





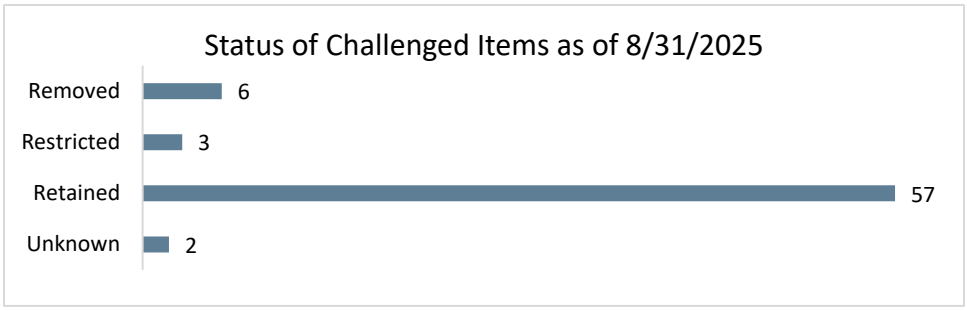
There were only two titles that were challenged more than once: *Gender Queer* by Maia Kobabe and *The Absolutely True Diary of a Part-Time Indian* by Sherman Alexie. Four authors had multiple titles challenged: Cory Silverberg and Fiona Smyth, Ellen Hopkins, Ryan and Bethany Bomberger, and Sarah J. Maas. The full list of challenged items can be found in Appendix: Challenged Items.

Materials were challenged for a variety of reasons. The definitions used for stated objections are in Appendix: Definitions. The objections are self-reported by the initiators or determined by the people submitting the OIFC reports. An initiator may state multiple reasons for objecting to an item.



Reasons for challenges are not known for 60% of the materials, where items were hidden or vandalized. While the content of the materials can provide a clue, in these instances there is no way to know the initiator's true objections.

Eighty-four percent of items were retained as-is in the collection. Thirteen percent were either restricted or removed. The remainder (3%) are still under review.[5] The definitions used for statuses are in Appendix: Definitions.



[5] Updates on materials that were still under review when the 2024 report was published can be found in Appendix: Updates to Last Year's Report.

Other Challenges

Seven other challenges were reported. These incidents included challenges to library services or programs, objections to an entire category or topic of materials (e.g., all materials with 2SLGBTQIA+ content), and graffiti or vandalism. One of the challenges exhibited antisemitism, one objected to prejudicial content, and the rest challenged 2SLGBTQIA+ content. The list of these challenges is found in Appendix: Other Challenges.

Analysis

Statewide and National Context

While there were fewer incidents and challenged items from last year, the number of challenges reported in 2024-25 are in the top five since OIFC began tracking data in 1987. This trend aligns with ALA's 2024 Book Ban Data, which found that "Though the number of reports decreased in 2024, the number of documented attempts to censor books continues to far exceed the numbers prior to 2020."

ALA's report also noted that "the majority of book censorship attempts are now originating from organized movements." These groups often use websites or social media to share lists of materials they consider objectionable and encourage others to challenge the titles at local schools and libraries. It is difficult to determine if these groups' efforts led to challenges in Oregon. However, several titles challenged this year have appeared prominently on these lists including *Flamer*, *Gender Queer*, *Heartstopper*, *The Hips on the Drag Queen Go Swish Swish Swish*, and more.

This year there was an uptick in what ALA's report calls "censorship by exclusion," when "library workers are prohibited from purchasing books, or required to place books in restricted or less accessible areas of the library due to fear of controversy." Two of this year's incidents specifically mention self-censorship by staff. In another incident, a school district created a policy where new books must be "listed prominently" for a 25-day waiting period before students can access them.[6]

Challenge initiators may also be shifting to more informal challenge methods. This year, 59% of challenged materials were hidden or vandalized, compared to 40% in 2023-24 and 11% in 2022-23. Also, library and school staff may have become more aware that hiding or vandalizing items is a form of challenge.

Oregon's intellectual freedom landscape differs from the national picture on legislative restrictions. While several states have passed laws restricting materials in libraries and schools, Oregon passed Senate Bill (SB) 1098 in the 2025 legislative session.[7] The law prohibits discrimination when selecting or retaining school library materials, textbooks, instructional

[6] New library policy approved by Grants Pass School Board. *KOBI-TV NBC55*, July 25, 2025.
[7] Bill prohibiting book bans in Oregon school libraries becomes law. *Oregon ArtsWatch*, June 20, 2025.

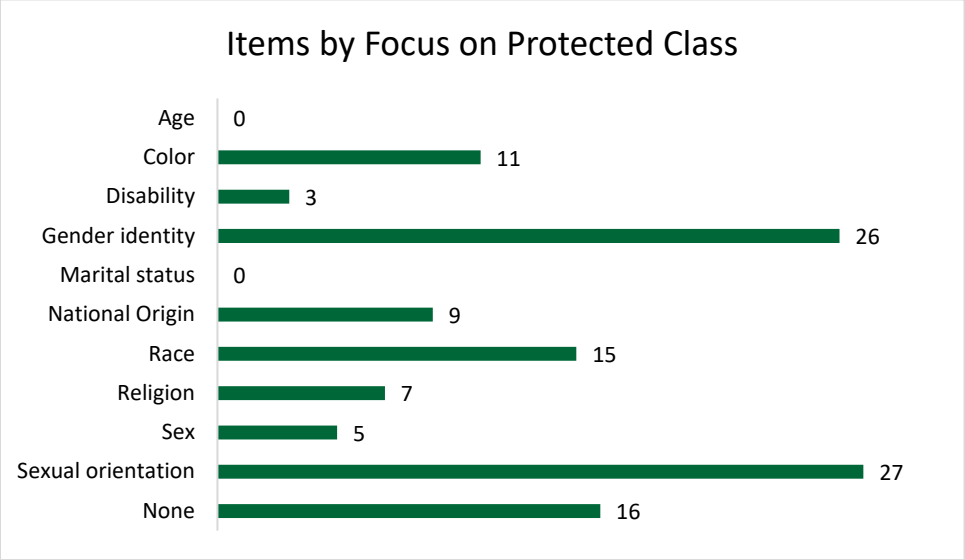
materials, or when developing and implementing curriculum. SB 1098 further requires that public school challenges are made as formal written requests, are reviewed by a committee, and include written explanation if a material is removed. Oregon joined Colorado, Connecticut, New York, and Rhode Island in passing statewide "Freedom to Read" bills in 2025.[8]

Challenges continued appearing in local, state, and national news over the last year. Below is a sample of news stories about challenge activity in Oregon. All these incidents are included in this report's statistics.

- Panel recommends continued use of challenged book. *Seaside Signal*, February 13, 2025.
- Public comment fails to stop school board from banning book from high school library. *KEZI News*, March 13, 2025.
- Oregon educator was told to remove 'He is He' and 'She is She' books from display. He claims that violated his rights. *The Oregonian*, August 22, 2025.

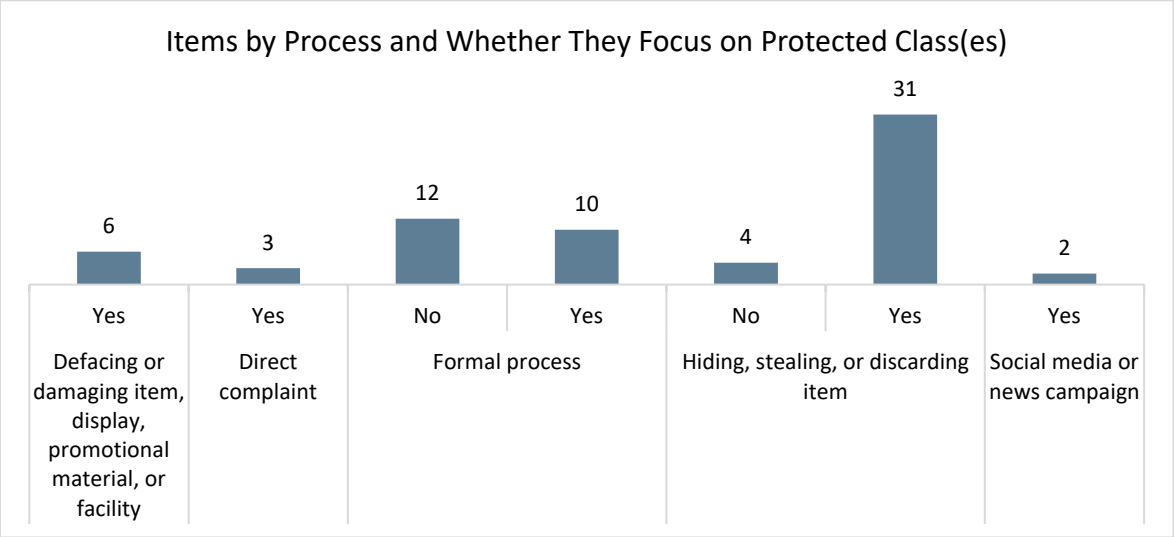
Challenges and Protected Classes

No matter the reason given for a challenge, one pattern is clear: challenged materials are disproportionately by or about individuals who belong to a protected class under Oregon law.[9] Seventy-six percent of items challenged this year focused on one or more protected classes.



[8] The Anti-Book Ban Laws Passed in 2025 (& What They Mean). *Book Riot*, August 1, 2025.
[9] Oregon's protected classes include race, color, national origin, religion, disability, sex (including pregnancy), sexual orientation, gender identity, age, and marital status.

The majority of items that were hidden or vandalized (90%) focused on one or protected class.



The Oregon Department of Justice (DOJ) tracks hate crimes — known as bias crimes under Oregon law — and bias incidents.[10] Given their disproportionate impact on protected classes, challenges may also qualify as bias crimes or incidents as defined by DOJ.[11] Based on the self-identified reasons why initiators made challenges, or the nature of the challenges themselves, 11 of the 50 official incidents (22%) could be considered bias crimes or incidents under DOJ's definitions. The State Library is unable to make legal determinations and thus does not distinguish between bias crimes and incidents in this report. In some incidents, an initiator objected to a material and/or collection because of 2SLGBTQIA+ content.[12] In other incidents there was vandalism that included derogatory graffiti toward a protected class. These figures likely underestimate how many challenges might be considered bias crimes or incidents.

Challenges associated with protected classes are not uniformly based on potential hostility toward those groups. This year, one challenge occurred because the initiator felt the materials exhibited prejudice or discrimination against people in protected classes or other underrepresented groups. Such incidents are an important reminder that intellectual freedom challenges are made by people with varying perspectives. Any viewpoints could be challenged, restricted, and/or removed.

Nonetheless, year after year, challenges disproportionately are made against materials, services, and programs that focus on people in protected classes or other underrepresented

[10] See A Brief Review of Oregon's Hate and Bias Laws for more information.
[11] Per DOJ, "a hate [bias] *crime* is a crime motivated in part or whole by bias against another person's actual or perceived protected class," and "a bias incident is a *non-criminal* hostile expression motivated in part or whole by another person's actual or perceived protected class" [emphasis theirs].
[12] 2SLGBTQIA+ are the only protected classes explicitly called out by initiators in their objections to materials.

groups. The numbers are worth repeating: at least 22% of challenge incidents and 76% of challenged materials center the stories of people explicitly protected from discrimination under Oregon law.

The Price of Challenges

The incidents covered in this report are more than just lists of titles or numbers on a page. Staff and volunteers at libraries and educational institutions are on the front lines of receiving and responding to challenges. The incidents take a financial toll on organizations and a mental toll on the people who respond to challenges.

Challenges increase the workload of schools and educational institutions. Review processes can last months, especially when multiple items are challenged in a single incident. Increased workload costs organizations, as staff must be redirected from other tasks. Temporary staff may be needed to cover duties of those reviewing challenges. An organization also may need to pay for additional review copies of materials, hire outside consultants, or incur costs related to hosting meetings.

The psychological effects of challenges can be even more damaging, both for those reviewing challenges and people who find representation in the challenged titles. Library and education staff and volunteers are regularly falsely labeled as “pedophiles” or “groomers.” Their commitment to serving children or the public is questioned. In at least five instances (10%) this year, the safety or livelihoods of staff were threatened. Sadly, this statistic likely undercounts such threats. The abuse may result in mental and emotional distress for staff and volunteers. That distress can lead to job dissatisfaction, burnout, and dedicated public servants leaving libraries and schools.

As with the materials challenged, the adverse impacts of challenges disproportionately fall on people who identify as part of protected classes or other communities that are underrepresented. People seeking to restrict the free flow of information routinely question and “other” the stories, truths, and humanity of folks from protected classes.

The State Library thanks the staff, volunteers, and the OLA intellectual Freedom Committee members who respond to challenges, report them to OIFC, and continue to ensure collections and services represent their diverse communities in the face of opposition. People who wish to learn more about intellectual freedom in Oregon libraries and educational institutions can find more information at the Oregon Intellectual Freedom Clearinghouse, OLA Intellectual Freedom Committee, or Intellectual Freedom Toolkit.

Questions about this report or the Oregon Intellectual Freedom Clearinghouse may be directed to Buzzy Nielsen, Program Manager for Library Support at the State Library of Oregon, at buzzy.nielsen@slo.oregon.gov or 971-375-3486.

Appendix

Definitions

Terms Used for Process

These terms are used to describe the method by which the challenge was initiated.

- **Formal process**: Initiator contacts the library. This usually includes a formal request for reconsideration.
- **Direct complaint**: The initiator takes their concern directly to a governing board, administrator, or other authority rather than the library.
- **Social media or news campaign:** The initiator uses a media platform to air their concern rather than contacting the library.
- **Hiding, stealing, or discarding items:** Materials are discovered in the library that appear to have been moved and/or taken to make a point.
- **Defacing or damaging item, display, promotional material, or facility:** Items appear to have been damaged to make a point.

Terms Used for Initiators

These terms are used to describe the people or groups who initiate challenges in libraries or schools.

- **Administrator:** A person who works in an administrative position for the organization where the challenge occurred. Examples include library directors, department managers, principals, superintendents, deans, or governing board members.
- **Community member or group:** A person who resides in the community that the organization serves and cannot be classified as another type of initiator; or a group of multiple individuals operating within the community to collectively submit a challenge. Examples include parent groups, religious organizations, nonprofit organizations, advocacy groups, or social media groups.
- **Family member:** A person with a familial relation to a child who uses or attends the organization where the challenge occurred and complains on behalf of that child. Examples include parents, guardians, and grandparents.
- **Patron:** A person who uses the services of the organization where the challenge occurred and complains on behalf of themselves or their community.
- **Staff/volunteer:** A person who works in or volunteers for the organization where the challenge occurred and is not an administrator. Examples include faculty, librarians, classified or support staff, members of an organization's advisory groups, or anyone otherwise employed by or volunteering in the organization.

Terms Used for Objections

These terms are used to describe content in or attributes of a material that the initiator or person submitting the OIFC report indicate are reasons for the challenge.

- **2SLGBTQIA+:** Material is created by, discusses, or includes people who are two-spirit, lesbian, gay, bisexual, transgender, queer, intersex, asexual, or another identity related to sexual orientation or gender identity.

- **Alcohol/drug use:** Material depicts use of alcohol, nicotine products, marijuana, or other legal or illegal drugs.
- **Mental distress:** Material depicts people experiencing adverse mental states or behaviors. Examples include suicide, cutting/self-harm, eating disorders, anxiety attacks, or psychosis.
- **Prejudice/discrimination:** Material has content that the initiator considers to be biased, discriminatory, and/or objectifying against people who are in protected classes or other communities that are underrepresented. Examples include ableism, racism, sexism, homophobia, transphobia, or bigotry.
- **Profanity:** Material includes words that the initiator considers to be vulgar, inappropriate, or offensive.
- **Sex/nudity:** Material depicts situations, actions, or nudity that the initiator considers sexually explicit, pornographic, or otherwise inappropriate.
- **Unsuited to age group:** Material that the initiator considers to be inappropriate, unsuitable, or too mature for the age group to which the organization provides the material. For example, an initiator could request a book aimed at teens be moved to the adult collection of a library, a material in a middle school be moved to the high school, or the item be removed from the school district entirely.
- **Viewpoint:** Material expresses political, religious, or other viewpoints with which the initiator disagrees. Examples include support for or opposition to political parties or candidates, stances on cultural or political issues, or content the initiator feels is against or denigrates a religion.
- **Violence/abuse:** Material depicts situations in which violent or abusive acts are committed by people against others. Examples include murder, assault, fighting, domestic abuse, sexual abuse or assault, incest, or bullying.
- **Other:** Objections that do not fit into other categories and appear rarely in reasons given for challenges during the period covered by this report. Examples include inaccuracy, witchcraft or occultism, encouraging disobedience of authority, creepy or disturbing content, etc.

Terms Used for Results

These terms are used to describe the outcome of a challenge incident.

- **Retained**: Item is kept in the collection with the same location and access privileges.
- **Removed**: Item is withdrawn from the collection.
- **Restricted**: Item remains in the collection but its access has changed. This could include relocating the book to a different section of the library or a different school, labelling it with a content warning or rating, taking it out of the online catalog so it has to be requested from a staff member, removing it from open and freely browsable stacks, or requiring parental permission to check it out.
- **Under review**: Item is being reviewed by a committee or administrator, and final decision has yet to be issued.

Challenged Items

The following items are organized alphabetically by title.

Item	Type	Age Group	Focus on protected class?	Initiator	Process	Objection	Location	Result	Comment
Aaliyah The Brave: Empowering Children Coping with Immigration Enforcement by Rekha Sharma-Crawford and QBN Studios	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
An ABC of Equality by Chana Ginelle Ewing and Pau Morgan	Book	Child (0-7)	Yes	Family member	Social media/ news campaign	2SLGBTQIA+; Unsuited to age group	School	Retained	
The Absolutely True Diary of a Part-Time Indian by Sherman Alexie	Book	Teen (13-18)	Yes	Patron	Direct complaint	Unsuited to age group	School	Restricted	
The Absolutely True Diary of a Part-Time Indian by Sherman Alexie	Book	Teen (13-18)	Yes	Parent	Formal process	Alcohol/drugs ; Profanity; Sex/nudity; Violence/abuse	School	Retained	
The Art Therapy Sourcebook by Cathy Malchiodi	Book	Adult (19+)	No	Patron	Formal process	Other	Public library	Retained	Patron objected to "inappropriate verbiage; "outdated harmful terminology."
Bad Gays: A Homosexual History by Huw Lemmey and Ben Miller	Book	Adult (19+)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
The Best American Comics 2018 by Phoebe Gloeckner and Bill Kartalopoulos	Book	Adult (19+)	No	Family member	Formal process	Mental distress; Sex/nudity	Public library	Retained	

Item	Type	Age Group	Focus on protected class?	Initiator	Process	Objection	Location	Result	Comment
Beyond the Gender Binary by Alok Vaid-Menon	Book	Teen (13-18)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Big Wig by Jonathan Hillman and Levi Hastings	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
A Child's Introduction to Pride: The Inspirational History and Culture of the LGBTQIA+ Community by Sarah Prager and Caitlin O'Dwyer	Book	Tween (8-12)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
A Court of Thorns and Roses by Sarah J. Maas	Book	Adult (19+)	No	Unknown	Formal process	Unknown	School	Retained	
Disciplinary Report of the Board of Licensed Professional Counselors and Therapists by Board of Licensed Professional Counselors and Therapists	Other	Adult (19+)	No	Patron	Formal process	Other	Special library	Retained	Patron objected to "inaccuracies."
Empire of Storms by Sarah J. Maas	Book	Teen (13-18)	No	Unknown	Formal process	Unknown	School	Retained	
Everything I Learned, I Learned in a Chinese Restaurant by Curtis Chin	Book	Adult (19+)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	

Item	Type	Age Group	Focus on protected class?	Initiator	Process	Objection	Location	Result	Comment
The Fall of Roe: The Rise of a New America by Elizabeth Dias and Lisa Lerer	Book	Adult (19+)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Flamer by Mike Curato	Graphic Novel	Teen (13-18)	Yes	Patron	Formal process	Profanity; Sex/nudity	School	Removed	
Gay & Lesbian History for Kids: The Century-Long Struggle for LGBT Rights by Jerome Pohlen	Book	Tween (8-12)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Gender Queer by Maia Kobabe	Graphic Novel	Adult (19+)	Yes	Staff/ volunteer	Direct complaint	Sex/nudity	School	Removed	
Gender Queer by Maia Kobabe	Graphic Novel	Adult (19+)	Yes	Community member/ group	Social media/ news campaign	2SLGBTQIA+ ; Sex/nudity; Unsuited to age group	Public library	Restricted	
Girl: Love, Sex, Romance, and Being You by Karen Rayne	Book	Teen (13-18)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
The Handmaid's Tale: The Graphic Novel by Margaret Atwood and Renee Nault	Graphic Novel	Teen (13-18)	Yes	Family member	Direct complaint	Sex/nudity; Violence/abuse	School	Unknown	Parent chose not to return book. School is billing for the cost of the book.
The Haters by Jesse Andrews	Book	Teen (13-18)	No	Unknown	Formal process	Sex/nudity	School	Retained	
He is He by Ryan and Bethany Bomberger	Book	Child (0-7)	Yes	Administrator	Formal process	Prejudice/ discrimination; Viewpoint	School	Removed	
Heartstopper, Vols 1-5 by Alice Oseman	Graphic Novel	Teen (13-18)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	

Item	Type	Age Group	Focus on protected class?	Initiator	Process	Objection	Location	Result	Comment
Heavy Metal by Jacques De Pierpont and Hervé Bourhis	Graphic Novel	Tween (8-12)	No	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
The Hips on the Drag Queen Go Swish, Swish, Swish by Lil Miss Hot Mess and Olga de Dios	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
How Joe the Bear and Sam the Mouse Got Together by Beatrice Schenik de Reginers and Brinton Turkle	Book	Child (0-7)	No	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Johnny the Walrus by Matt Walsh and K. Reece	Book	Child (0-7)	Yes	Administrator	Formal process	Prejudice/ discrimination; Viewpoint	School	Removed	
Just Shy of Ordinary by A.J. Sass	Book	Tween (8-12)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
The Kite Runner by Khaled Hosseini	Book	Adult (19+)	Yes	Unknown	Formal process	Unknown	School	Retained	
Let the Children March by Monica Clark Robinson and Frank Morrison	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
The LGBTQ+ History Book by DK	Book	Adult (19+)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	

Item	Type	Age Group	Focus on protected class?	Initiator	Process	Objection	Location	Result	Comment
LIGHT Magazine by Christian Record	Magazine	Adult (19+)	Yes	Unknown	Defacing/ damaging item, display, material, or facility	Unknown	Public library	Unknown	Periodical was torn in half. Library deciding whether to repair it.
The List of Things That Will Not Change by Rebecca Stead	Book	Tween (8-12)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Living Dead Girl by Elizabeth Scott	Book	Teen (13-18)	No	Unknown	Formal process	Unknown	School	Retained	
Making a Baby by Rachel Greener and Clare Owen	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
MI6 Invisible Missions by Mitch Carterfield	Video	Adult (19+)	No	Patron	Formal process	Other	Public library	Retained	Patron objected to "poor quality."
Milk and Honey by Rupi Kaur	Book	Adult (19+)	Yes	Unknown	Formal process	Unknown	School	Retained	
The Muppets' Wizard of Oz by Kirk R. Thatcher	Video	Tween (8-12)	No	Parent	Formal process	Sex/nudity	Public library	Retained	
My Family Divided: One Girl's Journey of Home, Loss, and Hope by Diane Guerrero and Erica Moroz	Book	Tween (8-12)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Out of Left Field by Jonah Newman	Graphic Novel	Teen (13-18)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	

Item	Type	Age Group	Focus on protected class?	Initiator	Process	Objection	Location	Result	Comment
The Patchwork Bike by Maxine Beneba Clarke and Van T. Rudd	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Pride: An Inspirational History of the LGBTQ+ Movement by Stella Caldwell and Season of Victory	Book	Tween (8-12)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Pride 1 2 3 by Michael Joosten and Wednesday Holmes	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
The Pride Atlas: 500 Iconic Destinations for Queer Travelers by Maartje Hensen	Book	Adult (19+)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Pride Colors by Robin Stevenson	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
The Pride Guide: A Guide to Sexual and Social Health for LGBTQ Youth by Jo Langford	Book	Teen (13-18)	Yes	Patron	Defacing/ damaging item, display, material, or facility	2SLGBTQIA+	Public library	Retained	Library staff found the book with "Gay=Sin," "Jesus Saves," and "Gay is Sin to God" scrawled across several pages in pen.
Rainbow: A First Book of Pride by Michael Genhart and Anne Passchier	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	

Item	Type	Age Group	Focus on protected class?	Initiator	Process	Objection	Location	Result	Comment
A Real Friend by Jennifer Wolfthal and Judi Abbot	Book	Child (0-7)	No	Patron	Formal process	Other	Public library	Retained	Patron objected that the book "was written by a woman who was convicted of torturing her three children nearly to the point of death."
Scary Stories to Tell in the Dark by Alvin Schwartz	Book	Teen (13-18)	No	Parent	Formal process	Mental distress	School	Removed	Believed to be this title, though staff not entirely certain.
Seeing Gender: An Illustrated Guide to Identity and Expression by Iris Gottlieb	Book	Teen (13-18)	Yes	Patron	Defacing/ damaging item, display, material, or facility	2SLGBTQIA+	Public library	Retained	Library staff found the book with "Gay=Sin" and "You can't change your sex" scrawled across several pages in pen.
Sex is a Funny Word by Cory Silverberg and Fiona Smyth	Book	Tween (8-12)	Yes	Patron	Defacing/ damaging item, display, material, or facility	2SLGBTQIA+	Public library	Retained	Library staff found the book with "No such thing as transgender," "Male female only," "It's what God says who we are," "Gay is sin" scrawled across several pages in pen.
She is She by Ryan and Bethany Bomberger	Book	Child (0-7)	Yes	Administrator	Formal process	Prejudice/ discrimination; Viewpoint	School	Removed	
Sold by Patricia McCormick	Book	Teen (13-18)	Yes	Unknown	Formal process	Unknown	School	Retained	
South Park: Bigger, Longer & Uncut by Trey Parker	Video	Adult (19+)	No	Family member	Formal process	Unsuited to age group	Public library	Restricted	

Item	Type	Age Group	Focus on protected class?	Initiator	Process	Objection	Location	Result	Comment
The Stonewall Riots: Making a Stand for LGBTQ Rights by Archie Bongiovanni and A. Andrews	Graphic Novel	Tween (8-12)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Survivor Tree by Marcie Colleen and Aaron Becker	Book	Child (0-7)	No	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
That Flag by Tameka Fryer Brown and Nikkolas Smith	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Tilt by Ellen Hopkins	Book	Teen (13-18)	Yes	Unknown	Formal process	Unknown	School	Retained	
Together: A First Conversation About Love by Megan Madison, Jessica Ralli, Anne Passchier, and Andy Passchier	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
Tricks by Ellen Hopkins	Book	Teen (13-18)	Yes	Unknown	Formal process	Unknown	School	Retained	
We Shall Overcome by Bryan Collier	Book	Child (0-7)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
White Like Me by Scott Morris	Video	Adult (19+)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	

Item	Type	Age Group	Focus on protected class?	Initiator	Process	Objection	Location	Result	Comment
White Rural Rage: The Threat to American Democracy by Tom Schaller and Paul Waldman	Book	Adult (19+)	Yes	Unknown	Defacing/ damaging item, display, material, or facility	Unknown	Public library	Retained	The book was found vandalized and dumped in a trash can at the library.
Who is Kamala Harris? by Kirsten Anderson and Manual Gutierrez	Book	Tween (8-12)	Yes	Unknown	Defacing/ damaging item, display, material, or facility	Unknown	Public library	Retained	"UGH" written in pen on the back cover of the book.
Wild Witchcraft: Folk Herbalism, Garden Magic, and Foraging for Spells, Rituals and Remedies by Rebecca Beyer	Book	Adult (19+)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
With or Without You by Domenica Ruta	Book	Adult (19+)	No	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	
You Know Sex: Bodies, Gender, Puberty and Other Things! by Cory Silverberg and Fiona Smyth	Book	Tween (8-12)	Yes	Unknown	Hiding/ stealing/ discarding item	Unknown	Public library	Retained	

Other Challenges

The list below are challenges that were not objections to specific materials.

Incident	Process	Initiator	Location	Response / Result
A library's book club for adults selected *Gender Queer* by Maia Kobabe one month. In the week leading up to the event, the library social media page received 164 comments from the community - a mix of outrage, misinformation (about both the book and the event), and support for the library and book club. Some comments were explicit accusations of pedophilia against the library staff and attendees of the book club. Regular attendees contacted the library worrying about their safety at the event.	Social media/ news campaign	Community member or group	Public library	The event was held and had six times the normal number of attendees. The discussion was lively and mainly civil. After the event, the book was moved from the Teen Graphic Novel section to a newly created Adult Graphic Novel section. All adult book clubs at the library are now explicitly advertised as 18+ on all images, rather than just in event descriptions.
A school staff member was asked to remove three books - *He is He* and *She is She* by Ryan and Bethany Bomberger, and *Johnny the Walrus* by Matt Wash and K. Reece - from display in their office. Administration claimed that displaying the three books amounted to a bias incident.	Formal process	Administrator	School	The staff member filed a lawsuit against the school district, which is currently in progress.
A patron filed a request for reconsideration for all 2SLGBTQIA+ books to be labeled and not on general display in the children's library.	Formal process	Patron	Public library	The library director responded with a letter that the library would not be changing their display per their collection development policy and the ALA Library Bill of Rights.
A library was notified by a patron that people were removing or hiding the library's 2SLGBTQIA+ booklists and posting about it online. Staff started keeping track and found fully stocked booklists completely missing or moved behind other booklists on five separate occasions.	Hiding/ stealing/ discarding item	Patron	Public library	Staff continue to monitor the booklists.
A school library staff member used the board book *An ABC of Equality* to make a display in the library. A parent posted on social media that her student's teacher was using the book to teach the alphabet and cited concerns about a picture of "a man dressed like a woman." About two weeks later a member of the Oregon State Legislature used an official social media account to also claim that the school was using the display to provide instruction. The school then received several complaint phone calls and was told media were coming to investigate.	Social media/ news campaign	Family member	School	School staff clarified that the display was not being used for instruction. The district media person came to the school but never saw anyone or fielded any queries. The library staff member was told the display could remain up.
A parent complained about a new school library staff member censoring materials with 2SLGBTQIA+ content.	Formal process	Parent	School	School administration opted to handle the situation through training.
A library patron reported antisemitic graffiti in the public men's restroom.	Defacing/ damaging facility	Unknown	Public library	The graffiti was documented and removed.

Updates to Last Year's Report

In the 2024 OIFC report, 7 challenged items - all part of one incident at a school - were listed as "under review." The results are now public.

Item	Objection	Focus on protected class?	Initiator	Location	Result
Beyond Magenta: Transgender Teens Speak Out by Susan Kuklin	2SLGBTQIA+	Yes	Community member/group	School	Retained
Glass by Ellen Hopkins	Alcohol/drug use, Sex/nudity	No	Community member/group	School	Retained
Looking for Alaska by John Green	Violence/abuse	No	Community member/group	School	Retained
Me and Earl and the Dying Girl by Jesse Andrews	Sex/nudity, Profanity	No	Community member/group	School	Retained
Perfect by Ellen Hopkins	Alcohol/drug use	No	Community member/group	School	Retained
Smoke by Ellen Hopkins	Sex/nudity	No	Community member/group	School	Retained
Tricks by Ellen Hopkins	Sex/nudity	Yes	Community member/group	School	Retained

State Library of Oregon

Quarter 8 Strategic Plan Report
April – June 2025

2023 – 2026 Strategic Plan

Quarterly Report

Quarter 8 April – June 2025

2023 – 26 Strategic Plan Focus Areas



STRATEGIC FOCUS AREA 1:
PROVIDE EXCELLENT CUSTOMER SERVICE — 10 initiatives



STRATEGIC FOCUS AREA 2:
EXPAND OUR REACH — 9 initiatives



STRATEGIC FOCUS AREA 3:
EMPOWER STAFF — 7 initiatives

Values

Equity: We challenge our personal and organizational biases in order to improve our practices and better serve all communities.

Access: We commit to ensuring information is preserved, discoverable, and available.

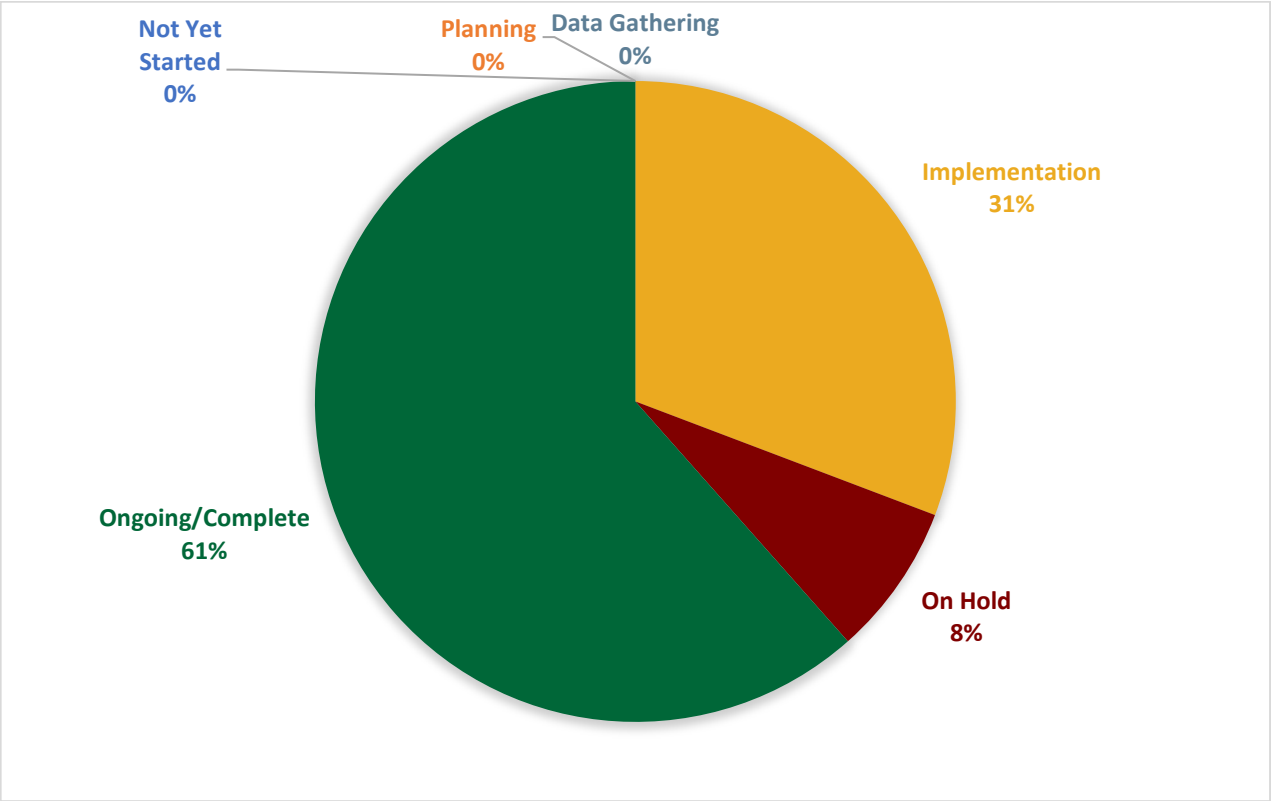
Collaboration: We invest in sustained and intentional partnerships by sharing expertise and resources to achieve mutual goals.

Public Service: We deliver excellent customer service and stewardship of resources to support democracy and the public good.

Adaptability: We anticipate and evolve as needs change to deliver innovative results to our customers, to our partners, and to each other.

Initiatives that stand out this quarter		
8	Continue annual surveys and explore new opportunities for feedback	Complete. New conference room survey shows high marks.
19	Produce and offer training on accessible library services	Vacancies in division, especially the Librarian, have impacted the capacity for outreach
25	Develop an IT strategic plan that meets the future business needs of the agency	Strategic plan submitted and available on the website

Overall Progress:



26 Total initiatives

Not yet started	0
Planning	0
Data Gathering	0
Implementation	8
On Hold	2
Ongoing / Complete	16
Unknown	0

Create a Welcome Center and enhance the lobby display

- We have been unable to to maintain volunteers for the welcome center program as in person visits were minimal and volunteers were not enjoying the work
- Leadership has decided to end the welcome center
- Lobby display completed in first quarter of strategic plan

Status: Complete

Timeline: On Track

Create programming that engages Talking Books' customers at all ages

- Subject Headings and OPAC improvements are being done by KLAS
- New "Contact Us" form added to website, removed "Call Us" instructions across all platforms (website, printed materials, etc.), and added more information to all platforms
- Met with IT and Enterprise phone staff to discuss options for voicemail system
- Center for the Book Great Reads from Great Places titles selected

Status: Implementation

Timeline: On Track

Organize quarterly learning themes to empower library staff to use related learning resources from the State Library

- Promoting identified topics in a variety of formats (video, audio, text, and self-paced tutorials).

Status: Ongoing

Timeline: On Track

Offer scholarships for library staff to attend continuing education opportunities

Status: Ongoing

- The FY25 grant to OLA for the scholarship program has wrapped up. A new grant for FY26 has been issued.
- Eight scholarships were awarded to library staff working in libraries across the state.
- These scholarship awards have made it possible for library staff at all levels, and some small rural libraries, to attend conferences and trainings they may not have been able to attend otherwise.

Timeline: On Track

Provide grant programs and partnership opportunities for libraries to improve digital equity in their communities

- Received 16 applications for the Library Services and Technology Act (LSTA) 2025 competitive grant cycle
- The LSTA Advisory Council was scheduled to review the applications on April 7, after which staff can begin deciding among projects.

Status: Implementation

Timeline: On Track

Offer scholarships for library staff to attend continuing education opportunities

Status: Ongoing

Timeline: On Track

- The FY25 grant to OLA for the scholarship program has wrapped up. A new grant for FY26 has been issued.
- 8 scholarships were awarded to library staff working in libraries across the state.
- Attending these events have made an impact across Oregon libraries with staff being able to share and practice what they have learned. All recipients shared thanks for being able to attend trainings and conferences that have resulted in providing more information to underrepresented and marginalized communities.

Area of concern: There were some issues promoting the opportunity, mainly due to the instability of LSTA funding, less applications were received than expected.

Offer tools and training to help libraries use data and stories to communicate their value

Status: Ongoing

- Prepared the collecting forms, guide, and reporting tools for the 2025 Oregon Public Library Statistical Report

Timeline: On Track

- Worked with other Library Support staff to improve reporting tools for the Minimum Conditions for Public Libraries review process, and incorporated recent changes to stay aligned with the national Public Library Survey
- Finalized updates to the 2024 dataset, and updated downstream tools and visualizations
- The 2025 Oregon Public Library Statistical Report guide was published

Area of concern: The Federal impacts to the Institute of Museum and Library Services has been a major distraction and has left data coordinators in every state wondering about the future of the national Public Library Survey, as well as the future of public library data in their own states.

Continue annual surveys and explore new opportunities for feedback

- Customer satisfaction survey has been completed and being sent out to customers using the conference rooms
- Early returns have given the staff, payment method, process for renting a room, and the conference room facilities high marks.

Status: Complete

Timeline: On Track

Expand Our Reach

Explore State Agency book club groups

- Waiting on creation of book club LibGuide and promotion of this resource.
- Information has been gathered; on hold due to work capacity.
- Timeline moved to FY2025 Q2

Status: On Hold

Timeline: Delayed

Encourage partnership with and among libraries through targeted grant programs. Continuing education, and outreach

- Due to federal funding instability, no LSTA 2025 competitive grants were issued, the criteria for the grants encouraged partnerships as elements of the projects.
- The Library Support division continues to encourage partnerships through other programs, such as Ready to Read grants, Summer Reading, strategic planning, etc.

Status: Implementation

Timeline: On Track

Create connections between partners and the Talking Book and Braille Library to increase services to people with print disabilities.

- Follow up from outreach at OLA resulted in a connection with staff at SKPS
- New connections for this quarter were Student Services Staff at the Salem-Keizer Public Schools and Veteran's Benefit Expo Staff with Oregon Department of Veteran's Affairs
- Existing partnerships with Commission of the Blind's Independent Living team, Terwilliger Plaza Assisted Living, League of Women Voters, Literary Arts, Salem's local Blindskills group, and OTAP/AT-Ties Together conference organizers were all strengthened this quarter.

Status: Ongoing

Timeline: On Track

Foster connections with state agencies that would benefit from our services

- Agency contacts gathered
- Waiting on creation/approval of Agency 1-page promotion document

Status: On Hold

Timeline: Delayed

Work together with Tribal Nations in Oregon to digitize and preserve documents of interest to Indigenous peoples

- The University of Oregon (UO) scanned all copies of the *Chemawa American* on loan from the State Library. The scans are currently in quality control.

Status: Implementation

Timeline: On Track

Produce and offer training on accessible library services

- Presented a session at the Oregon Library Association Annual Conference "That All May Read: Accessible Books for Your Community."
- Library Staff from Lincoln County School District visited the State Library in April and got at tour and introduction to Talking Books.
- Talking Books had a table at the AT-Ties Together Assistive Technology in Education conference in April.
- At the OLA/April State Library Board Meeting, the Talking Books Expendable Donation Fund Expenditure Plan was approved by the Board. Two outreach proposals: deposit collections in libraries and a Talking Books Ambassadors program will meet this Strategic Goal.
- Delayed to Spring/Summer 2026

Status: Implementation

Timeline: Delayed

Area of concern: Vacancies in Talking Books Division, most notably the Librarian, have had an effect on capacity for outreach

Empower Staff

Encourage staff to actively participate in communities of practice through professional collaboration opportunities

- The State Library was well represented at the 2025 OLA Conference in Eugene!
- Many staff presented, covered the State Library booth, and assisted with conference events.

Status: Ongoing

Timeline: On Track

Improve functionality and streamline the processes for identifying government documents for the collection and making them accessible

- The Repository Acquisition Tool (RAT) server needs to be migrated.
- The final steps of the process are pending review by Enterprise Technology Services (ETS) and should conclude by August.

Status: Implementation

Timeline: On Track

Develop an IT strategic plan that meets the future business needs of the agency

- The IT Strategic Plan has been completed and submitted at the end of May, 2025.
- The IT Strategic Plan is available on the State Library website along with the Transparency Portal.

Status: Complete

Timeline: On Track

Implement the racial equity toolkit to improve new programs

- Work has begun on converting information in the Racial Equity Toolkit into a 1-page visual format similar to The Free Library of Philadelphia's "Stress Test"

Status: Implementation

Timeline: On Track

Overview:

Initiative	Status
1 Create a Welcome Center and enhance the lobby display	Complete
2 Make forms and materials accessible and available in additional languages	Implementation
3 Create programming that engages Talking Books' customers at all ages	Implementation
4 Organize quarterly learning themes to empower library staff to use related learning resources from the State Library	Ongoing
5 Offer scholarships for library staff to attend continuing education opportunities	Ongoing
6 Provide grant programs and partnership opportunities for libraries to improve digital equity in their communities	Complete
7 Offer tools and training to help libraries use data and stories to communicate their value	Ongoing
8 Continue annual surveys and explore new opportunities for feedback	Complete
9 Implement credit card payments for conference rooms	Complete
10 Investigate simplifying access to our online services	Complete
11 Explore state agency book club groups	On Hold
12 Encourage partnership with and among libraries through targeted grant programs, continuing education, and outreach	Implementation
13 Create connections between partners and the Talking Book and Braille Library to increase services to people with print disabilities	Ongoing
14 Foster connections with state agencies that would benefit from our services	On Hold
15 Work together with Tribal Nations in Oregon to digitize and preserve documents of interest to Indigenous peoples	Implementation
16 Use accessible language and practices in social m` and communications	Implementation
17 Update policies and documents to use inclusive language	Ongoing
18 Hire and support a program analyst to work with libraries on EDI practices	Complete
19 Produce and offer trainings on accessible library services	Implementation
20 Continue regular check-in and performance feedback processes and implement new guidelines for quality improvement	Ongoing
21 Provide ongoing staff development and training activities to progressively build competency in and encourage application of EDI principles to daily work	Ongoing
22 Encourage staff to actively participate in communities of practice through professional collaboration opportunities	Ongoing
23 Improve functionality and streamline the processes for identifying government documents for the collection and making them accessible	Implementation
24 Migrate digital collections to a more stable and supported platform	Complete
25 Develop an IT strategic plan that meets the future business needs of the agency	Complete
26 Implement the racial equity toolkit for new programs	Implementation

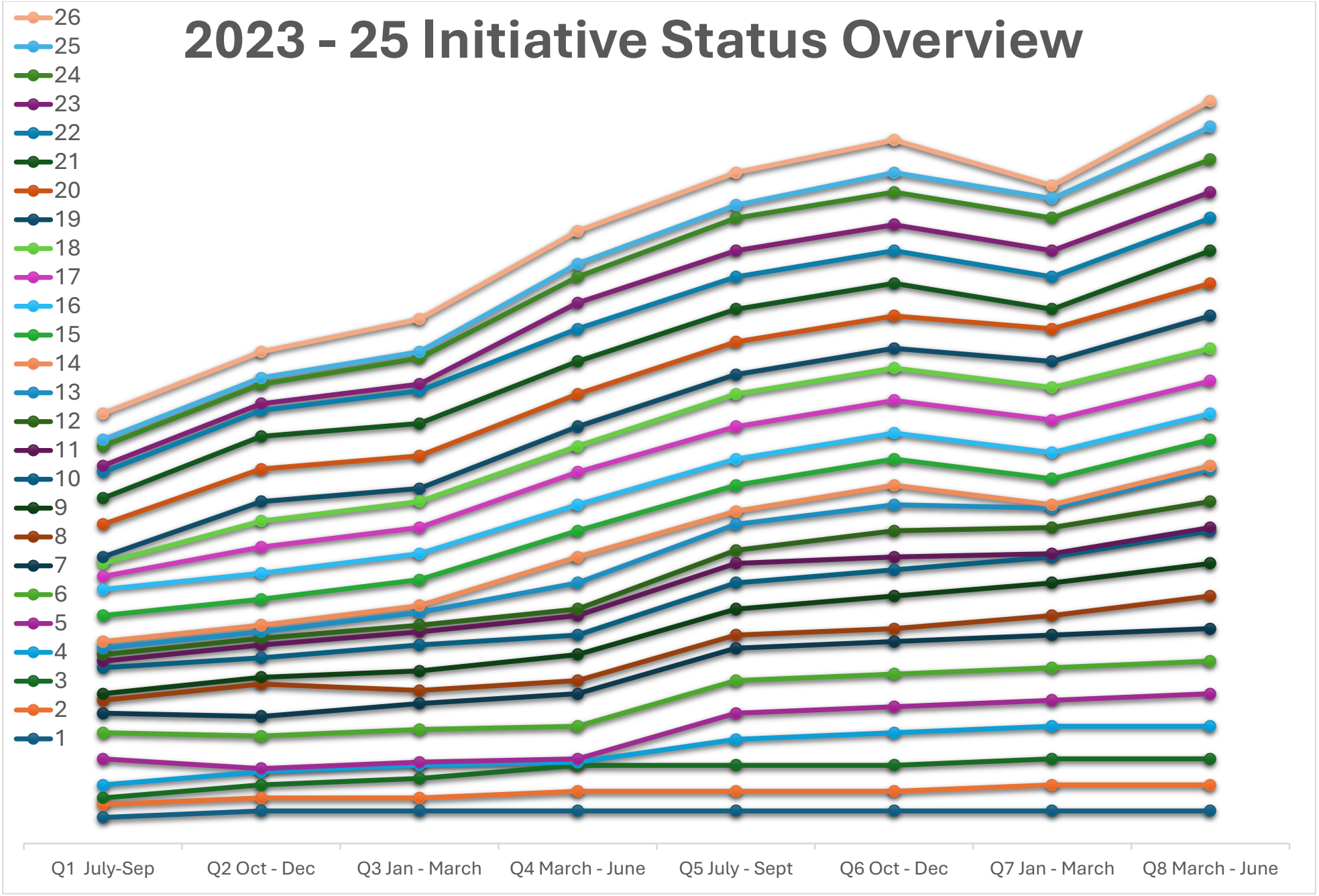
2023 – 2026 Strategic Plan Annual Review

July 2023 – June 2025

Background and Summary

This is the annual report for the 2023- 2026 Strategic Plan covering the first two years. This annual strategic plan report shows the progress made on all 26 of the State Library's strategic initiatives through fiscal year 2025, sorted by progress phase.

Initiative	Status
1 Create a Welcome Center and enhance the lobby display	Complete
2 Make forms and materials accessible and available in additional languages	Implementation
3 Create programming that engages Talking Books' customers at all ages	Implementation
4 Organize quarterly learning themes to empower library staff to use related learning resources from the State Library	Ongoing
5 Offer scholarships for library staff to attend continuing education opportunities	Ongoing
6 Provide grant programs and partnership opportunities for libraries to improve digital equity in their communities	Complete
7 Offer tools and training to help libraries use data and stories to communicate their value	Ongoing
8 Continue annual surveys and explore new opportunities for feedback	Complete
9 Implement credit card payments for conference rooms	Complete
10 Investigate simplifying access to our online services	Complete
11 Explore state agency book club groups	On Hold
12 Encourage partnership with and among libraries through targeted grant programs, continuing education, and outreach	Implementation
13 Create connections between partners and the Talking Book and Braille Library to increase services to people with print disabilities	Ongoing
14 Foster connections with state agencies that would benefit from our services	On Hold
15 Work together with Tribal Nations in Oregon to digitize and preserve documents of interest to Indigenous peoples	Implementation
16 Use accessible language and practices in social m` and communications	Implementation
17 Update policies and documents to use inclusive language	Ongoing
18 Hire and support a program analyst to work with libraries on EDI practices	Complete
19 Produce and offer trainings on accessible library services	Implementation
20 Continue regular check-in and performance feedback processes and implement new guidelines for quality improvement	Ongoing
21 Provide ongoing staff development and training activities to progressively build competency in and encourage application of EDI principles to daily work	Ongoing
22 Encourage staff to actively participate in communities of practice through professional collaboration opportunities	Ongoing
23 Improve functionality and streamline the processes for identifying government documents for the collection and making them accessible	Implementation
24 Migrate digital collections to a more stable and supported platform	Complete
25 Develop an IT strategic plan that meets the future business needs of the agency	Complete
26 Implement the racial equity toolkit for new programs	Implementation



This graph shows the overall status progress of each of the 26 initiatives with “not yet started” and “on hold” being the low end of the scale and “Ongoing/Complete” being on the high end of the scale. In general, our progress is moving forward.

On Hold

11.) Explore state agency book club groups

- Creating libguide to launch promotion of book clubs
- Legislative session delayed work
- Timeline pushed to Sept-Dec of 2025

14.) Foster connections with state agencies that would benefit from our services

- Creating promotional materials
- Contacts gathered
- On hold until promotional materials finalized

Implementation

2.) Make forms and materials accessible and available in additional languages

- Have been editing website for accessibility and plain language
- Updates scheduled to launch in July 2025

3.) Create programming that engages Talking Books' customers at all ages

- Subject heading improvements being done by Klas (vendor)
- 2025 Center for the Book Great Reads from Great Places titles selected

12.) Encourage partnership with and among libraries through targeted grant programs, continuing education, and outreach

- Due to federal funding instability, no LSTA 2025 competitive grants were issued, the criteria for the grants encouraged partnerships as elements of the project
- Encouraging partnerships through other programs, such as Ready to Read grants, Summer Reading, strategic planning, etc.

15.) Work together with Tribal Nations in Oregon to digitize and preserve documents of interest to Indigenous peoples

- The University of Oregon (UO) scanned all copies of the *Chemawa American* on loan from the State Library. The scans are currently in quality control.

16.) Use accessible language and practices in social media` and communications

- Continuing to educate staff on accessible language and alt text
- Editing for accessible language and alt text in reviews

19.) Produce and offer trainings on accessible library services

- Going to outreach events where possible including Oregon Library Association Conference, AT-Ties Together Assistive Technology in Education Conference, and connecting with Oregon Department of Veteran Affairs events.
- Vacancies in Talking Books Division have impacted the capacity for outreach

23.) Improve functionality and streamline the processes for identifying government documents for the collection and making them accessible

- The Repository Acquisition Tool (RAT) server needs to be migrated.
- The final steps of the process are pending review by Enterprise Technology Services (ETS) and should conclude by August.

26.) Implement the racial equity toolkit for new programs

- In quarter seven this initiative returned to the drawing board to find new ways to engage staff and make using toolkits simpler
- Work has begun on converting information in the Racial Equity Toolkit into a 1-page visual format

Ongoing / Complete

1.) Create a Welcome Center and enhance the lobby display

- The mundane work of the welcome center with love lobby visits did not attract/retain volunteers
- The Lobby display completed in first quarter of year one
- Leadership has decided to close the Welcome Center

4.) Organize quarterly learning themes to empower library staff to use related learning resources from the State Library

- Promoting identified topics in a variety of formats (video, audio, text, and self-paced tutorials)

5.) Offer scholarships for library staff to attend continuing education opportunities

- Scholarship awards have been made for library staff at all levels, and some small rural libraries
- Attending these events have made an impact across Oregon libraries with staff being able to share and practice what they have learned.
- All recipients shared thanks for being able to attend trainings and conferences that have resulted better serving underrepresented and marginalized communities.

6.) Provide grant programs and partnership opportunities for libraries to improve digital equity in their communities

- In quarter 5 Applied and accepted to be a host institution for an American Connections Corps fellow.
- Awarded Connectivity grants to seven libraries in quarter 4
- Ongoing outreach and networking with groups interested in digital equity, including the Oregon Broadband Equity Coalition.

7.) Offer tools and training to help libraries use data and stories to communicate their value

- The 2025 Oregon Public Library Statistical Report guide was published
- Finalized updates to the 2024 dataset, and updated downstream tools and visualizations
- Across the country data coordinators have questions about future of the Public Library Survey with Federal funding impacts

8.) Continue annual surveys and explore new opportunities for feedback

- Customer satisfaction survey has been completed and being sent out to customers using the conference rooms

9.) Implement credit card payments for conference rooms

- The conference room credit card portal came online on October 18, 2024, with the first payment being made shortly thereafter.

10.) Investigate simplifying access to our online services

- Project plans and new website for government services complete
- Created an instance of the site-integrated login form, and have pushed the code to the staging server for final testing.

13.) Create connections between partners and the Talking Book and Braille Library to increase services to people with print disabilities

- New connections formed each quarter including Student Services Staff at the Salem-Keizer Public Schools and Veteran's Benefit Expo Staff with Oregon Department of Veteran's Affairs

17.) Update policies and documents to use inclusive language

- All policies updated and reviewed
- Developing review schedule

18.) Hire and support a program analyst to work with libraries on EDI practices

- Completed, successful candidate started July 9, 2024

20.) Continue regular check-in and performance feedback processes and implement new guidelines for quality improvement

- All check-ins completed on a quarterly basis

21.) Provide ongoing staff development and training activities to progressively build competency in and encourage application of EDI principles to daily work

- Standing agenda item at monthly All Staff Meetings
- Staff from different Divisions and work groups highlight DEIB initiatives and projects.

22.) Encourage staff to actively participate in communities of practice through professional collaboration opportunities

- State Library well represented last two years at OLA
- Training opportunities continue to be shared with staff each quarter

24.) Migrate digital collections to a more stable and supported platform

- Migration completed in October 2024 (Quarter 6)
- Have improved preservation capabilities

25.) Develop an IT strategic plan that meets the future business needs of the agency

- The IT Strategic Plan has been completed and submitted at the end of May, 2025.
- The IT Strategic Plan is available on the State Library website along with the Transparency Portal.

Agenda Item – OAR Adoption

Background

The State Library of Oregon propagates administrative rules to carry out its statutory functions. The rules are collected in Oregon Administrative Rules (OAR) Chapter 543.

Staff propose changing some administrative rules related to public libraries. The proposed changes:

- Collect most public library administrative rules into one division.
- Provide a common scope and definitions for the rules.
- Update rules to reflect current agency practice.
- Make technical adjustments to the official recognition of public libraries, also known as the public library minimum conditions.

Many suggested changes to official recognition of public libraries arose from the recent Five Year Rules Review Report (attached) staff prepared in August. Per Oregon Revised Statute (ORS) 183.405, the report is required five years after an administrative rule is initially created. The official recognition rule went into effect on January 1, 2020, following the passage of House Bill 2243 (2019).

Supporting documents

The following reference documents are included in the meeting packet.

- Official Recognition of Public Libraries Five Year Rules Review Report.
- Proposed public libraries administrative rules changes (with markup).
- Proposed public libraries administrative rules changes (without markup).
- August 14, 2025, Rules Advisory Committee meeting minutes.
- August 20, 2025, Rules Advisory Committee meeting minutes.
- Notice of Proposed Rulemaking.
- Public comment form.

Rules summaries and proposed changes

Changes are proposed to the existing rules as indicated below. They were recently renumbered from the numbers in parentheses as part of this process. All the proposed rules will be in the new Division 80 Public Libraries.

- 543-080-0020 Annual Reports (543-010-0035)
  This rule provides more information about the required annual statistical and financial report public libraries must submit per ORS 357.520. The State Library of Oregon proposes simplifying the rule based on the proposed definitions for that division (see 543-080-0010 below) and clarifying that the reports cover the fiscal year July 1 to June 30.

- 543-080-0030 Official Recognition of Public Libraries (543-010-0036)
  This rule delineates the process by which public libraries in Oregon receive official recognition from the State Library. The rule also lists the criteria libraries must meet to be recognized. This process is authorized in ORS 357.405. The State Library of Oregon proposes simplifying the rule based on the proposed definitions for that division (see 543-080-0010 below); clarifying that public funding must include some revenue that is directly generated by a local government; clarifying the specific American Library Association documents that library policies must reference; clarifying that library policies should be consistent with local, state, and federal non-discrimination statutes; clarifying timelines for the process; and clarifying the appeals process.

- 543-080-0040 Population Determination for Public Libraries (543-060-0060)
  This rule explains how the State Library assigns service population to public libraries for the purposes of delivering agency services and funding. The State Library of Oregon proposes simplifying the rule based on the proposed definitions for that division (see 543-080-0010 below) and providing more information describing the agency's current practices to calculate service population for public libraries.

Two new rules are proposed to Division 80 Public Libraries.

- 543-080-0005 Scope
  This rule is a statement of scope for the newly created *Division 80 Public Libraries*, which collects existing rules about public libraries into one division.

- 543-080-0010 Definitions
  This rule lists definitions applicable to the rules contained in *Division 80 Public Libraries*.

The proposed administrative rules changes are available with and without markup in documents attached to this meeting packet. The documents include changes suggested both by the RAC and the Oregon Department of Justice (DOJ). Please note that DOJ's suggestions were received after the Notice of Proposed Rulemaking was posted. None of DOJ's changes were substantive.

Process Timeline

- Late July/early August 2025 – Revised rule language drafted by State Library staff.
- Late July/early August 2025 – A Rules Advisory Committee (RAC) was recruited. The 10 members included representatives from:
    - Hillsboro Public Library.
    - Jefferson County Library District.
    - Newport Public Library.
    - North Bend Public Library.
    - Sandy Public Library.
    - Seaside Public Library.
    - Springfield Public Library.
    - Tillamook County Library.
    - Umatilla County Special Library District.
- August 14, 2025 – First RAC meeting (minutes attached).
- August 20, 2025 – Second RAC meeting (minutes attached).
- September 12, 2025 – Notice of Proposed Rulemaking (attached) posted to the Secretary of State's (SOS) website and sent to legislators.
- September 12 to October 24, 2025, 9.30a – Public comment open for interested parties. Comments could be submitted via a form (attached).
    - The opportunity to comment was sent to the Libs-Or statewide library listserv, Oregon Library Association Hotline newsletter, and public library directors in Oregon. It also was posted to the State Library website.
- October 1, 2025 – SOS published notice in the Oregon Bulletin.
- October 24, 2025 – Public hearing will be held at State Library board meeting. Public comment will close at the end of the hearing at 9.30a. The Board will discuss and vote on the rules later in the meeting.
- July 1, 2026 - Effective date.

Comment summary

As of September 26, 2025, the State Library received the following comments and questions:

- Questions about how rule *543-080-0040 Population Determination for Public Libraries* affects county federated systems such as Washington County Cooperative Library Services. The questions pertained to existing rule language. Public Library Consultant Darci Hanning and Program Manager for Library Support Buzzy Nielsen fielded the questions. OAR 543-080-0040 only affects population determination for State Library purposes such as annual Ready to Read grants and public library statistical reports. Federated library systems may use other methodologies to calculate service populations for their own purposes, such as funding distribution.

- One comment submitted via the public form.
    - Name: Megan Dazey
      Comment: These proposed changes are common sense changes and make sense in the updated versions. Thank you for considering.

Questions and comments received after September 26 will be summarized at the Board meeting.

Board options
Following deliberation, the Board has the following options:

- Vote to approve changes as presented in the packet.
- Vote to approve changes with revisions based on public comment.
- Table the vote for future deliberation.
- Decline to vote or vote against the proposed changes. Existing rules would remain in place with no changes.

If the Board votes to approve changes, staff recommend that the rules be made effective as of July 1, 2026, the start of the next public library statistical reporting year.

Future rules revisions
In the coming year, staff will propose changes to other administrative rules to make them consistent with current agency practice and provide technical adjustments.

- Division 40 Ready to Read Grants
  These rules delineate the process for distributing annual Ready to Read grants to support public library early literacy and summer reading programming. These rules already are under review.

- Division 60 Oregon Statewide Reference Assistance Program
  These rules lay out the scope, eligibility, and process for the Statewide Database Licensing Program (SDLP). SDLP is fully funded with federal Library Services and Technology Act (LSTA) money. Review of these rules will begin once there is more certainty about the future of LSTA funding.

State Library of Oregon

Five Year Rules Review Report
Required by ORS 183.405

Rule Name: Official Recognition of Public Libraries

Rule Number(s): 543-010-0036

Adoption date: January 1, 2020

Review Due Date: January 1, 2025 **Review Date:** August 12, 2025

Reviewers' Names: Darci Hanning and Buzzy Nielsen

Advisory Committee used? ☐ **Yes** ☒ **No**
If yes, identify members. Members must be provided a copy of this completed report.

1. Did the rule achieve its intended effect? ☒ **Yes** ☐ **No**
    - What was the intended effect?

HB 2243 (2019) created *ORS 357.405 Minimum conditions for public libraries*, which tasks the State Library Board with establishing minimum conditions that legally established public libraries in Oregon must meet. The bill's intent was to ensure that Oregonians can expect a basic level and types of service from any public library that the state officially recognizes. Public libraries that are not recognized are ineligible to receive certain benefits from the State Library, including legislatively established annual assistance to public libraries to provide services to children (AKA Ready to Read grants).

OAR 543-010-0036 lays out 10 minimum conditions libraries must meet for official recognition. Three conditions are explicitly called out in statute: having public open hours, being funded at least partially with public funds, and completing an annual library statistical report. The other seven conditions were established by the State Library Board in consideration of professional expectations of public libraries generally.

The conditions provide standards that local governments must meet if they provide public library service, thereby also creating a tool communities can use to ensure their libraries have adequate resources.

Please note that while OAR 543-010-0036 became effective on January 1, 2020, the global COVID-19 pandemic immediately followed. To ensure safety of their staff and public, many public libraries were unable to meet all minimum conditions. The State Library Board granted waivers to all libraries for the 2020 and 2021 reporting years. This rule review report was also delayed due to the pandemic. The agency wanted a full 3-year cycle to pass before evaluating the rule's effectiveness. The cycle includes a first year in which a library fails to meet one or more conditions, followed by a two-year recovery period for them to return to compliance.

- How did the rule succeed or fail in achieving this effect?

Libraries that fail to meet all conditions after three years can lose official recognition by the State Library Board. 2024 was the third reporting year that libraries were expected to meet all minimum conditions. The data was reviewed in 2025 and acted upon by the State Library Board at their July 2025 meeting.

The success of the rule was evident from the results of the 2024 report.

- One library lost its official recognition after being closed to the public since 2018. This library was one of the reasons the official recognition process was created. Its governing body did not go through the process of abolishing their library per *ORS 357.621 Public hearings required prior to abolishing or withdrawing support from public library*. This left the library in a limbo where the State Library had to continue recognizing the library even though it was closed.

- Another library did not meet the minimum condition of having 0.5 FTE dedicated staffing for a library of its size. The City Council added extra funds to the library budget to ensure staffing at that level.

- A third library failed to meet the condition of submitting a complete annual report, as required by the rule and *ORS 357.520 Annual report*. When the State Library considered removing recognition from the library after three years of no annual reports, the library realized that completing an annual report is required by law.

2. Was the fiscal impact statement: ☐ underestimated; ☐overestimated; ☒ just about right; or ☐unknown? (Check one)
    - What was the estimated fiscal impact?

The fiscal impact statement for HB 2243 (2019) stated that costs were indeterminate. It went on to say that libraries that failed to meet the conditions could become ineligible for Ready to Read grants. The analysis concluded by saying "Establishment of minimum qualifications could

also create new expenses for cities or counties seeking to bring library systems into compliance."

- What was the actual fiscal impact?

As noted above, one defunct library lost official recognition and is no longer eligible for Ready to Read grants. The money that would have gone to them is redistributed by formula to the remaining public libraries. This result was expected by both the community and State Library.

A city increased expenditures on the library to bring it into compliance with this rule. The increased expenditures also resulted in more stable library staffing for the community.

- If the answer to question 2 is unknown, briefly explain why:

3. Have subsequent changes in the law required the rule be repealed or amended?
   ☐ **Yes** ☒ **No**

   If yes, please explain:

4. Is the rule still needed? ☒ **Yes** ☐ **No**
   - Please explain:

The results from the 2024 public library minimum conditions reporting year demonstrate the continued need for this rule.

- Currently recognized libraries could become defunct, especially as local government revenues fil to keep up with costs. Several public libraries in Oregon have had their budgets reduced. One is in process of potentially being abolished. The mechanism created by this rule allows the State Library to use actual current conditions of a library to determine if it should be eligible for benefits.

- Actual or threatened budget cuts could result in libraries being out of compliance with the minimum conditions. This rule encourages local governments to not reduce public libraries' budgets beyond what is necessary to provide basic service.

- We continue to have libraries that fail to complete annual reports. This rule provides incentive for libraries' to complete the annual reports, as required by ORS.

- Several libraries have referenced the rule when they receive intellectual freedom challenges to materials, programs, or services. They specifically reference the minimum condition to "have basic policies in place and accessible online for collection

management, circulation, and patron confidentiality that incorporate relevant American Library Association (ALA) professional ethical codes, rules, and guidelines." That condition has helped decisionmakers understand the importance of libraries upholding intellectual freedom, leading to outcomes that retain accessibility of library materials, programs, and services.

5. What impacts has this rule had on small business, if any?

The State Library is unaware of any impacts this rule had on small businesses. No direct impacts on small businesses were anticipated when the rule was adopted.

Proposed public libraries administrative rules changes (with markup)

September 26, 2025

Division 80
PUBLIC LIBRARIES

543-080-0005

Scope

OAR chapter 543, division 80, applies to public libraries, as defined in ORS 357.400(3), that were established under one of the methods described in ORS 357.216-286 or 357.400-621.

Statutory/Other Authority: ORS 357
Statutes/Other Implemented: ORS 357

543-080-0010

Definitions

The following definitions apply to the terms used in this division:

1. “Annual report” means usage, financial, and other data that public libraries are required to submit to the State Library annually, in accordance with ORS 357.520 and OAR 43-080-0020.
2. "Board" means the State Library Board, as established under ORS 357.021-040.
3. "Fiscal year" means the period of one year commencing on July 1 and closing on June 30.
4. “Legally established” in reference to a public library means a public library that was established under one of the methods described in ORS 357.216-286 or 357.400-621.
5. “Official recognition” in reference to a public library means a public library that is legally established, meets the public library minimum conditions as explained below, and is eligible for State Library aid and grants as authorized in statutes, per ORS 357.405.
6. “Population” in reference to a public library means the number of people a public library legally serves, as determined by its jurisdictional boundaries and any contracts it has with other jurisdictions.
7. “Public funds” means revenue generated by a local, state, or federal government.

~~8.~~ "Public library" has the meaning given to public library in ORS 357.400(3), and shall be established in accordance with ORS 357.410.

Statutory/Other Authority: ORS 357
Statutes/Other Implemented: ORS 357

543-080-0020 ~~010-0035~~
Annual Reports

1. Not later than October 31 of each year, public libraries shall submit an annual report ~~statistical and financial information, in conformance with ORS 357.520,~~ to the State Library using a ~~on the Statistical Report~~ form furnished by the State Library.
2. The report shall cover the previous fiscal year.

Statutory/Other Authority: ORS 357
Statutes/Other Implemented: ORS 357.520

543-080-0030 ~~010-0036~~
Official Recognition of Public Libraries

1. The ~~State Library~~ Board will officially recognize ~~those~~ public libraries that are ~~become~~ legally established ~~under one of the methods described in ORS 357.216-286 or 357.400-621~~ and meet ~~have met~~ all applicable minimum conditions established in this rule.
2. Libraries, that have a ~~service~~ population of over 2,000~~,~~ shall meet the following minimum conditions:
    a. Have at least half (50%) of its operational financial support from public funds. Revenue libraries receive from the State Library is not counted for the purposes of this calculation. At least 25% of total revenue must be generated directly by a local government (city, county, or district) through property taxes, sales taxes, transient lodging tax, service fees, or other means.
    b. Be open to the public a minimum of 20 hours per week.
    c. Provide a collection comprising books, media, or electronic resources.
    d. Offer free public access computers with ~~I~~internet access.
    e. Offer free public wireless ~~I~~internet access (wi-fi).
    f. Provide a website that enables local library users to access State Library of Oregon resources and services available to all Oregon residents.
    g. Dedicate at least 0.50 full-time equivalent (FTE) paid staff time exclusively to library functions.

h. Have basic policies in place and accessible online for collection management, circulation, and patron confidentiality. ~~that~~ The policies must incorporate, at a minimum, ~~relevant~~ the American Library Association (ALA) Code of Ethics, Library Bill of Rights, and Freedom to Read Statement. ~~professional ethical codes, rules, and guidelines.~~ All policies must be consistent with relevant local, state, and federal non-discrimination statutes, including ORS 659A.403.
i. Provide basic services for reference and youth services.
j. Complete the annual ~~statistical~~ report ~~as required under ORS 357.520 and OAR 543-010-0035~~.

3. Libraries, that have a ~~service~~ population of 2,000 or fewer~~less~~, shall meet the following minimum conditions:
   a. Have at least one fourth (25%) of its operational financial support from public funds. Revenue libraries receive from the State Library is not counted for the purposes of this calculation. At least 18.75 % of total revenue must be generated directly by a local government (city, county, or district) through property taxes, sales taxes, transient lodging tax, service fees, or other means.
   b. Be open to the public a minimum of 10 hours per week.
   c. Provide a collection comprising books, media, or electronic resources.
   d. Offer at least one free public access computer with internet access.
   e. Offer free public wireless internet access (wi-fi).
   f. Provide a website that enables local library users to access State Library of Oregon resources and services available to all Oregon residents.
   g. Dedicate at least 0.25 full-time equivalent (FTE) paid staff time exclusively to library functions.
   h. Have basic policies in place and accessible online for collection management, circulation, and patron confidentiality. ~~that~~ The policies must incorporate, at a minimum, the ~~relevant~~ American Library Association (ALA) Code of Ethics, Freedom to Read Statement, and Library Bill of Rights. ~~professional ethical codes, rules, and guidelines.~~All policies must be consistent with relevant local, state, and federal non-discrimination statutes, including ORS 659A.403.
   i. Provide basic services for reference and youth services.
   j. Complete the annual ~~statistical~~ report ~~as required under ORS 357.520 and OAR 543-010-0035~~.
4. Official recognition as a public library will qualify the library to be eligible for state aid and grants from the State Library as authorized in statutes. The Board must vote

to officially recognize a ~~A~~ library ~~must receive official recognition~~ by June 30 for it to be eligible for grant funding in the next ~~state~~ fiscal year ~~beginning July 1~~.

5. Official recognition will continue unless the library no longer meets the minimum conditions in this rule or any statutory requirements of a public library.
6. Library responses to the annual report ~~Public Library Annual Statistical Survey~~ will be used to determine compliance with minimum conditions outlined in sections (2) and (3).
    a. An officially recognized public library that fails to meet the minimum conditions as outlined in sections (2) or (3) will have two ~~(2)~~ years from the time they are notified to achieve compliance, during which time the library maintains eligibility for state aid and grants.
    b. Proceedings for termination of official recognition for a library that fails to meet minimum conditions after two ~~(2)~~ years will be scheduled for consideration by the Board~~., which will then~~ The Board will make a determination before the end of the fiscal year.
        i. The library may submit an objection to the Board about the proposed termination. The objection must be submitted in writing at least 15 business days before the scheduled meeting. The objection must contain a detailed statement specifying the reason the library believes the action would be improper.
    c. The State Library will ~~provide an annual~~ report to the Board on the status of public library compliance with minimum conditions. The report shall be given no later than the last regularly scheduled Board meeting of the fiscal year.
7. The Board will terminate a public library's official recognition immediately after a local government withdraws support following the requirements of ORS 357.621. The State Library will notify the local government that official recognition is being terminated.
    a. ~~Any affected agency~~The library may appeal the termination of official recognition to the Board. The appeal must be in writing and ~~must~~ contain a detailed statement specifying the reason the library ~~appellant agency~~ believes the action was improper.
    b. The written appeal must be filed no later than 15 business days after the notice of termination of official recognition is received. Once an appeal is received, it will be scheduled for consideration by the Board, which will then make a determination.
8. ~~To be reinstated, a~~ A library must request reinstatement of official recognition from the Board. The request must include signed documentation attesting that the library has met all minimum conditions. The request will then be scheduled for

consideration by the Board at its next regularly scheduled meeting~~, which will make a determination~~. The State Library will notify the local government if official recognition is being reinstated. A library may appeal a denial of reinstatement as described in section (7) of this rule.

9. The Board may grant a temporary waiver to a library that is unable to comply with the minimum conditions as outlined in ~~sectoin~~ sections (2) or (3) due to states of emergency declared by the Governor, emergencies declared by local governing bodies, or extraordinary events ~~beyond the library's control~~ that prevent safe access to the library's facilities. Waivers will be reviewed annually to assess whether they continue to be needed.

Statutory/Other Authority: ORS 357.026(1)
Statutes/Other Implemented: HB2243 A (2019), ORS 357.400-357.621 & ORS 357.216-286

543-080-0040 ~~060-0060~~
Population Determination for Public Libraries

1. The State Library ~~Librarian~~ shall estimate population using the latest data ~~use the population estimates for cities and counties included in the publication, Population Estimates for Oregon,~~ published by the Portland State University Center for Population Research and the U.S. Census Bureau~~, Portland State University, as amended by the latest supplements to this publication~~. Data from the Oregon Secretary of State Elections Division may also be used to estimate populations for public libraries operated by special districts or that are coextensive with another type of district's boundaries (e.g. school district).
2. In accordance with ORS 357.780(2)(c), a public library may be assigned population beyond its governing authority's jurisdiction in cases where the library has a valid contract with a unit of local government to provide services to this population. The contract, which must be on file at the State Library, must grant the library the sole responsibility to serve the population in question. ~~, and t~~The population must be specified in the contract ~~in a~~ clearly and precisely ~~manner, in order for additional population to be assigned for grant purposes~~. Public libraries established as non-profit corporations under Oregon law may be assigned population and become eligible for state aid and~~may receive~~ grants only in this manner.
3. In cases other than those described in section (2) of this rule, where the same population is served by two or more public libraries, the State Library ~~Librarian~~ shall determine which public library is the primary service provider to the population in question, and shall assign the population to the primary service provider. In making

this determination the State Library ~~Librarian~~ shall consider the location of library facilities and any available statistics on patterns of library use by the population in question.

[Publications: Publications referenced are available from the agency.]

Statutes/Other Implemented: ORS 357.206 amended Sec. 1 SB 12, ORS 357.212 amended Sec. 1 SB 12 & ORS 357.209 amended Sec. 1 SB 12

Proposed public libraries administrative rules changes (without markup)

September 26, 2025

Division 80
PUBLIC LIBRARIES

543-080-0005
Scope

OAR chapter 543, division 80, applies to public libraries, as defined in ORS 357.400(3), that were established under one of the methods described in ORS 357.216-286 or 357.400-621.

Statutory/Other Authority: ORS 357
Statutes/Other Implemented: ORS 357

543-080-0010
Definitions

The following definitions apply to the terms used in this division:

1. “Annual report” means usage, financial, and other data that public libraries are required to submit to the State Library annually, in accordance with ORS 357.520 and OAR 43-080-0020.
2. "Board" means the State Library Board, as established under ORS 357.021-040.
3. "Fiscal year" means the period of one year commencing on July 1 and closing on June 30.
4. “Legally established” in reference to a public library means a public library that was established under one of the methods described in ORS 357.216-286 or 357.400-621.
5. “Official recognition” in reference to a public library means a public library that is legally established, meets the public library minimum conditions as explained below, and is eligible for State Library aid and grants as authorized in statutes, per ORS 357.405.
6. “Population” in reference to a public library means the number of people a public library legally serves, as determined by its jurisdictional boundaries and any contracts it has with other jurisdictions.
7. “Public funds” means revenue generated by a local, state, or federal government.

8. "Public library" has the meaning given to public library in ORS 357.400(3), and shall be established in accordance with ORS 357.410.

Statutory/Other Authority: ORS 357
Statutes/Other Implemented: ORS 357

543-080-0020
Annual Reports

1. Not later than October 31 of each year, public libraries shall submit an annual report to the State Library using a form furnished by the State Library.
2. The report shall cover the previous fiscal year.

Statutory/Other Authority: ORS 357
Statutes/Other Implemented: ORS 357.520

543-080-0030
Official Recognition of Public Libraries

1. The Board will officially recognize public libraries that are legally established and meet all applicable minimum conditions established in this rule.
2. Libraries, that have a population of over 2,000 shall meet the following minimum conditions:
    a. Have at least half (50%) of its operational financial support from public funds. Revenue libraries receive from the State Library is not counted for the purposes of this calculation. At least 25% of total revenue must be generated directly by a local government (city, county, or district) through property taxes, sales taxes, transient lodging tax, service fees, or other means.
    b. Be open to the public a minimum of 20 hours per week.
    c. Provide a collection comprising books, media, or electronic resources.
    d. Offer free public access computers with internet access.
    e. Offer free public wireless internet access (wi-fi).
    f. Provide a website that enables local library users to access State Library of Oregon resources and services available to all Oregon residents.
    g. Dedicate at least 0.50 full-time equivalent (FTE) paid staff time exclusively to library functions.
    h. Have basic policies in place and accessible online for collection management, circulation, and patron confidentiality. The policies must incorporate, at a minimum, the American Library Association (ALA) Code of

Ethics, Library Bill of Rights, and Freedom to Read Statement. All policies must be consistent with relevant local, state, and federal non-discrimination statutes, including ORS 659A.403.

i. Provide basic services for reference and youth services.
j. Complete the annual report.

3. Libraries, that have a population of 2,000 or fewer, shall meet the following minimum conditions:
    a. Have at least one fourth (25%) of its operational financial support from public funds. Revenue libraries receive from the State Library is not counted for the purposes of this calculation. At least 18.75 % of total revenue must be generated directly by a local government (city, county, or district) through property taxes, sales taxes, transient lodging tax, service fees, or other means.
    b. Be open to the public a minimum of 10 hours per week.
    c. Provide a collection comprising books, media, or electronic resources.
    d. Offer at least one free public access computer with internet access.
    e. Offer free public wireless internet access (wi-fi).
    f. Provide a website that enables local library users to access State Library of Oregon resources and services available to all Oregon residents.
    g. Dedicate at least 0.25 full-time equivalent (FTE) paid staff time exclusively to library functions.
    h. Have basic policies in place and accessible online for collection management, circulation, and patron confidentiality. The policies must incorporate, at a minimum, the American Library Association (ALA) Code of Ethics, Freedom to Read Statement, and Library Bill of Rights. All policies must be consistent with relevant local, state, and federal non-discrimination statutes, including ORS 659A.403.
    i. Provide basic services for reference and youth services.
    j. Complete the annual report.
4. Official recognition as a public library will qualify the library to be eligible for state aid and grants from the State Library as authorized in statutes. The Board must vote to officially recognize a library by June 30 for it to be eligible for grant funding in the next fiscal year.
5. Official recognition will continue unless the library no longer meets the minimum conditions in this rule or any statutory requirements of a public library.
6. Library responses to the annual report will be used to determine compliance with minimum conditions outlined in sections (2) and (3).

a. An officially recognized public library that fails to meet the minimum conditions as outlined in sections (2) or (3) will have two years from the time they are notified to achieve compliance, during which time the library maintains eligibility for state aid and grants.
b. Proceedings for termination of official recognition for a library that fails to meet minimum conditions after two years will be scheduled for consideration by the Board. The Board will make a determination before the end of the fiscal year.
    i. The library may submit an objection to the Board about the proposed termination. The objection must be submitted in writing at least 15 business days before the scheduled meeting. The objection must contain a detailed statement specifying the reason the library believes the action would be improper.
c. The State Library will report to the Board on the status of public library compliance with minimum conditions. The report shall be given no later than the last regularly scheduled Board meeting of the fiscal year.

7. The Board will terminate a public library's official recognition immediately after a local government withdraws support following the requirements of ORS 357.621. The State Library will notify the local government that official recognition is being terminated.
    a. The library may appeal the termination of official recognition to the Board. The appeal must be in writing and contain a detailed statement specifying the reason the library believes the action was improper.
    b. The written appeal must be filed no later than 15 business days after the notice of termination of official recognition is received. Once an appeal is received, it will be scheduled for consideration by the Board, which will then make a determination.
8. A library must request reinstatement of official recognition from the Board. The request must include signed documentation attesting that the library has met all minimum conditions. The request will then be scheduled for consideration by the Board at its next regularly scheduled meeting. The State Library will notify the local government if official recognition is being reinstated. A library may appeal a denial of reinstatement as described in section (7) of this rule.
9. The Board may grant a temporary waiver to a library that is unable to comply with the minimum conditions as outlined in sections (2) or (3) due to states of emergency declared by the Governor, emergencies declared by local governing bodies, or extraordinary events that prevent safe access to the library's facilities. Waivers will be reviewed annually to assess whether they continue to be needed.

Statutory/Other Authority: ORS 357.026(1)
Statutes/Other Implemented: HB2243 A (2019), ORS 357.400-357.621 & ORS 357.216-286

543-080-0040
Population Determination for Public Libraries

1. The State Library shall estimate population using the latest data published by the Portland State University Center for Population Research and the U.S. Census Bureau. Data from the Oregon Secretary of State Elections Division may also be used to estimate populations for public libraries operated by special districts or that are coextensive with another type of district's boundaries (e.g. school district).
2. In accordance with ORS 357.780(2)(c), a public library may be assigned population beyond its governing authority's jurisdiction in cases where the library has a valid contract with a unit of local government to provide services to this population. The contract, which must be on file at the State Library, must grant the library the sole responsibility to serve the population in question. The population must be specified in the contract clearly and precisely. Public libraries established as non-profit corporations under Oregon law may be assigned population and become eligible for state aid and grants only in this manner.
3. In cases other than those described in section (2) of this rule, where the same population is served by two or more public libraries, the State Library shall determine which public library is the primary service provider to the population in question, and shall assign the population to the primary service provider. In making this determination the State Library shall consider the location of library facilities and any available statistics on patterns of library use by the population in question.

[Publications: Publications referenced are available from the agency.]

Statutes/Other Implemented: ORS 357.206 amended Sec. 1 SB 12, ORS 357.212 amended Sec. 1 SB 12 & ORS 357.209 amended Sec. 1 SB 12

Oregon
Tina Kotek, Governor

State Library of Oregon
250 Winter St. NE
Salem, OR 97301
503-378-4243
www.oregon.gov/library

Organization: State Library of Oregon
Date: August 14, 2025
Meeting: Rules Advisory Committee

In attendance: Carrie Schindele-Cupples (Springfield Public Library), Jennifer Reading (Seaside Public Library), Sarah McIntyre (Sandy and Hoodland Public Libraries), Heather Estrada (Umatilla County Special Library District), Darci Hanning (State Library staff), Buzzy Nielsen (State Library staff)

OARs under review: Public library-related rules including 543-010-0035 Annual Reports, 543-010-0036 Official Recognition of Public Libraries, 543-060-0060 Population Determination for Public Libraries, and a new definitions sections.

SUMMARY

Meeting started: 10:34 a.m.

General topics

Library staff gave a general overview of what OARs are being reviewed. Staff then reviewed and explained all the proposed changes.

Library staff provided clarification to 2.a. regarding 25% of total revenue / local public funds.

Library staff clarified that specific ALA policies (2.h.) were not called out by name because of the frequency that ALA changes the title of their policies.

Questions

Question: Should “basic services” be defined?

Answer: The LibGuide provides details on which items from the statistical report is used to determine if this condition is met. Because meeting this condition can evolve over time, it is not included in the OARs explicitly but documented online by State Library staff.

Question: Doesn’t the State Library use US Census data to determine population too?

Answer: Yes. “and the U.S. Census Bureau” was added to the first bullet of the Population Determination for Public Libraries rule.

Meeting ended: 11:23 a.m.

Oregon
Tina Kotek, Governor

State Library of Oregon
250 Winter St. NE
Salem, OR 97301
503-378-4243
www.oregon.gov/library

Organization: State Library of Oregon
Date: August 20, 2025
Meeting: Rules Advisory Committee

In attendance: Haley Lagasse (North Bend Public Library), Laura Kimberly (Newport Public Library, Tammy Wallin (Hillsboro Public Library), Darci Hanning (State Library staff)

OARs under review: Public library-related rules including 543-010-0035 Annual Reports, 543-010-0036 Official Recognition of Public Libraries, 543-060-0060 Population Determination for Public Libraries, and a new definitions sections.

SUMMARY

Meeting started: 1:33 p.m.

General topics

Library staff gave a general overview of what OARs are being reviewed. Staff then reviewed and explained all the proposed changes.

Questions

Question/discussion regarding 2.h.:

Concerned based on real life example: at the district level, boards were asked to adopt ALA policy on fines at their local libraries. This was counter to what was happening at the local library.

Piece of it that's sticking: "the policies must incorporate" – there are a lot them. For example, the RFID policy from ALA does/would touch on patron privacy so must libraries address this in their individual patron privacy policy?

Answer: Staff will update this section to name specific ALA policies:

Question: Why don't we also include PLA policies and/or references to PLA resources?

Answer: State Library staff can add these to the LibGuide in the resource section for policies.

Question: What happens when a city or county chooses to no longer fund the library?

Answer: not officially recognized once library is closed by local government until they re-open and meet the conditions and the board approves. In the meantime No funding from state library.

Question: Libraries that don’t turn in statistical reports, what happens?

Answer: Libraries that don’t turn in statistical report by the annual deadline no longer meet the tenth condition and are put in recovery status.

Meeting ended: 2:15 p.m.

OFFICE OF THE SECRETARY OF STATE
TOBIAS READ
SECRETARY OF STATE

MICHAEL KAPLAN
DEPUTY SECRETARY OF STATE

ARCHIVES DIVISION
STEPHANIE CLARK
DIRECTOR

800 SUMMER STREET NE
SALEM, OR 97310
503-373-0701

NOTICE OF PROPOSED RULEMAKING
INCLUDING STATEMENT OF NEED & FISCAL IMPACT

CHAPTER 543
OREGON STATE LIBRARY

FILED
09/12/2025 3:04 PM
ARCHIVES DIVISION
SECRETARY OF STATE

FILING CAPTION: Clarifying and collecting rules for public libraries, including official recognition, and providing common definitions.

LAST DAY AND TIME TO OFFER COMMENT TO AGENCY: 10/24/2025 9:30 AM

The Agency requests public comment on whether other options should be considered for achieving the rule's substantive goals while reducing negative economic impact of the rule on business.

CONTACT: Buzzy Nielsen
971-375-3486
buzzy.nielsen@slo.oregon.gov

250 Winter St NE
Salem,OR 97301

Filed By:
Susan Westin
Rules Coordinator

HEARING(S)

Auxiliary aids for persons with disabilities are available upon advance request. Notify the contact listed above.

DATE: 10/24/2025
TIME: 9:05 AM - 9:30 AM
OFFICER: Wendy Cornelisen

REMOTE HEARING DETAILS
PHONE NUMBER: 503-378-5015
SPECIAL INSTRUCTIONS:
Please contact Jessica Sokoloff at 503-378-5015 or jessica.sokoloff@slo.oregon.gov for the remote hearing details.

NEED FOR THE RULE(S)

These rule changes do the following:
1. Gather rules related to public libraries into a single division of rules.
2. Provide common definitions for the rules.
3. Clarifies rules related to official recognition of public libraries by specifying that some public funding must come from local sources, which American Library Association documents public libraries must incorporate into their policies, and the timelines for the process.
4. Updates rules related to the public library annual statistical report and population determination to be consistent with current agency practice.

DOCUMENTS RELIED UPON, AND WHERE THEY ARE AVAILABLE

Agency staff relied on the following core documents from the American Library Association:

- Code of Ethics - https://www.ala.org/tools/ethics
- Library Bill of Rights - https://www.ala.org/advocacy/intfreedom/librarybill
- Freedom to Read Statement - https://www.ala.org/advocacy/intfreedom/freedomreadstatement

ORS 357, which is referenced several times in the proposed changes, is available at:
https://www.oregonlegislature.gov/bills_laws/ors/ors357.html

STATEMENT IDENTIFYING HOW ADOPTION OF RULE(S) WILL AFFECT RACIAL EQUITY IN THIS STATE

These rules changes may indirectly affect racial equity in the state. The official recognition process for public libraries is intended to ensure that every public library in the state meets a minimum set of standards. Those standards provide consistency to library service across the state regardless of the size or demographics of a library's service population.

FISCAL AND ECONOMIC IMPACT:

While there is likely to be no or minimal fiscal impact as a result of these rules, a library could fail to meet the minimum conditions and may not be officially recognized by the State Library Board, resulting in ineligibility for State Library aid. The minimum conditions required for a public library to be officially recognized could also create new expenses for a very limited number of cities or counties seeking to bring library systems into compliance. The State Library is unable to estimate the cost of compliance due to the many factors that can influence compliance. Taxpayers could be impacted if the community seeks additional funding to come into or maintain compliance.

COST OF COMPLIANCE:
(1) Identify any state agencies, units of local government, and members of the public likely to be economically affected by the rule(s). (2) Effect on Small Businesses: (a) Estimate the number and type of small businesses subject to the rule(s); (b) Describe the expected reporting, recordkeeping and administrative activities and cost required to comply with the rule(s); (c) Estimate the cost of professional services, equipment supplies, labor and increased administration required to comply with the rule(s).

No state agencies or small businesses will be economically affected by the rules. A limited number of public libraries may be affected changes in the rules. Members of the public in the communities of affected public libraries may also be economically affected by the rules if the community seeks additional funding to come into or maintain compliance.

DESCRIBE HOW SMALL BUSINESSES WERE INVOLVED IN THE DEVELOPMENT OF THESE RULE(S):

Small businesses were not involved in the development of the rules, as they are not affected.

WAS AN ADMINISTRATIVE RULE ADVISORY COMMITTEE CONSULTED? YES

RULES PROPOSED:
543-080-0005, 543-080-0010, 543-080-0020, 543-080-0030, 543-080-0040

ADOPT: 543-080-0005

RULE SUMMARY: The scope covers the extent of OARs relating to public libraries.

CHANGES TO RULE:

543-080-0005
Scope
OAR chapter 543, division 80, applies to public libraries as defined in ORS 357.400(3) that were established under one of the methods described in ORS 357.216-286 or 357.400-621.
Statutory/Other Authority: ORS 357
Statutes/Other Implemented: ORS 357

ADOPT: 543-080-0010

RULE SUMMARY: Definitions for terms used in Division 80 - Public Libraries

CHANGES TO RULE:

543-080-0010
Definitions
The following definitions apply to the terms used in this division:¶
(1) "Annual report" means usage, financial, and other data that public libraries are required to submit to the State Library annually, in accordance with ORS 357.020.¶
(2) "Board" means the State Library Board, as established under ORS 357.021-040.¶
(3) "Fiscal year" means the period of one year commencing on July 1 and closing on June 30.¶
(4) "Legally established" means a public library that was established under one of the methods described in ORS 357.216-286 or 357.400-621.¶
(5) "Official recognition" means a public library is legally established, meets the public library minimum conditions as explained below, and is eligible for State Library aid and grants as authorized in statutes, per ORS 357.405.¶
(6) "Population" means the number of people a public library legally serves, as determined by its jurisdictional boundaries and any contracts it has with other jurisdictions.¶
(7) "Public funds" means revenue generated by a local, state, or federal government.¶
(8) "Public library" has the meaning given to public library in ORS 357.400(3), and shall be established in accordance with ORS 357.410.
Statutory/Other Authority: ORS 357
Statutes/Other Implemented: ORS 357

AMEND: 543-080-0020

RULE SUMMARY: Updated the language for the submitted of annual reports by public libraries.

CHANGES TO RULE:

543-080-0020
Annual Reports ¶

(1) Not later than October 31 of each year, public libraries shall submit ~~statistical and financial information, in conformance with ORS 357.520, to the State Library on the Statistical Report form furnished by the State Library~~an annual report to the State Library using a form furnished by the State Library.¶
(2) The report shall cover the previous fiscal year.
Statutory/Other Authority: ORS 357
Statutes/Other Implemented: ORS 357.520

AMEND: 543-080-0030

RULE SUMMARY: Update the language regarding official recognition of public libraries.

CHANGES TO RULE:

543-080-0030
Official Recognition of Public Libraries ¶

(1) The ~~State Library~~ Board will officially recognize ~~those~~ public libraries that ~~becom~~are legally established ~~under one of the methods described in ORS 357.216-286 or 357.400-621 and have met all minimum conditions~~and meet all minimum conditions created in accordance with ORS 357.405. ¶
(2) Libraries, that have a ~~service~~ population of over 2,000~~,~~ shall meet the following minimum conditions:¶
(a) Have at least half (50%) of its operational financial support from public funds. At least 25% of total revenue must be generated directly by a local government (city, county, or district) through property taxes, sales taxes, transient lodging tax, service fees, or other means. Revenue libraries receive from the State Library is not counted for the purposes of this calculation.¶
(b) Be open to the public a minimum of 20 hours per week.¶
(c) Provide a collection comprising books, media, or electronic resources.¶
(d) Offer free public access computers with ~~l~~internet access.¶
(e) Offer free public wireless ~~l~~internet access (wi-fi).¶
(f) Provide a website that enables local library users to access State Library of Oregon resources and services available to all Oregon residents. ¶
(g) Dedicate at least 0.50 full-time equivalent (FTE) paid staff time exclusively to library functions.¶
(h) Have basic policies in place and accessible online for collection management, circulation, and patron confidentiality ~~tha~~. The policies must incorporate ~~relevant~~the American Library Association (ALA) ~~professional ethical codes,~~Code of Ethics, Library Bill of Rights, and Freedom to Read Statement. All policies must be consistent with r~~u~~el~~es, and guidelines~~vant local, state, and federal non-discrimination statutes, including ORS 659A.403.¶
(i) Provide basic services for reference and youth services.¶
(j) Complete the annual ~~statistical report as required under ORS 357.520 and OAR 543-010-0035~~report.¶
(3) Libraries, that have a ~~service~~ population of 2,000 or ~~less~~fewer, shall meet the following minimum conditions:¶
(a) ~~H~~Have at least one fourth (25%) of its operational financial support from public funds. At least 18.75 % of total revenue must be generated directly by a local government (city, county, or district) through property taxes, sales taxes, transient lodging tax, service fees, or other means. Revenue libraries receive from the State Library is not counted for the purposes of this calculation.¶
(b) Be open to the public a minimum of 10 hours per week.¶
(c) Provide a collection comprising books, media, or electronic resources.¶
(d) Offer at least one free public access computer with internet access.¶
(e) Offer free public wireless internet access (wi-fi).¶
(f) Provide a website that enables local library users to access State Library of Oregon resources and services available to all Oregon residents.¶
(g) Dedicate at least 0.25 full-time equivalent (FTE) paid staff time exclusively to library functions.¶
(h) Have basic policies in place and accessible online for collection management, circulation, and patron confidentiality ~~tha~~. The policies must incorporate ~~relevant~~the American Library Association (ALA) ~~professional ethical codes,~~Code of Ethics, Freedom to Read Statement, and Library Bill of Rights. All policies must be consistent with r~~u~~el~~es, and guidelines~~vant local, state, and federal non-discrimination statutes, including ORS 659A.403.¶
(i) Provide basic services for reference and youth services.¶
(j) Complete the annual ~~statistical report as required under ORS 357.520 and OAR 543-010-0035~~report.¶
(4) Official recognition as a public library will qualify the library to be eligible for state aid and grants from the State Library as authorized in statutes. ~~A libr~~The Boar~~y~~d must ~~receive~~vote to officiall~~y~~ recogni~~tion~~ze a library by June 30 for it to be eligible for grant funding in the next ~~state~~ fiscal year ~~beginning July 1~~.¶
(5) Official recognition will continue unless the library no longer meets the minimum conditions in these rules or any statutory requirements of a public library.¶
(~~a~~6) Library responses to the ~~Public Library Annual Statistical Survey~~annual report will be used to determine compliance with minimum conditions outlined in sections (2) and (3). ¶
(~~b~~a) An officially recognized public library that fails to meet the minimum conditions as outlined in section~~s~~ (2) or (3) will have two ~~(2)~~ years from the time they are notified to achieve compliance, during which time the library maintains eligibility for state aid and grants.¶
(~~c~~b) Proceedings for termination of official recognition for a library that fails to meet minimum conditions after two ~~(2)~~ years will be scheduled for consideration by the Board~~, which will then make a de~~. The Board will make a

determination before the end of the fiscal year.¶
(i) The library may submit an objection to the Board about the proposed termination.¶
~~(d)~~ The ~~State Library will provide an annual report to the Board on the status of public library compliance with minimum conditions~~objection must contain a detailed statement specifying the reason the library believes the action would be improper.¶
(ii) The objection must be submitted in writing at least 15 business days before the scheduled meeting.¶
(c) The State Library will report to the Board on the status of public library compliance with minimum conditions. The report shall be given no later than the last regularly scheduled Board meeting of the fiscal year.¶
(~~6~~7) The Board will terminate a public library's official recognition immediately after a local government withdraws support following the requirements of ORS 357.621. The State Library will notify the local government that official recognition is being terminated.¶
(~~7~~a) ~~Any affected agenc~~The library may appeal the termination of official recognition to the Board. The appeal must be in writing and ~~must~~ contain a detailed statement specifying the reason the ~~appellant agenc~~library believes the action was improper. ¶
(~~8~~b) The written appeal must be filed no later than 15 business days after the notice of termination of official recognition is received. Once an appeal is received, it will be scheduled for consideration by the Board, which will then make a determination. ¶
(~~9~~8) ~~To be reinstated, a~~A library must request reinstatement of official recognition from the Board. The request must include signed documentation attesting that the library has met all minimum conditions. The request will then be scheduled for consideration by the Board~~, which will make a determination~~ at its next regularly scheduled meeting. The State Library will notify the local government if official recognition is being reinstated. A library may appeal a denial of reinstatement as described in section (7) of this rule.¶
(~~10~~9) The Board may grant a temporary waiver to a library that is unable to comply with the minimum conditions as outlined in sect~~oin~~ions (2) or (3) due to states of emergency declared by the Governor, emergencies declared by local governing bodies, or extraordinary events ~~beyond the library's control~~ that prevent safe access to the library's facilities. Waivers will be reviewed annually to assess whether they continue to be needed.
Statutory/Other Authority: ORS 357.026(1)
Statutes/Other Implemented: HB2243 A (2019), ORS 357.400 - 357.621, ORS 357.216-286

AMEND: 543-080-0040

RULE SUMMARY: Update the language regarding population determination for public libraries.

CHANGES TO RULE:

543-080-0040
Population Determination for Public Libraries ¶

(1) The State Librar~~ian~~y shall ~~use th~~estimate population ~~estimates for cities and counties includ~~using latest data published ~~in~~by the ~~publication, Population Estimates for Oregon, published by the~~Portland State University Center for Population Research and ~~Census, Portland State University, as amended by the latest supplements to this publication~~the U.S. Census Bureau. Data from the Oregon Secretary of State Elections Division may also be used to estimate populations for public libraries operated by special districts or that are coextensive with another type of district's boundaries (e.g. school district).¶
(2) In accordance with ORS 357.780(2)(c), a public library may be assigned population beyond its governing authority's jurisdiction in cases where the library has a valid contract with a unit of local government to provide services to this population. The contract, which must be on file at the State Library, must grant the library the sole responsibility to serve the population in question~~, and t~~. The population must be specified in the contract ~~in a~~ clearly and precise~~ manner, in order for additional population to be assigned for grant purposes~~ly. Public libraries established as non-profit corporations under Oregon law may be assigned population and ~~may receive~~become eligible for state aid and grants only in this manner.¶
(3) In cases other than those described in section (2) of this rule, where the same population is served by two or more public libraries, the State Librar~~ian~~y shall determine which public library is the primary service provider to the population in question, and shall assign the population to the primary service provider. In making this determination the State Librar~~ian~~y shall consider the location of library facilities and any available statistics on patterns of library use by the population in question.¶
[Publications: Publications referenced are available from the agency.]
Statutory/Other Authority: ORS 357
Statutes/Other Implemented: ORS 357.206 amended Sec. 1 SB 12, ORS 357.212 amended Sec. 1 SB 12, ORS 357.209 amended Sec. 1 SB 12

Oregon
Tina Kotek, Governor

State Library
of Oregon

250 Winter St. NE
Salem, OR 97301
503-378-4243
www.oregon.gov/library

SUBMITTED COMMENTS

Date / time submitted: 9/23/2025 3:49:00 PM

Name: Megan Dazey

Comment:

These proposed changes are common sense changes and make sense in the updated versions. Thank you for considering.

Date / time submitted: 10/3/2025 10:26:00 AM

Name: Jim Scheppke

Comment:

Public Comments on Proposed State Library Administrative Rules

By Jim Scheppke, Former State Librarian of Oregon (1991-2011)

Public Comment on Proposed Rule 543-080-0030, Official Recognition of Public Libraries

I want to register my opposition to the wording of 543-080-0030(2) regarding the minimum conditions of recognition for libraries that serve a population over 2,000. I think the criteria for "operational financial support from public funds" is too loose and too minimal.

It might allow situations like we experienced this year when the volunteer non-profit Keizer Community Library attempted to gain recognition with budget of only $58,629 in FY2025. In that year Keizer had a population of over 38,000. The average expenditure of five peer libraries in FY2024 in the cities of West Linn, Sandy, McMinnville, Tualatin, and Newberg was well over $2 million.

What's more, the Keizer Community Library has never received tax funding like all other Oregon public libraries receive. In FY2025 they received a small amount of leftover ARPA funding from the City of Keizer. This year they are receiving $30,000 in Transit Occupancy Tax (TOT) funding from the City. The Keizer City Council is proud of the fact that they are not spending taxpayer money on a library. At a City Council meeting this year one Councilor commented about TOT funds, "This is a little bit of magic that these funds are available to us. We're using OP money. We're using other people's money to fund our library. So how often does that happen?"

The Keizer Community Library's plan was to gain recognition from the State Library Board in order to get a Ready to Read grant and other grant funding for which recognized public libraries would be eligible, such as foundation grants. Having boosted their budget in this way they planned to apply for membership in the Chemeketa Cooperative Regional Library Services (CCRLS) which would

bring them very significant funding and other benefits. The City Attorney talked about this in a City Council meeting. He said that if CCRLS membership could be achieved the City would not even have to use TOT funding for the library. "The City would literally be off the hook," he proudly stated. Keizer could then have a public library with no city funding of any sort. CCRLS funding would be their "public funding."

It should also be noted here that in 2022, 55% of Keizer residents voted against a plan to support the Keizer Community Library with a monthly service fee of only $2.50 a month ($30 a year). Keizer citizens have rejected "public funding" of a public library.

Does the State Library Board want to have an administrative rule that would allow recognition of the Keizer Community Library under these circumstances? I hope not. The rule needs to be tightened up to require cities that want to have recognized public libraries to support them with an adequate amount of city money, not "other people's money" or other sources outside of the city.

The first Oregon State Librarian, Cornelia Marvin Pierce, worked tirelessly from 1905 until her retirement in 1928 for tax-supported public libraries. When she started her work there were three. When she completed her work there were 82. She would be appalled at the idea of cities like Keizer attempting to gain the benefits of a public library without having to provide tax support.

Public Comment on Proposed Rule 543-080-0040, Population Determination for Public Libraries

I want to register my opposition to this proposed rule. It does not adequately address the situation with the Chemeketa Cooperative Regional Library Service (CCRLS) in which 16 public libraries serve a sizable population in three counties that lack their own public library services. The rule as drafted does not address this. 543-080-0040 (2) addresses a situation in which a public library contracts with another unit of government to be the sole provider of library services to that entity. 543-080-0040 (3) addresses a situation in which multiple public libraries serve an otherwise unserved population, but in which one library is the "primary service provider." Neither of these situations are true of CCRLS. While the Salem Public Library is by far the largest library in CCRLS and serves the majority of the otherwise unserved it cannot be accurately described as the "primary service provider."

I note that the population in CCRLS outside of the 16 member libraries has been recently handled by the State Library in different ways. As recently as FY2021, CCLRS appeared in the annual compilation of public library statistics as its own entity with a population served of 184,850. I don't think this was the proper way to handle this because CCRLS is not a public library and should not appear in the annual statistics with a service area population. I believe this was the last year that CCRLS appeared in the report. But this is not accurate either because the 16 CCRLS member public libraries do serve the large population that was last reported in FY2021.

When I worked at the State Library (1986 – 2011) we handled it this way. We asked CCRLS to report the circulation of library materials to the otherwise unserved population from each of the 16 CCRLS member libraries. Then we apportioned the otherwise unserved population based on their percentage of circulation to each of the 16 libraries. This boosted their service area populations quite a bit, especially for Salem. But we believed this was appropriate. The 16 libraries are serving this population, and their official service area population should acknowledge this. In the case of the Salem Public Library, it was very inaccurate to assign them a service area population of only 182,726 (their city population) in FY2024 when they were providing nearly all the public library service to over 38,000 Keizer residents on their doorstep.

I would advocate for a rule that allocates otherwise unserved population in library cooperatives like CCRLS based on "percent of circulation" which used to be the practice of the State Library for many years.

Agenda Item – Board Logistics

Background and Summary

The State Library Board is setting dates and locations for the 2026 calendar year.

Proposed dates and locations:

Friday, January 16, 2026 Virtual

Friday, May 15, 2026 Virtual

Friday, August 21, 2026

Friday, November 6, 2026

Agenda Item –

Miscellaneous

Oregon Libraries E-Rate Needs Assessment

May 2025

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1 Executive summary

To support the Oregon Broadband Office's (OBO) efforts to leverage existing federal funding to close the digital divide in rural Oregon, OBO engaged CTC Technology & Energy (CTC) to conduct this Oregon Libraries E-Rate Needs Assessment. The project focused on identifying and ameliorating barriers to participation in the E-Rate program among 50 rural public libraries, inclusive of libraries on federally recognized tribal lands.

E-Rate, the commonly used name for the Schools and Libraries program of the Universal Service Fund (USF), is a federal program that enables eligible libraries and schools to receive discounts on broadband and telecommunications services and related equipment.[1]

OBO initiated this effort with an understanding that increasing the libraries' participation in E-Rate could deliver significant connectivity benefits across the state; while the Institute of Museum and Library Services has a record of 135 libraries in Oregon, as of its 2022 Public Libraries Survey (PLS). In that same year, just 14 Oregon libraries received funding commitments through the E-Rate program.[2]

1.1 Methodology

OBO selected 50 libraries to participate in the project. These libraries are located in areas of the state designated as rural, are eligible for significant E-Rate discounts on telecommunications services, and do not currently participate in E-Rate. The needs assessment was designed to give OBO insight into why, despite the potential benefits, these libraries do not currently participate in E-Rate.

To conduct the needs assessment, CTC designed, disseminated, and analyzed a survey to gather qualitative data on the libraries' broadband needs, technology

[1] E-Rate is administered by the Universal Service Administrative Company (USAC) on behalf of the Federal Communications Commission (FCC). "E-Rate," Universal Service Administrative Company, https://www.usac.org/e-rate/.

[2] All data for 2022 (most recent data available as of the writing of this report). "Library Search & Compare," Institute of Museum and Library Services, https://www.imls.gov/search-compare. "E-Rate Search Commitments Tool," USAC, https://opendata.usac.org/stories/s/jj4v-cm5x.

usage, and operational challenges; CTC then conducted stakeholder interviews to gain deeper insights into the libraries' technology and infrastructure gaps.

1.2 Barriers identified

The needs assessment identified multiple barriers to E-Rate program participation among the selected libraries. Libraries often face a combination of these barriers:

- **Lack of knowledge and understanding of the E-Rate program:** Libraries cited a lack of knowledge regarding the program, the application processes, the funding requirements, and the level of effort and commitment required to initiate this process.
- **Lack of authority or budget.** Only 39 percent of libraries surveyed had full control over technology expenditures, with the governing bodies of their town or city having partial or full control.
- **Lack of staff time.** When librarians are already overburdened with day-to-day library operations, they are unlikely to invest the time necessary to become experts and advocates for the usage of E-Rate program funds.
- **Lack of broadband service.** CTC found that nine of the 87 library locations evaluated in the study were in areas not currently served at minimum internet speeds by any service provider according to FCC data.

1.3 Recommendations for increasing E-Rate participation

Given the barriers identified in this needs assessment, OBO and other relevant State of Oregon agencies could consider a range of strategies to aid rural libraries in E-Rate program participation. Chief among these would be to make the services of an E-Rate adviser or coordinator available to Oregon's libraries.

Designate a statewide E-Rate coordinator or consultant. Supporting Oregon's libraries with an expert advisor available to help them through the application process at no cost to their budgets would reduce barriers to E-Rate participation.

Offer grant funding to individual libraries. Another option to aid libraries in E-Rate program uptake would be to provide a grant fund through which libraries could apply for funding for their own E-Rate consultant or other expenses that may enable their program participation, such as IT support.

Provide a guidebook and related written documentation about the E-Rate processes. Libraries reported that a checklist and written instructions regarding the E-Rate process would be a helpful tool.

2 Objectives and methodology

OBO's objectives for the needs assessment project are as follows:

1. **Identify barriers to E-Rate program participation**, such as bureaucratic complexity, knowledge gaps, regulatory complexities, geographic and socioeconomic disparities, funding concerns, and equity concerns.
2. **Assess libraries' extant broadband infrastructure**, including internet service providers, connection types, speeds, and physical equipment.
3. **Examine libraries' technological capabilities**, including the technological experience of librarians and IT staff, infrastructure needs, and services offered to patrons.
4. **Conduct surveys and stakeholder interviews** to gather qualitative data on operational challenges and perceptions of the E-Rate program.
5. **Perform a gap analysis** to identify discrepancies between current infrastructure and desired technological capabilities.
6. **Develop actionable recommendations** to enhance broadband access, improve digital services, and support increased E-Rate program utilization.

To achieve these goals, CTC collected data via an online survey instrument that was distributed to the 50 libraries selected by OBO, and organized follow-up interviews with interested libraries. CTC also researched internet service providers that report serving the libraries' communities, which enabled a geographic analysis of service availability as a potential barrier to E-Rate participation.

2.1 Needs assessment survey

CTC prepared the survey questionnaire in SurveyMonkey, with OBO's review and approval. The questionnaire (provided in Appendix A: Survey instrument) was designed to gather information from libraries about their current technological capabilities, as well as barriers and challenges preventing them from participating in E-Rate. CTC tested the survey to ensure it would take respondents no more than 15 to 20 minutes to complete.

CTC distributed links to the survey via personalized emails to the 50 libraries selected for the project. (The template for this email is provided in Appendix B: Outreach templates.)

During the survey dissemination period, the CTC team made at least one call to each of the selected libraries to encourage survey participation—in some cases calling up to four times when a library director could not be reached. The basic script for the outreach calls is provided in Appendix B: Outreach templates.

The survey questions were designed as a comprehensive tool to give insight into the libraries' infrastructure, technological capabilities, and barriers to participation in the E-Rate program. The survey also intended to provide some information to libraries regarding the E-Rate program, the discounts for which the surveyed libraries are eligible, and the technologies eligible for discounts under the program.

The survey results were assessed to identify the most prevalent needs, concerns, and questions, as well as prior knowledge regarding E-Rate, among the rural libraries surveyed.

2.2 Stakeholder interviews

After preliminary analyses of the survey data, CTC identified library representatives expressing interest in further discussion about the E-Rate program. Of the 31 survey respondents, 15 indicated they could be contacted for clarification or follow-up on survey responses. CTC reached out to these 15 libraries, resulting in three stakeholder interviews.

CTC scheduled and conducted one-on-one interviews with three library representatives to gather additional information about their current and future needs. These interviews, as well as the survey responses, inform the gap analysis in this report.

The focus of the interviews was to gain more details regarding the libraries' perceived barriers to E-Rate participation. In the survey, two questions with multiple-selection responses allowed librarians to specify whether their library lacked the time, knowledge, coordination, funding, or authority to make decisions regarding their E-Rate participation and broadband services.

The CTC team sought more details on what specific barriers were faced by the interviewed libraries, what they might envision as potential solutions, and any

other information the librarians wished to share. (The template structure for these follow-up interviews is provided in Appendix B: Outreach templates.)

2.3 Geographic analysis of internet service providers

To supplement the data reported by libraries on their internet service providers, CTC's GIS team analyzed location data for 87 library locations associated with the 50 selected libraries against the FCC broadband location data fabric as of November 2024. In this analysis, CTC looked for service providers documenting the ability to serve the library locations' census blocks using fiber, cable, DSL, or licensed fixed wireless technologies.

3 Survey respondents report diverse levels of need and readiness to participate in E-Rate

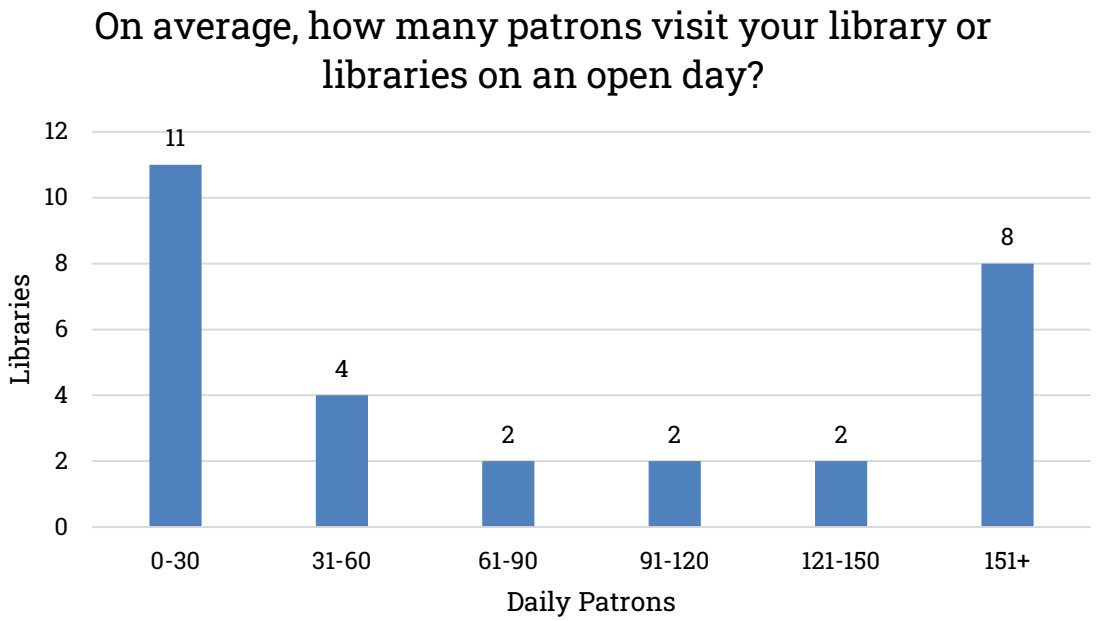
The 31 libraries who responded to the survey show a diversity of level of need and a diversity of preparedness to participate in the E-Rate program. According to the survey, most libraries see themselves as having acceptable Wi-Fi available in their library and consider the internet they have available to be better than that available to their patrons at other locations in the community.

About half (fifteen) stated a need for additional computers at their library for patron use. However, the majority do not have a budget line item or funding specifically for public access technology. Most libraries feel constrained in some way when it comes to technology purchases, either in budget, the time needed, or in decision-making power.

3.1 Overview of survey respondents

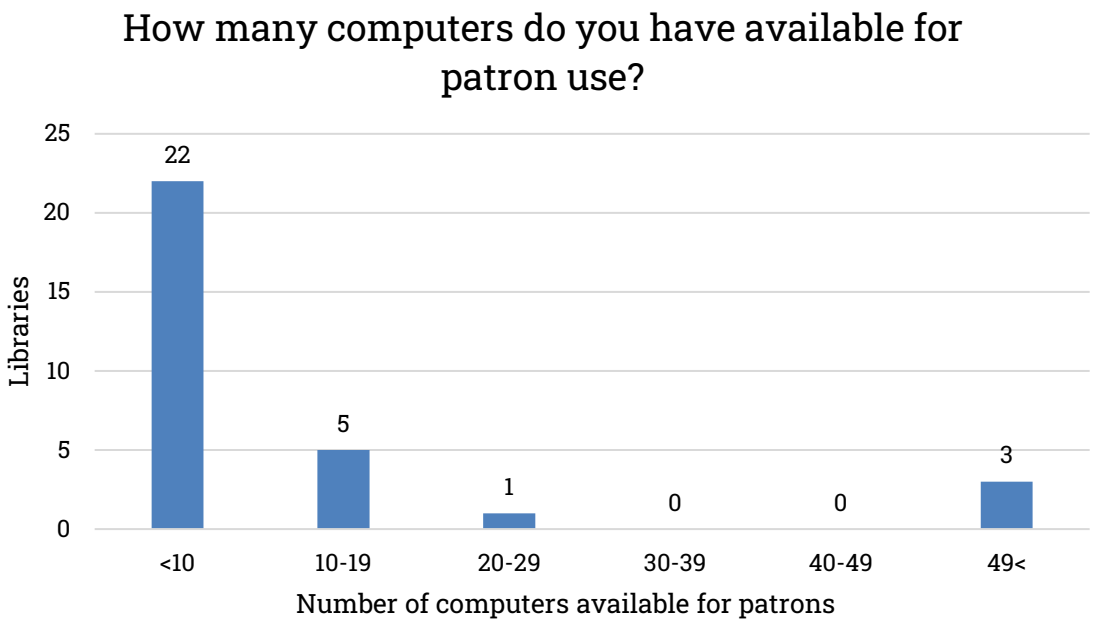
The 31 respondents spanned a diverse range of sizes in terms of both patrons and physical space, some representing multiple library branches in their responses. Eleven reported 30 or fewer patrons visiting per day, eight reported more than 150 patrons per day, and the rest fell in between (Figure 1). This can be explained by the fact that some of the surveyed libraries were reporting as library districts consisting of multiple library locations rather than as single locations, as well as by the variation in community size in rural areas, and speaks to the diversity of the sample set.

Figure 1: "On average, how many patrons visit your library or libraries on an open day?"



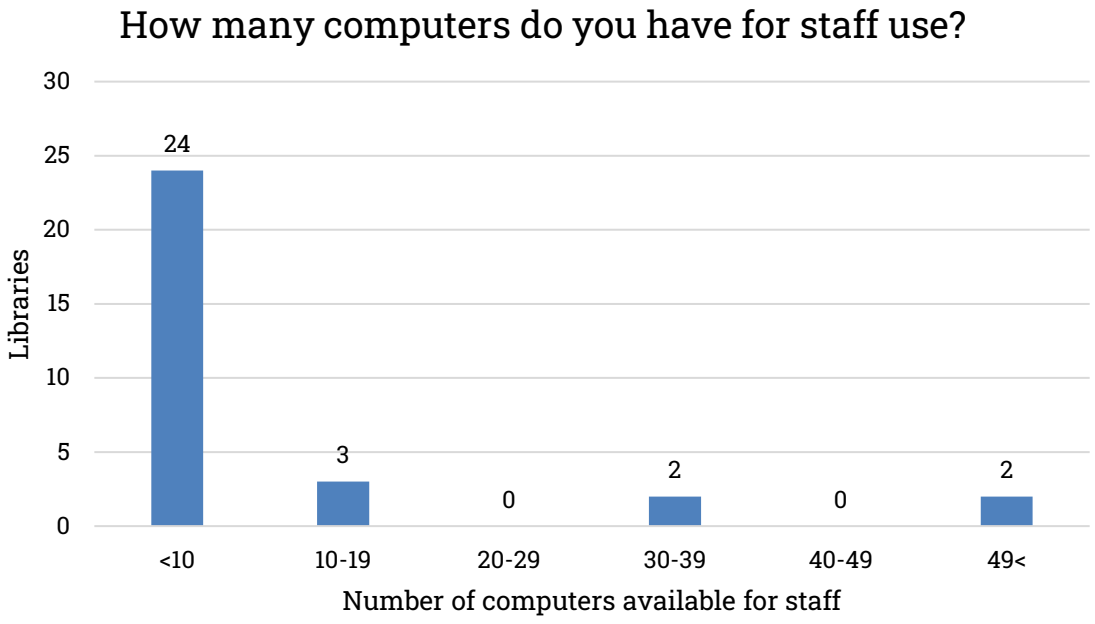
The libraries surveyed also vary in the number of computers they have available to patrons (see Figure 2). Twenty-two of the surveyed libraries have 10 or fewer computers available for patron use, and three have over 49 computers available for patron use. The wide variance can also be explained by the inclusion of a few library districts in the survey sample set: These districts provided aggregated numbers for all of their branches. In general, respondents tend to have fewer than 10 computers available to patrons per branch library.

Figure 2: "How many computers do you have available for patron use?"



This trend is replicated in the data on staff computers (see Figure 3), with 24 of the 31 surveyed libraries responding that they have 10 or fewer computers available for staff use, and only seven with more than 10 computers.

Figure 3: "How many computers do you have for staff use?"

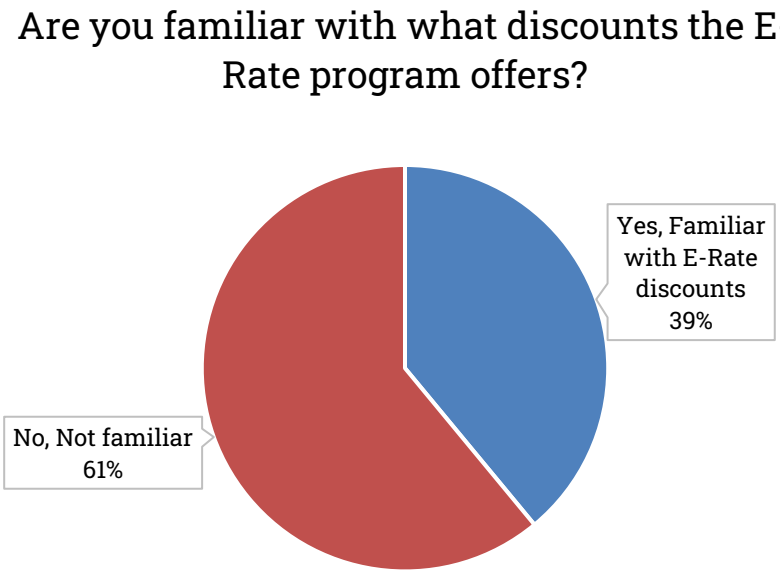


Twenty-nine of the 31 surveyed libraries provided at least one of the following technology types for patrons to use: laptops, desktop PCs with a wired connection, desktop PCs using Wi-Fi only, e-readers, hotspots, or iPads. Two libraries indicated they did not provide technology to patrons for use in the library, but indicated in response to the question "How many computers do you have available for patron use?" that they did in fact provide computers for patron use within the library.

When it came to offering devices for patron use at home, 14 libraries answered they did not provide laptops, tablets, e-readers, or hotspots for patron use at home. One library remarked that Wi-Fi connected laptops, tablets, and Wi-Fi hotspots for patron checkout are recent additions to their service offerings. Another noted the recent addition of two 3D printers to their offerings. Another noted that they had to temporarily decrease the number of computers available in-library to patrons from four to two as they are currently in a temporary location.

The libraries differ in their familiarity with the E-Rate program, with only 39 percent familiar with the discounts offered by the program (see Figure 4, below). E-Rate provides discounts on multiple aspects of and technologies for broadband connectivity in libraries; it is possible that in answering this question, librarians were indicating their unfamiliarity with the range of discounts the program offers.

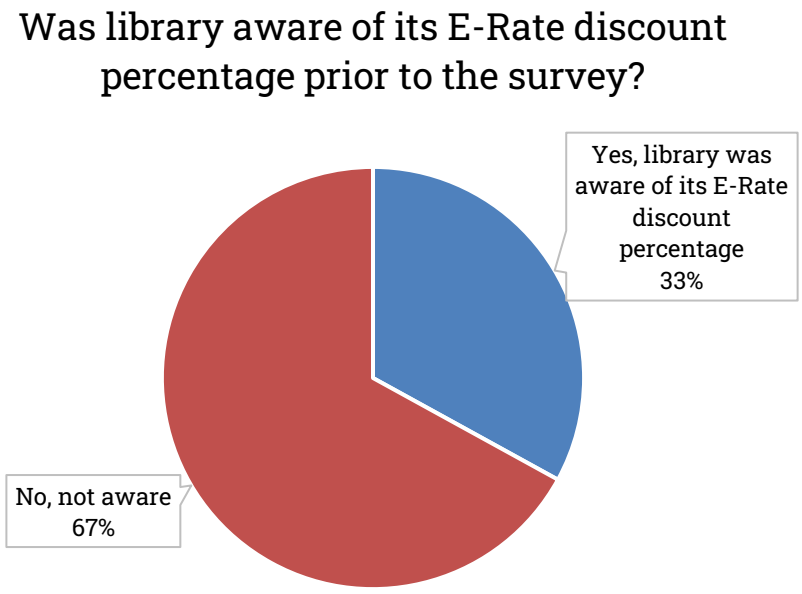
Figure 4: "Are you familiar with what discounts the E-Rate program offers?"



The sample set of libraries selected by OBO are all eligible for E-Rate discounts of 60 percent or greater on broadband services. The survey outreach materials included information on the E-Rate discounts for which each library was eligible, and the survey reiterated that all selected libraries are eligible for 60 percent or greater discounts.

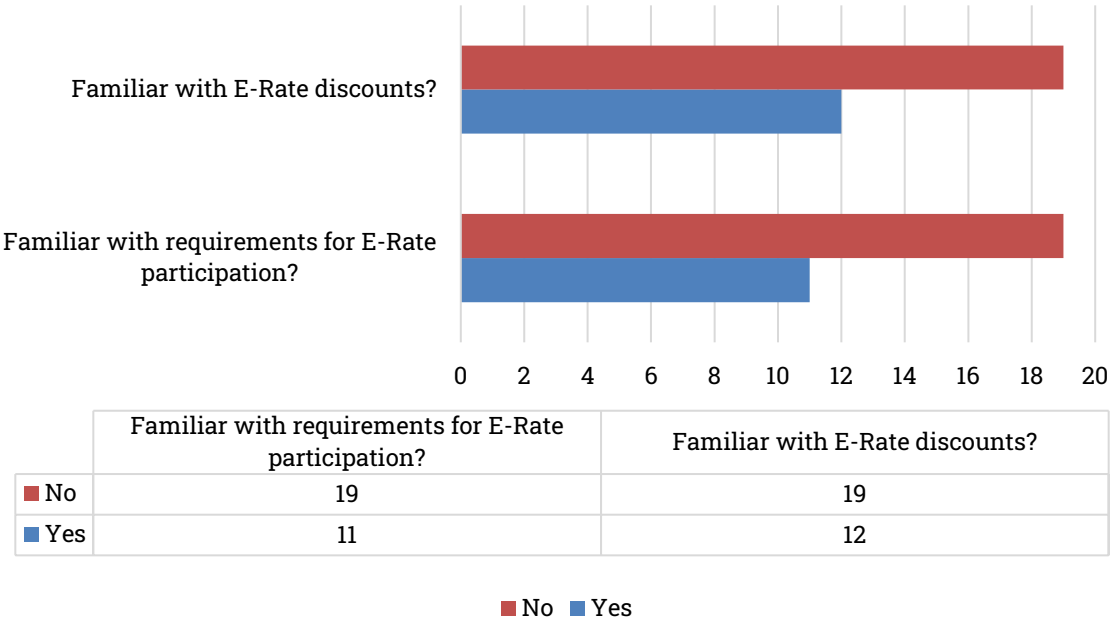
After providing this information, the survey asked whether the library was aware of its specific discount percentage. Only a third of respondents indicated that they were aware of their discount percentage prior to the survey (see Figure 5, below).

Figure 5: "Was Library aware of its E-Rate discount percentage prior to the survey?"



The metrics for familiarity with E-Rate program requirements were similar, with slightly fewer respondents indicating familiarity with program requirements than with discounts. The results of these two questions are compared below (Figure 6, below).

Figure 6: "Familiarity with requirements" and "familiarity with discounts"

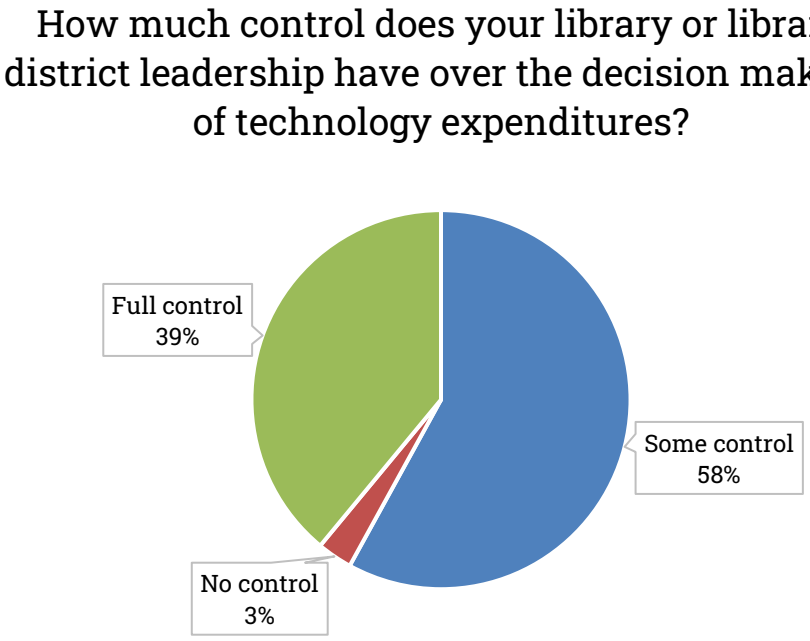


	Familiar with requirements for E-Rate participation?	Familiar with E-Rate discounts?
No	19	19
Yes	11	12

When asked how much control the library or library district leadership has over the decision-making process for technology expenditures, 39 percent said that they had full control, while the remainder had only some or no control over technology expenditures (Figure 7). In response to another survey question, 65

percent of respondents said they did not have a budget line item for technology expenditures.

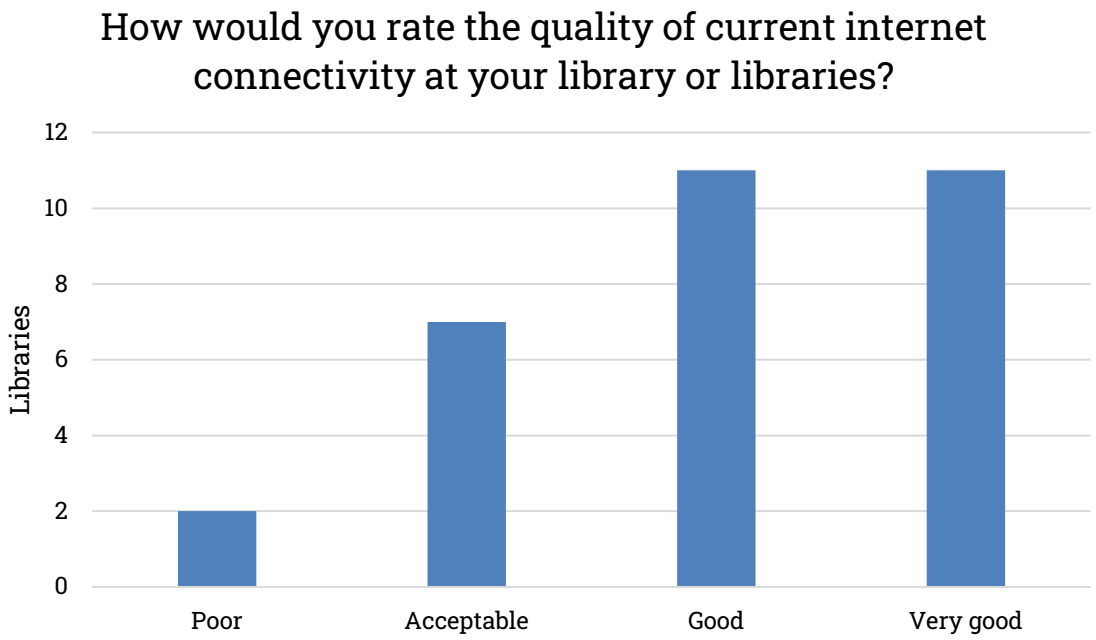
Figure 7: "How much control does your library or library district leadership have over the decision-making of technology expenditures?"



3.2 Broadband and technology needs

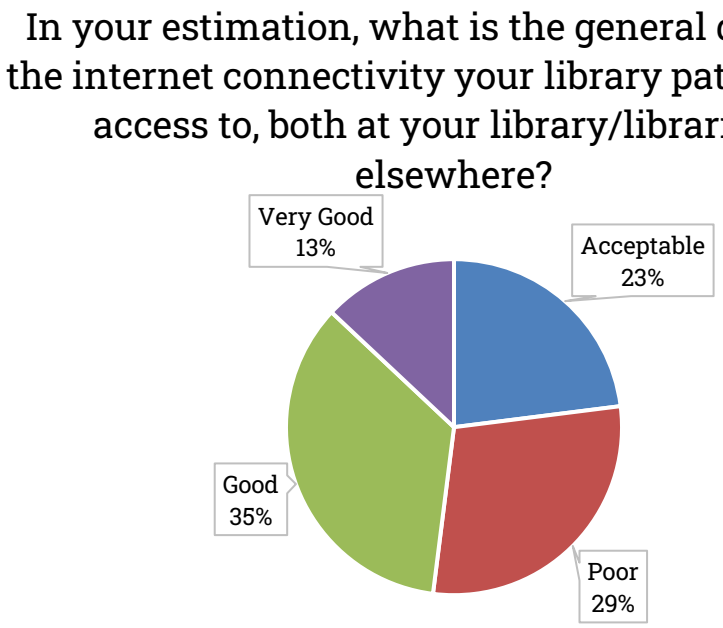
When asked "How would you rate the quality of current internet connectivity at your library or libraries?" only two survey respondents, or about 6 percent of respondents, marked "poor" (Figure 8, below). In geographic analysis of the internet service providers operating in the areas in which these libraries/districts are located, some locations affiliated with one or both of these respondents have no listed service provider, while others are served by two or more providers. (See Section 5 for more information on geographic analysis.)

Figure 8: "How would you rate the quality of current internet connectivity at your library or libraries?"



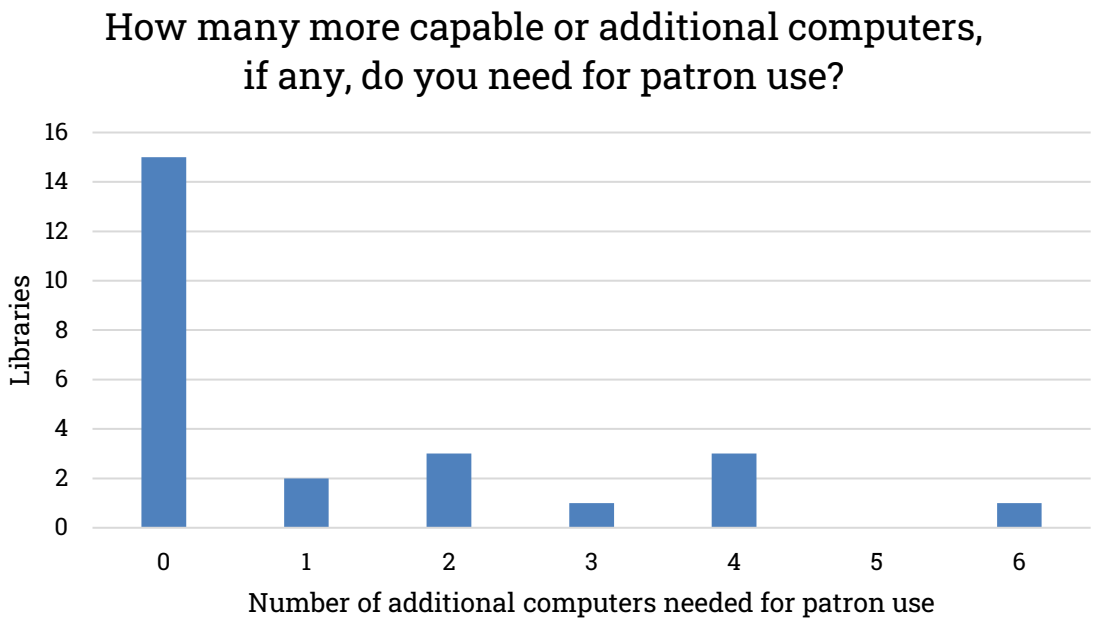
More respondents indicated dissatisfaction with the quality of internet connectivity their patrons had access to more generally—not only in their libraries, but also in their larger community: 29 percent of the 31 survey respondents marked the general quality of internet accessible to patrons as "poor" (Figure 9). This disparity, with a marked preference towards the quality of internet in libraries over that available in the community at large, indicates the importance of libraries as a community access point for internet services.

Figure 9: "In your estimation, what is the general quality of the internet connectivity your library patrons have access to, both at your library/libraries or elsewhere?"



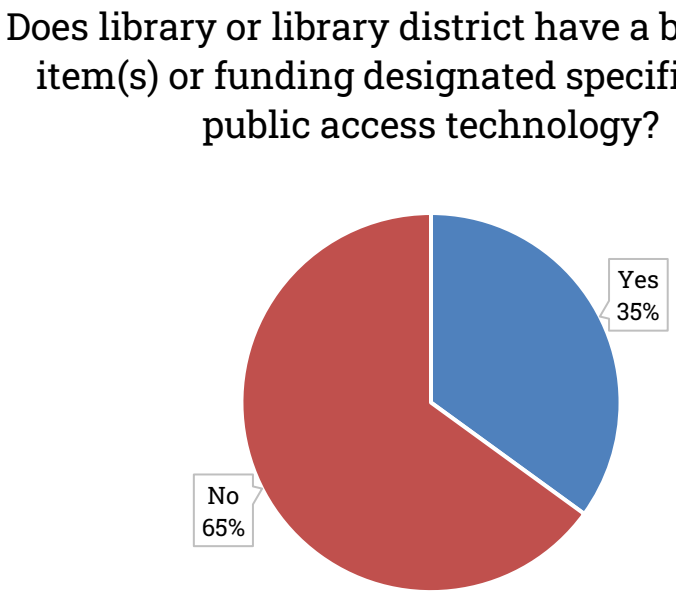
Fifteen of the surveyed libraries perceive a need for at least one and up to six additional computers for patron use (Figure 10). The other 10 respondents indicated that they are satisfied with the number of computers they have available for patron use. One survey respondent did not answer this question.

Figure 10: "How many more capable or additional computers, if any, do you need for patron use?"



The majority of surveyed libraries do not have a budget line item or funding specifically for public access technology (Figure 11). In conversation with librarians during outreach calls and follow-up interviews, multiple indicated that funding was scarce across the board, or that grants had become a necessary source of funding for their library.

Figure 11: "Does library or library district have a budget line item(s) or funding designated specifically for public access technology?"



3.3 Barriers to E-Rate participation

In addition to diverse levels of need, the 31 libraries surveyed vary in their preparedness to participate in the E-Rate program.

As discussed above, two-thirds (67 percent) indicated that they were not aware of their E-Rate discount percentage prior to the survey, although all are eligible for discounts of 60 percent or greater on broadband services. Awareness of the requirements to participate in the program was similarly low.

Similarly, approximately two-thirds (65 percent) indicated they do not have a budget line item or specific funding for public access technology. In free response in the survey question "Please share any specific comments about the adequacy of your library's or your libraries' current technology and broadband offerings," one respondent remarked "we have what we can afford with no tax-based support in a rural stand-alone library receiving no county, state or federal support and relying upon grants."

Almost two-thirds (61 percent) indicated they either shared or had no control over decision-making regarding technology expenditures, meaning that to change their

level of participation in the E-Rate program, they would need to involve non-library parties in the process.

The program itself offers barriers to entry: In terms of filtering for Child Internet Protection Act (CIPA) compliance as required for E-Rate participation, five respondent librarians were unsure whether or how their library filtered internet connections and nine responded that their library did not filter internet connections at all. All other respondents filtered either all patron connections or connections for minors, meaning they are likely already prepared to meet the requirement. (See Section 7 for more details.)

4 Stakeholders identify lack of resources and knowledge as barriers to participation

CTC conducted three follow-up interviews with libraries who responded to the survey to gain more details regarding the specific barriers they face to E-Rate participation, and what they might envision as potential solutions.

The three interviews showed three very different contexts in which a rural Oregonian library might find itself. Each library described a unique situation, with one preparing for a special construction project, one with a very constrained budget and need for better Wi-Fi coverage within the library, and one needing better coordination to allow for E-Rate program participation.

Each library representative interviewed made at least one remark regarding the complicated nature of the E-Rate process. However, all three of the interviewees remarked that more simplistic or straightforward information on how to participate in the program in the form of written materials made available to the libraries would be helpful, as well as access to a consultant or other professional who could answer specific questions as they arose.

4.1 Coordinating internal resources is a challenge for a new library director

The first interview revealed a library without the ability to fully conduct video conferencing, lacking a camera for its computer.

The Library Director is aware the library has a backlog of information from its years of operations, and that the Director, as one member of a small staff who has been in the role for less than a year, does not have full information regarding the library's past participation in E-Rate.

Research into the library's E-Rate participation using USAC's Open Data tools revealed that it was participating in the E-Rate program as recently as the late 2010s, which was anecdotally corroborated by the Director.

According to the interview, the Director's biggest pain point is the way information is scattered for the library: It relies on remote staff located in a widely spread area, which makes it logistically difficult for the Director to gather information.

4.2 A library director describes a lack of knowledge about eligible projects

In the second interview, the Library Director reported that the library has an impending infrastructure project to improve bandwidth in its branch location with the slowest current speeds. Prior to the interview, the Director was not aware that special construction projects can be eligible for the E-Rate program. The Director remarked that while infrastructure had been built out in the local area to serve large businesses, that infrastructure had not resulted in better service offerings for the library.

The main barrier to participation in the E-Rate program cited by the Director is knowledge of the program, its benefits, and how to apply.

4.3 A small library lacks the resources to begin participating and would like additional technical assistance

The third library interviewed serves a rural area with a population of less than 1,000 with one librarian. The Library Director is intimately aware of the needs of the community, and how many families relied on the library as a source of internet during the COVID-19 pandemic.

The library's first barrier to E-Rate participation is a lack of staff time: The library has the budget to pay the Director minimum wage to keep the library open part time each week along with a few additional hours of administration time, but using all the administrative time allotted every week would cause the Director to go over budget for the year.

The previous librarian warned that E-Rate was a complicated program, and the Director remarked in the interview that the resources available on the state library website are not clear or simplistic enough to facilitate the library's participation.

"How much time should I work for free to save the city budget maybe $100 a year?" the Director asked, referring to the amount the city might save in monthly recurring costs for internet services if the Director were to complete the process for the library to participate in the program.

This Director also noted that the Wi-Fi coverage within the library was not currently sufficient to meet the library's needs.

5 Geographic analysis of internet service providers identifies lack of service availability as a barrier

CTC used the aggregated information of all libraries selected for assessment by OBO in conjunction with the FCC's location data fabric as of November 2024 to determine the number of service providers supplying connections of 100/20 Mbps or greater (i.e., the FCC's current minimum definition of broadband service) to those locations using fiber, cable, DSL, or licensed fixed wireless technologies. This analysis was conducted to gain an understanding of the broadband services available to the selected libraries.

A total of 87 locations associated with the 50 selected libraries were assessed. CTC found that nine of the 87 locations had no FCC-reported service available to them meeting these criteria, while an additional 27 were documented as served by only one provider. The remaining 51 locations were documented as having available service offerings of speeds meeting or exceeding 100/20 Mbps from two or more providers using fiber, cable, DSL, or licensed fixed wireless technologies.

These data indicate that the physical infrastructure and service offerings available to libraries in Oregon may be a barrier to E-Rate program participation. When few or no providers are active in the service area, connecting a library will require construction of new broadband infrastructure; that is an expense that may be subsidized with E-Rate funding, but many libraries are unaware of this potential application of E-Rate funding. Some of these library locations might also be connected in the near future through other federal and state-funded broadband infrastructure programs, including the Capital Projects Fund (CPF) and the Broadband Equity, Access, and Deployment (BEAD) Program.

6 Tribal libraries and E-Rate

There are nine federally recognized tribes in Oregon which could also benefit from E-Rate funding. While no tribal libraries participated in this Needs Assessment, these institutions also stand to benefit from E-Rate program participation.

USAC's Tribal Library E-Rate Advocacy Program (T-LEAP) provides aid specifically to tribal libraries interested in E-Rate funding. The T-LEAP program provides one-on-one assistance to tribal libraries preparing E-Rate applications and navigating the E-Rate process from pre-commitment to post-commitment, including navigating CIPA certification and service confirmation.[3]

T-LEAP supports tribal libraries that are new applicants to the program or have had challenges with past applications. To be defined as a library under the standards of the program, a tribal institution must have regularly scheduled hours, staff, and materials available for library users: the program does not stipulate that these materials be books, so instrument or clothing libraries, for example, might be eligible for the program as well, provided they have regular hours and staff. According to USAC, tribal governments can designate a library as a tribal library through an official act such as a Tribal Resolution.[4]

An application form for T-LEAP should be filled out prior to the Form 470 season for a given E-Rate funding year, ideally in late summer or early fall for libraries hoping to receive E-Rate services beginning on July 1 of the following year.

The application asks questions regarding library address, tribal affiliation, and contact information. It then asks applicants to certify whether they have regularly scheduled hours, staff, and materials for library users; whether they have been designated as a tribal library either by their tribal government or by the state library administrative agency in their state; or if they are a Tribal College or University library that also serves as a public library for the community.

The application then provides short-answer questions asking for a brief description of the library, its existing broadband resources, the resources it may

[3] "Tribal Library E-Rate Advocacy Program (T-LEAP)", USAC, https://www.usac.org/e-rate/tribal-e-rate-advocacy-program/.
[4] "Participant Process", USAC, https://www.usac.org/e-rate/tribal-e-rate-advocacy-program/participant-process/.

like to offer, and whether Tribal leadership has been engaged in conversations about applying for E-Rate funding. It asks about the library's intention to apply for E-Rate in the Funding Year currently under consideration and whether the library has previously applied for the E-Rate program.[5] Prospective Tribal library E-Rate applicants may fill out this form to apply for T-LEAP.

The T-LEAP program can provide tribal libraries with a great deal of support, tailoring the support to the needs of the library. This resource is currently accessible through USAC's website. The federally recognized tribes in Oregon that have library facilities may engage with the T-LEAP program to apply for E-Rate funding. The tribes that do not currently have a designated library may consider whether they have an organization that provides cultural and language resources that meets the criteria characterizing a library according to USAC (regularly scheduled hours, staff, and materials available to users), and whether that organization could be designated as a library to become eligible for E-Rate discounts on broadband services.

[5] "Tribal Library E-Rate Advocacy Program (T-LEAP)", USAC, https://survey.alchemer.com/s3/8053014/E-Rate-TLEAP.

7 Key barriers to E-Rate participation

The data aggregated in the E-Rate Needs Assessment process, as analyzed by CTC, indicate multiple barriers to E-Rate program participation. Libraries often face a combination of barriers which confound their ability to access E-Rate funding.

7.1 Lack of knowledge and understanding

In survey results and interviews one of the primary barriers to E-Rate program participation cited by libraries was a lack of knowledge regarding the program, the processes by which one applies for the program, the requirements necessary for funding, and the level of effort and commitment required to initiate this process.

Librarians who had no prior personal experience with the E-Rate program reported anecdotes heard from other librarians regarding the complexity and low effort-to-reward ratio of attempted program participation. The perception of the number of forms, the rigid timeline of the E-Rate cycle, and the amount of technological literacy needed to be able to successfully complete the process are overwhelming to some librarians and cause them to be averse to the program.

Moreover, the Child Internet Protection Act (CIPA) compliance requirement has a reputation among some librarians as insurmountable or undesirable: one librarian remarked in their survey response that there are too few computers in a library location to dedicate one for children and they cannot filter all of them. Another remarked that they do not wish to filter internet connections for content.

7.2 Lack of authority or budget

As shown in survey results, only 39 percent of surveyed libraries felt they had full control over technology expenditures, with the governing bodies of their town or city having partial or full control of budget decisions. This means that if a library were to attempt to engage with the E-Rate program, they would need to engage with various parts of local government, a task which might take considerable effort. If a librarian also does not feel as if they have a complete understanding of the E-Rate program, its requirements, and its benefits, these barriers compound.

In a free response question on the survey, one librarian remarked that they "have what [they] can afford with no tax-based support in a rural stand-alone library receiving no county, state or federal support and relying upon grants." When budgets do not include library technology or technology service operation

expenses as a line item, libraries must rely on grant funds which are oft scarce and unavailable.

Librarians also frequently mentioned a lack of budgeted staff time to interact with the E-Rate program. Sixty-five percent of the libraries surveyed reported they did not have a budget line item for technology expenditures.

When budgets are governed by authorities other than library staff, or internet costs are shouldered or shared on a different line item of the town budget than the rest of the library budget, it places librarians in a situation where they would need to become advocates for E-Rate program participation in order for the governing body to consider or participate in an attempt at E-Rate program engagement. However, if these same libraries were E-Rate participants, they would see savings to their town government's general fund.

7.3 Lack of staff time

When librarians are already overburdened with the logistics of day-to-day library operations, they are unlikely to invest the time necessary to become experts and advocates for the usage of E-Rate program funds. In interviews and phone conversations, library staff emphasized their lack of time available to engage with the E-Rate process, citing small budgets for administrative task hours and small staffs.

7.4 Lack of service in some areas

CTC found that nine of the 87 library locations associated with the library organizations selected by OBO were located in areas not currently served at speeds of 100/20 Mbps or greater by any service provider according to FCC data.

In an interview, a librarian mentioned working with a service provider to build out service to a library location. This librarian had not been aware that a special construction project to provide service to library locations is an eligible expense through E-Rate.

7.5 Interest in E-Rate eligible technology

Libraries showed interest in better Wi-Fi connectivity within library buildings and increased bandwidth to library locations, as well as interest in hotspot lending programs.

8 Recommendations for increasing rural Oregon libraries' E-Rate participation

Given the barriers identified in this needs assessment, OBO and other relevant State of Oregon agencies could consider a range of strategies to aid rural libraries in surmounting the barriers between them and E-Rate program participation. Chief among these would be to make the services of an E-Rate adviser or coordinator available to Oregon's libraries to support their efforts in participating in the E-Rate program.

8.1 Designated E-Rate coordinator or consultant

The libraries selected for this needs assessment reported a lack of knowledge, time, and authority when it came to E-Rate and technological expenditures. Supporting these libraries with an expert available to help them through the process at no extra cost would allow libraries to access the E-Rate program where they currently do not have the capacity to do so.

An E-Rate expert tasked to work with libraries on their behalf would be able to explain the E-Rate funding cycle and its forms, walk libraries through the information they need to gather to successfully participate in the program, and advise libraries on the types of expenses eligible for E-Rate, including broadband connections, internal equipment, and hotspot lending programs.

This expert could provide libraries with tools to bring to the local governments with budgetary control to collaborate on E-Rate participation. This expert could react to library needs in real time and supply tailored aid to libraries seeking to participate in the E-Rate program. This expert could also work directly with libraries to provide support on E-Rate applications.

8.1.1 Basic information on E-Rate

A designated expert could provide basic information on the E-Rate process and timelines to Oregon libraries, through both outreach materials like those suggested in Section 7.3 and through timely response to questions from libraries.

A responsive and knowledgeable expert could guide libraries through the E-Rate process from accessing the E-Rate portal through to receipt of services and annual requirements. It could provide advice on the services and technologies covered by

E-Rate and provide aid with response to questions from USAC regarding forms filled out by the libraries.

A FAQ document answering basic questions regarding E-Rate was developed as part of this needs assessment engagement. This document includes frequently asked questions regarding E-Rate and can serve as a resource for libraries seeking to participate in the E-Rate program. This document is included in Appendix D: E-Rate FAQs.

8.1.2 Collaboration and advocacy

A designated expert could provide real-time feedback and advice on approaching municipal governments to collaborate on E-Rate participation, when library budgets and spending are controlled by these entities.

Collaboration efforts could include disseminating knowledge, planning the proposal of E-Rate efforts to align with municipal government board meeting calendars, and ensuring libraries are equipped to advocate for themselves and their technology needs in these settings.

These self-advocacy tips and information could include:

- The library's E-Rate discount percentage.
- An estimate of the savings if the library were to access E-Rate funding for broadband service or other needs.
- A simple breakdown of the steps necessary to complete to receive E-Rate discounts.
- A timeline of when these steps need to be completed, and advice on how far in advance to contact boards or other entities.
- Information on the level of commitment involved with each step of the E-Rate application process.

8.1.3 Hotspot lending programs and special construction

The E-Rate program funds more than just discounts on monthly recurring broadband service costs: E-Rate also discounts a variety of other costs, including special construction to bring service to the library building, equipment associated with Wi-Fi throughout the building, internal wiring, and hotspots for lending programs. An E-Rate advisor could guide libraries through these opportunities.

Libraries indicated interest in hotspot lending in their survey responses; a dedicated E-Rate consultant could guide libraries through applying for funding for the purchase and monthly recurring costs associated with hotspot lending, as well as special construction projects and other lesser-known E-Rate offerings.

One of the interviewed librarians noted that the library was in progress with planning a special construction project to bring service to a library location and indicated in the interview that they had not known that the expenses associated with this could be subsidized by E-Rate.

Hotspots for lending programs are a new E-Rate eligible expense in Funding Year 2025. Under the program, hotspots are described as portable, single devices for use with commercially available mobile wireless internet service. Pre-discount funding caps are $15 per month for recurring wireless internet service and $90 per hotspot device.[6]

Libraries are offered a specific budget for hotspots which is calculated using library square footage and discount rate. This budget operates on a three-year cycle, and no more than 45 percent of the budget can be requested in a given year.[7]

There are specific requirements regarding updating acceptable use policies, asset and service inventories, and usage requirements for hotspots for lending that are purchased or serviced using E-Rate funding.

To use E-Rate to stand up a hotspot lending program, libraries must calculate their hotspot device budget and determine the number of devices they can request. They can then request both bids for devices and for service to those devices, and follow the standard E-Rate process described in Section 7.3 to request funding for a specific bid and certify service is received.

8.1.4 CIPA compliance and security

An expert in E-Rate would be able to help libraries negotiate Child Internet Protection Act (CIPA) compliance, which is a requirement for E-Rate. Full compliance with CIPA is only required starting in the second year of program participation; since E-Rate program rules require libraries to have a public meeting

[6] "Off-Premises Wi-Fi Hotspots Overview," USAC, https://www.usac.org/e-rate/applicant-process/before-you-begin/off-premises-wi-fi-hotspots-summary-overview/.
[7] "Off-Premises Wi-Fi Hotspots Overview."

and posting of their CIPA compliance plan prior to implementation, in the first year of program participation, libraries may certify that they are in process with becoming compliant with CIPA. In the second year of funding libraries must be able to certify full CIPA compliance.

Full CIPA compliance requires libraries to filter internet services available to children at the library, compose an internet safety policy, and hold a public notice and hearing regarding these measures. One way for libraries to meet the filtering requirement is to filter all patron connections, providing adjustability of the filter for adults upon request.

Another way is to have patrons request internet access at the library desk, and for library personnel to allow unrestricted access to adult patrons and filtered access to minors. Depending on the rurality and size of a library, libraries may find implementing such measures burdensome. In these cases, libraries may be hesitant to engage with the E-Rate program as they perceive that this may require them to filter all patron connections. In survey responses, multiple libraries mentioned the filtering requirement as part of their hesitance regarding the E-Rate program.

Libraries may use multiple methods to filter connections, such as commercial filtering software, a built-in filter offered by the internet service provider, firewalls or unified threat management (UTM) devices managed by IT departments or third-party vendors, or even free or open-source filtering tools, though these require more technical expertise.

An E-Rate expert could walk libraries through the steps to become CIPA compliant and discuss options for compliance methods with libraries.

In survey responses, five respondent librarians were unsure whether or how their library filtered internet connections and nine responded that their library did not filter internet connections at all. All other respondents filtered either all patron connections or connections for minors, meaning they are likely already prepared to meet CIPA requirements, only requiring an internet safety policy and public notice and hearing regarding filtering.

An E-Rate advisor could help a group of libraries pool their resources to participate in E-Rate. For E-Rate, a library can band with other E-Rate eligible entities in its

area to create a consortium, wherein one E-Rate application can be filed by one entity which includes the service needs of all consortium members.

Once a consortium is constituted, all member entities must authorize the consortium lead to act on their behalf by submitting Letters of Agency (LOAs).

Consortiums enable entities across a region to work together to seek E-Rate funding, allowing entities to pool resources to tackle the E-Rate process. This allows libraries to save resources by aggregating their purchasing power by submitting one Form 470 for all entities, and may allow for stronger and more attractive applications that make providing service to an underserved area more appealing to service providers.

Typically, an entity with more E-Rate experience will act as consortium lead. An expert E-Rate coordinator could facilitate the creation of consortia.

When considering involvement in a consortium, libraries should note that communication between consortium members is key: aggregating multiple entities into one E-Rate application may result in slower decision making and pass-through billing situations wherein the service provider bills the consortium lead, who would in turn bill consortium members for services received.

8.2 Grant funding to individual libraries

Another option to aid libraries in E-Rate program uptake would be to provide a grant fund through which libraries could apply for funding for their own E-Rate consultant or other expenses that may relate to program participation, such as IT support or technical analysis. This grant fund could also be expanded to offer funds for equipment relocation within libraries, special construction projects, or first-year E-Rate expenses.

The State of Oregon has offered grants using funds from the federal Library Services and Technology Act (LSTA) Grants to States program, which is administered by the federal Institute of Museum and Library Services (IMLS).[8] These grants are offered to libraries that support at least one of the State Library's Five-Year Plan Priorities, which include breaking down barriers and the digital divide. A library could apply for funding for an E-Rate consultant under the

[8] "LSTA Grants," State Library of Oregon, https://slo.oregon.gov/friendly.php?s=lstagrants.

"community engagement" goal, which lists an objective of "help[ing] libraries engage with all internal and external communities by continuously improving library services, practices, and policies."[9]

When considering the allocation of funds to new grant programs, it is important to note that the staff hours required to fill out a grant application are also a burden on small rural libraries with limited budgets. For many libraries, the amount of staff time required to successfully fill out a grant application may be prohibitive to program participation, even if the program seems like a good opportunity.

One example in Oregon of an attempt to alleviate this burden of effort can be found in the educational space: The Oregon Department of Education has a posted resource on its "Grants and Funding Resources" webpage for SMART Facilities Grant Writing Services, an initiative by the Northwest Regional Council of Sheet Metal Workers to support Oregon school districts and local educational agencies with applications for federal infrastructure bill funding for school building improvements.[10]

The State of Oregon could consider a similar initiative to facilitate the access of E-Rate funding and technology grants for libraries, by commissioning an organization or consultant to assist libraries with accessing this funding by providing grant writing services.

With any funding initiative, the State of Oregon should consider program longevity. While many libraries will need the most assistance in their first year of E-Rate program participation, the program does operate on an annual cycle. Ongoing support would ensure that libraries do not lapse in program participation due to personnel changes year to year.

8.3 Straightforward written documentation of E-Rate processes

When asked what type of resources could aid them in accessing E-Rate funding, libraries responded that a checklist and simple written instructions regarding the E-Rate process would be a helpful tool. This tool could look similar to the guide

[9] "Library Services and Technology Act (LSTA) Five-year Plan, 2023-2027", State Library of Oregon, https://www.oregon.gov/library/libraries/Documents/LSTA/2023-2027LSTAFiveYearPlan.pdf.
[10] "SMART Facilities Grant Writing Services," Oregon Department of Education, https://www.oregon.gov/ode/schools-and-districts/grants/Pages/SMART.aspx.

presented in Appendix C, mapping out the E-Rate process from portal enrollment through service receipt. Similar tools and checklists may exist elsewhere; any guide developed should directly reference the USAC website and be updated regularly as new information becomes available.

Appendix A: Survey instrument

The Oregon Broadband Office (OBO) would like your assistance to better understand your internet technology needs, how the federal E-Rate program could help fund efforts to address them, and how OBO could facilitate such efforts. The survey below will ask questions regarding technology and digital participation outreach and barriers for serving your community focused on the E-Rate program. The federal E-Rate program is administered by the FCC and provides substantial discounts for technology infrastructure and services, including discounts to help pay for technology-related costs like broadband connectivity, certain hardware, software, upgrades, tech support, and wire and cable maintenance.

This survey should take approximately 15 minutes to complete. Your responses will be kept confidential and used solely for and contribute to the Oregon Libraries E-Rate Needs Assessment Project. Your participation in this survey is entirely voluntary and you may choose to skip any question as needed.

If you are not able to address these questions, please forward this survey to the person in your organization that is able to make decisions on the library's technology needs. If you have any questions about this survey or how your responses will be used, please contact Leina Gonzalez Baird, Digital Equity Program Coordinator, at Leina.Gonzalez-Baird@biz.oregon.gov.

Thank you!

Library Information

- [numeric, square feet] Approximately how large is your library?
- [numeric] How many days a week is your library typically open? If it varies, please provide an average.
- [numeric, number of patrons] On average how many patrons visit your library on an open day?
- [Likert scale 0-5 very poor to very good] How would you rate the quality of current internet connectivity at your library?
- [Likert scale 0-5 very poor to very good]

- [Likert scale 0-5 very poor to very good] In your estimation, what is the general quality of the internet connectivity your library patrons have access to?
- [yes/no] Do any other organizations or businesses in your community offer free public Wi-Fi?
- [yes/no] Does your library provide public Wi-Fi for patron use?
- [yes/no] If yes, do you keep the Wi-Fi service available during off hours and days?
- [multiple choice] if yes, is it mostly always on or only on particular days, events, or hours?
    - Only certain days
    - Only during inclement weather or other special events
    - Only during specific hours
    - Other [optional comment field]
- [yes/no] Do you have separate internet connections for staff and public access?
- [yes/no] Do you offer Wi-Fi outside or surrounding your library building?
- [yes/no] If yes, is the coverage range of the Wi-Fi service sufficient?
- [numeric] How many computers do you have available for patron use?
- [numeric] How many additional or more capable computers, if any, do you need for patron use?
- [numeric] How many computers do you have for staff use?
- [numeric] How many additional or more capable computers, if any, do you need for staff use?
- [multiple choice] What type of internet connection does your library currently have?
    - Cable Modem

  - Digital Subscriber Line/DSL
  - Fiber Optic
  - Satellite or other “non-terrestrial” option
  - Wireless
  - Don’t know
  - Other [fill in blank]
- [Likert scale 0-5 very poor to very good] How would you or your patrons describe the speed of your library’s internet connection?
- [Likert scale 0-5 very poor to very good] How would you or your patrons describe the reliability or quality of your library’s internet connection?
- [yes/no] Are there areas in your library where the Wi-Fi connection is very low or undetectable (dead spots) that you think should be improved?
- [multiple selection] Do you provide any of the following devices for patrons to use in your library?
  - Laptops
  - Hard wired desktop PCs
  - Desktop PCs using Wi-Fi only
  - Tablets
  - eReaders
  - Hotspots
  - Other [add comment field]
  - None of the above
- [multiple selection] Do you provide any of the following devices for patrons to check out and use at home?
  - Laptops
  - Tablets

  - eReaders
  - Hotspots
  - Other [add comment field]
  - None of the above

- [numeric] Patrons may bring their own devices to the library to connect to the internet through your Wi-Fi service. What would you estimate is the proportion of your patrons that bring their own devices (mobile phones, laptops, tablets, eReaders, etc.) on your Wi-Fi during peak use times in your library?
  - Few
  - About a third
  - About half
  - About two-thirds
  - Most
- [multiple selection] Do you filter your internet content for inappropriate content? Select all that apply.
  - Yes, staff connections
  - Yes, all patron connections
  - Yes, for minors
  - No
  - Not sure
- [multiple selection] Who provides the technology support at your library? Select all that apply.
  - Experienced IT personnel on staff
  - Contracted IT service provider(s)
  - Community volunteer(s)

    - Broadband provider
    - Consortium
    - State Library
    - Local school district, municipal government or agency, or other partnership.
    - Other
- [long answer] Describe the technical support you receive.

Understanding Your Library's Needs

- [short answer] Have you recently added to or changed the technologies you provide to patrons? If yes, please describe.
- [multiple selection] What potential specific upgrades or additions to your library's current technology and broadband offerings excite you the most? Select all that apply.
    - Increase overall bandwidth
    - Upgrade internal wiring and Wi-Fi connections
    - Implement a hotspot lending program
    - Facilitate connectivity through a bookmobile
    - Discounts on current bandwidth
    - Discounts on administrative building connections
    - Other [write-in]
- [short answer] Please share any specific comments about the adequacy of your library's current technology and broadband offerings.
- [yes/no] Are you familiar with what discounts the E-Rate program offers?
- [yes/no] Are you familiar with the requirements for participation in the E-Rate program?

- [yes/no] This needs assessment was sent only to libraries who qualify for a 60% or greater discount through the E-Rate program. Discount percentages are calculated based on rurality and free and reduced school lunch uptake in the community. Were you aware of your E-Rate discount percentage prior to the survey?
- [yes/no] Does your library have a budget line item(s) or funding designated specifically for public access technology?
- [multiple choice] How much control does your library leadership have over the decision making of technology expenditures?
    - No control
    - Some control
    - Full control
- [short answer] If “some control” or “no control” what other entities are responsible for this decision making?

Advancing Your Library’s Capacity

- [short answer] Who is your broadband service provider?
- [short answer] Who pays for your broadband service?
- [short answer] Do you work with other libraries or schools to contract for your broadband service?
- [multiple selection] What factors affect your library’s ability to increase its broadband connectivity? Select all that apply.
    - The library cannot support the cost of increasing bandwidth.
    - City/county/other entities make decisions regarding the library’s bandwidth.
    - The library lacks the technical knowledge to increase bandwidth.
    - A faster speed is not available in our service area.
    - The library is currently locked into a contract for a particular speed.

    - Other [write-in]
- [multiple selection] What type of resources would allow your library to participate in the E-Rate program and receive its 60% or greater discount on broadband?
    - Knowledge: The library lacks the knowledge base to apply for E-Rate.
    - Time: The library lacks the staff hours to undertake an E-Rate application.
    - Funding: The library lacks funding for upgraded connections, even with E-Rate discounts.
    - Coordination: The library lacks understanding of the timing, decision points, and decision makers necessary for an E-Rate application.
    - Authority: The library lacks the decision-making power to apply for E-Rate itself.
- [short answer] Do you have any specific questions regarding the E-Rate program?
- [short answer] Do you know of any libraries participating in E-Rate that could be peer resources? If so, please list:
- [short answer] Do you know of any libraries that need E-Rate in your area that could be peer collaborators? If so, please list:
- [short answer] Do you know of any local schools whose experience with E-Rate funding and broadband connections in your area may be useful to you? If so, please list:
- [short answer] Is there anything else we should know? Would you like to discuss this survey or the E-Rate process? Let us know here:

Appendix B: Outreach templates

Survey email

Hello «Library»,

The Oregon Libraries E-Rate Needs Assessment team and Oregon Broadband Office are happy to report that the [link to E-Rate Needs Assessment survey] is ready to be completed. We would be thrilled to receive your input. «Library» was pre-selected as one of the community anchor institutions that would receive the most benefit in the state. This survey is intended to gage your technological needs in order to support the Oregon Broadband Office ("OBO"), a department within the Oregon Business Development Department (d/b/a Business Oregon), in the Office's efforts to leverage existing federal funding to close the digital divide in rural Oregon.

As a reminder, E-Rate provides discounts for internet access, telecommunications, and internal connections to eligible schools and libraries. E-Rate can fund everything from internet service to hotspots, firewall services, routers, and cabling. E-Rate discounts are calculated based on the percentage of the area's population living in a rural area and the percentage of students eligible for a free and reduced lunch rate. «Library»**'s discount is** «Erate_reimbursement_rate»**.** This is a significant discount, one of the highest available in Oregon.

Beyond the discount itself, «County» County is an area with several populations that would benefit from the services E-Rate can enable. In the county, «percent» of the population lives in a household making less than 150 percent of the federal poverty line, «People_in_households_lacking_fixed_broad» percent do not have fixed broadband in their household, and «People_in_households_lacking_a_computer_» percent lack a computer or broadband subscription at home. These are some of the populations that rely the most on library support and would benefit most from the library receiving E-Rate funds.

«Libraryspecific_paragraph»

The E-Rate Needs Assessment Team is here to help «Library» receive and use E-Rate funding and extend the benefits of connectivity to the population it serves. Our team can guide you through the E-Rate process, and we are happy to answer

any questions you have about the program. We hope you will participate in the survey—it will help us tailor our help to «Library»'s needs. Feel free to contact us at OregonLibrariesE-RateNeedsAssessment@ctcnet.us.

Warm regards,

The Oregon Libraries E-Rate Needs Assessment Team

Note: If you are not the right person to reach out to about the E-Rate program for «Library», please let us know.

Phone script for follow-up calls to libraries

Introduction: "Hello, this is [NAME] from the Oregon Libraries E-Rate Needs Assessment Team, working on behalf of the Oregon Broadband Office. Am I speaking to [LIBRARY DIRECTOR OR BUDGET PERSON]?"

IF NO: "Could I please speak to [LIBRARY DIRECTOR OR BUDGET PERSON]?" *Maybe mention affiliation with OBO?*

IF YES: "Hi [LIBRARY DIRECTOR OR BUDGET PERSON]. This is [NAME] from the Oregon Libraries E-Rate Needs Assessment Team, working on behalf of the Oregon Broadband Office." *Exchange pleasantries.*

"I'm calling to follow up on the email we sent recently regarding the E-Rate Needs Assessment survey. Have you had the chance to look it over?"

IF NOT RECEIVED: "Oh no! It would be named **The Oregon Broadband Office E-Rate Needs Assessment survey is ready for completion - your E-Rate discount is X%**. Is your email [EMAIL](check here: Oregon_Library_Directory - CANDIDATES ONLY - FOR CALLS.xlsx)?" *also offer to resend it*

IF THEY HAVEN'T LOOKED IT OVER: "No worries! I'm sure you're very busy. Well, we're sending this E-Rate Needs Assessment survey out to specific Oregon libraries on behalf of the Oregon Broadband Office to find out why key libraries identified as eligible for significant E-Rate discounts have not yet taken advantage of the E-Rate program, so that we can tailor future programs to help provide the support you need. It would be so helpful to us if you would take a minute to look it over and fill it out."

IF THEY HAVE: "I'm happy to hear it! Have you had a chance to fill it out?"

- *Have you had a chance to fill it out?*
- *Will you have time to fill it out soon?*
- *It only takes 15 minutes*
- *I'm happy to sit on the phone with you while you do it*
- *Do you have any questions*
- *Is there any way I can help*
- *We'd like to get responses by January 14*
- *Is there a time I could call you back to remind you*
- *FOR SPECIFIC QUESTIONS ABOUT E-RATE: You can use the box for questions about E-Rate on the survey, or respond to the email you received with these questions.*
- *Etc.*

Points you could cover:

- Hotspot lending program
- "Completing the survey does not mean you are committing to apply to E-Rate. If you do not think your library will ever apply, we would still love for you to fill it out to understand more in depth why."
- "E-Rate provides significant discounts to help libraries with internet access, telecommunications, and internal connections, such as routers, cabling, and hotspots." *Maybe have a list of eligible services ready + some ideas for the library you're calling.*
- "[LIBRARY] has been identified as one of the institutions that could benefit the most from this program. Your discount rate is [RATE]. This funding can be instrumental in improving connectivity for your community."
- "We'd really appreciate it if you could complete the survey linked in our email. Your input will help us tailor our support to meet your library's specific needs."

- "Do you have any questions for me before you fill out the survey?"

If they are not the right contact person:

"Could you let us know who the best person is to talk to about this for your library?"

Notes:

Write down any questions or concerns they bring up and whether they seemed likely to complete the survey.

Follow-up interview structure

Hello, this is [Name] with the Oregon Libraries E-Rate Needs Assessment Team, on behalf of the Oregon Broadband Office. Last month we sent out a survey to which you responded that you would be interested in follow-up contact regarding your answers. Thank you for making time to have a follow-up conversation with us.

The Oregon Broadband Office has tasked us with gathering data from a select group of rural Oregon libraries, in order to understand why they are not currently participating in the E-Rate program, as well as any more general information on your technological needs that you feel is relevant. We will start with some questions related to your survey responses, ok?

In the survey you mentioned that one of the resources that would allow your library to participate in the E-Rate program is [X from list below]. Would you like to expand on that?

[Suggestions for follow-up questions below headers below. Each header corresponds to a specific multiple-selection answer choice from the survey questions "What factors affect your library's or your library district's ability to increase its broadband connectivity? Select all that apply" and "What type of resources would allow your library or your libraries to participate in the E-Rate program and receive its 60% or greater discount on broadband?"]

[*The answer choices selected by the survey respondent were used to tailor the interview in this section. In general, the CTC Team attempted to keep questions broad, to allow the librarian to direct the focus of follow-up questions to the specific pain points for their library.*]

Funding

- For specific costs? Personnel costs? Infrastructure buildouts? Monthly bills? Digital infrastructure such as computers? Providing technical assistance to patrons?

Time

- What type of time is needed? E-Rate consultant? More staff time in general? Etc.?

Knowledge

- Overall familiarity with program
- Specific technology questions
- CIPA
- Other?

Coordination

- Between what entities?
- Suggestions for how to meet this need?

Filtration

- Open to filtering i.e., one children's computer?
- Why no filtering?
- Need info on filtering?
- And cybersecurity best practice?

[If any specific comments mentioned in survey result from question "Do you have any specific questions regarding the E-Rate program?" or similar, repeat to librarian and ask if there is any further detail they would like to provide regarding it.]

If you were able to design the type of resources your library would need to make E-Rate participation a reality, what would they be?

Appendix C: Overview of the E-Rate processes

The following sections present a high-level overview of the E-Rate process for library staff who are interested in engaging with the program.

Step 1: Accessing the E-Rate portal

If you are unsure whether your library already has an E-Rate portal (E-Rate Productivity Center or EPC) profile, you can visit and use the "forgot username" feature, or call USAC's Client Service Bureau (CSB) at (888)-203-8100. If your organization is new to E-Rate, you will need to call the CSB, and provide them with your library's name, mailing address, main contact's name, title, phone number, and email, and your entity number (if known). The CSB representative will set up an organization profile for you in the EPC, which will allow you to access the following steps of the process.

Step 2: Form 470

The Form 470 is the first form of the E-Rate application process. Filing a Form 470 places your library's request for services in the E-Rate portal for your local service providers to bid on. Filing the Form 470 does not commit you to proceeding with any specific services.

The Form 470 must be filed at least 28 days before the Form 471. Since the Form 471 has an annual filing window typically falling from mid-January to March, it is prudent to file the Form 470 in late fall or early winter. The E-Rate funding year begins on July 1, so services included on this form should not begin prior to July 1 that directly follows the Form 471 filing window.

To file a Form 470, you will need to have a somewhat specific understanding of the type of service or technology you seek. For instance, if your library is looking for discounted broadband service to the library, you should provide further detail regarding the speeds, technology type, and any other specifics. You do not need to create an RFP document separate from the Form 470, though if you are interested in a special construction project or wish to provide detailed information regarding your technology needs, you can attach an RFP document to your Form 470 filing.

At its most basic, a Form 470 to request broadband internet access can specify:

- The upload/download speeds needed for your library. The current FCC benchmark definition for broadband is speeds of 100 Mbps upload over 20

Mbps download, which is often written as 100/20 Mbps; your library may require higher speeds if it is typical for multiple staff and patrons to be accessing the internet at the same time.

- Support needs, like 24/7 support, static IP addresses, or similar.
- The location to which the service will be provided.
- It is helpful to know in addition where the Minimum Point of Entry, or MPOE, of your building is located. This is the point where the service provider's infrastructure connects to your building. The MPOE may be in a different place from the rest of your internet equipment: if so, you may need to specify in your form 470 that you need something called a "demarcation extension" that connects the MPOE to your internal network distribution technology. If you can measure this distance, including that information in your Form 470 is helpful to potential service providers.
- Preferences on contract length. Contracts for E-Rate services are typically one, three, or five years, with options for one- or two-year renewals.

The above is the information needed for a successful Form 470 filing for managed internet access service, which is a "Category One" E-Rate expense, and only one of the many eligible expenses for E-Rate funding. The Form 470 uses dropdown menus to guide you through the selection of which eligible expenses you are including on the form. USAC has a Form 470 Services Guiding Statements Table that is updated each fiscal year to aid you in navigating these dropdown menus.

If you are interested in filing a Form 470 for services other than Category One internet access services as described above, it may be helpful to read USAC's guidance on eligible services prior to filing, to orient you to the process. Key points to understand are whether your request will be a Category One or Category Two expense and whether there is specific guidance related to this type of expense, like in the case of Off-Premises Wi-Fi Hotspots.

After you file your Form 470, you may receive questions from potential service providers asking for more detail regarding your request. It is important to maintain an open and fair competitive bidding process: to facilitate this, any fielded questions and their answers may be added to the Form 470 filing in the form of an FAQ or updated documents.

Step 3: Bid evaluation

28 days after posting your Form 470, if you have received bids, you may close your Form 470 and begin bid evaluation. The E-Rate process requires that you create a bid evaluation matrix in which cost is the primary evaluation factor, but it does not require that cost be the only factor on which you evaluate bids. Keep a copy of all notes on decision making and scoring of received bids.

At this point, you are not yet committed to contracting for services: the Form 471 and service provider contract are the documents which commit you to taking service from a specific provider, and at any point prior to contract signature and Form 471 filing, you may decide to walk away from the process.

Step 4: Form 471

Once your library has completed evaluation and settled on a winning service bid, you will file the Form 471, which is the formal request for E-Rate funding for the winning service bid. This form uses information that can be found in the winning proposal, including chosen vendor(s) and service(s), contract start/end date details if available, expense category, and your library's discount rate. USAC has a non-exhaustive checklist for Form 471 information here.

USAC may return with questions regarding your Form 471: ensure that the contact information given in this form is monitored during the summer months so that you are able to provide more information to USAC promptly if needed.

Step 5: Receiving service

Once you receive your Funding Commitment Decision Letter (FDCL), and your services have started, you must file a Form 486 to inform USAC that service has started and you are in compliance with CIPA.

Libraries are given one funding year to come into compliance with CIPA: on your year 1 Form 486, you may check the box indicating you are in your first year of program participation and are working towards CIPA compliance. In order to become compliant with CIPA, you must:

- Create a written internet safety policy
- Post public notice and hold a public hearing on the internet safety policy
- Implement operation of a technology protection measure that blocks or filters internet access

Appendix D: E-Rate FAQs

Introductory questions

What is E-Rate?

E-Rate is a federal program that provides discounts for eligible telecommunications services to schools and libraries. Discounts range from 20 percent to 90 percent. The program is administered by the Universal Service Administrative Company (USAC) on behalf of the Federal Communications Commission (FCC).

Does E-Rate offer discounts on things other than internet service?

Yes, E-Rate offers discounts on a wide variety of services. These services are classified into one of two groups ("Category One" and "Category Two"). In general, expenses associated with getting the internet to the library are Category One, while expenses related to connectivity within the library are Category Two.

Category One, which covers broadband connectivity and access to the internet, includes offerings such as hotspots, cables, fiber, satellite, and ethernet. Category Two covers internal connections and services and includes items such as antennas, cabling, routers, access points, and some maintenance costs. For a full list of eligible services, please reference this FCC list, which is summarized in the lists at the end of this document.

If you would like a basic explanation of how some of these services could help your library, see the "Technical questions" section of this document, which covers common IT challenges and potential solutions that are eligible for discounts through E-Rate.

What is broadband?

Broadband is internet service that allows users to access the internet at much higher speeds than "dial-up" and other types of internet services. Broadband allows for quicker downloads and uploads.

How can increased internet speeds at the library help our community?

Broadband has many advantages over other internet connection types, including allowing patrons to access larger data files more easily and facilitating

videoconferencing. Patrons in rural areas can connect quickly with specialized medical providers in urban areas, for example, or take advantage of continuing education opportunities.

Application questions

How do I apply for E-Rate funding?

The E-Rate application process can be broken down into a few simple steps. First, you need an E-Rate Productivity Center (EPC) account. Information on the EPC can be found here. After setting up an EPC account, identify what technological needs your library has. Then you can fill out an FCC Form 470, which lets providers compete to provide services to you. You decide which provider is best for you, then you can complete an FCC Form 471. The Form 471 lets USAC know what services or equipment you would like discounts on. USAC will review your application, and then services can begin.

For more information on how to apply for E-Rate funding, look here.

What are the different forms I need to complete?

There are three forms that need to be completed at different points in the E-Rate process.

The FCC Form 470 opens competitive bidding for the services you would like to receive. Applicants provide information on the services they would like to receive. The form must be completed at least 28 days before submitting your second form, the FCC Form 471. A step-by-step instructional on how to fill out the Form 470 can be found here.

The second form is the FCC Form 471, which allows applicants to request discounts on services and equipment. To fill this out, applicants will provide information on the providers they have selected and the services they have requested. Applicants will also certify compliance with program rules. A step-by-step instructional on how to fill out the Form 471 can be found here.

The final form is the FCC Form 486. This form is not completed until services have already begun. It lets USAC know that service has begun, and that invoicing can begin. Applicants will also certify compliance or planned compliance with the Children's Internet Protection Act (CIPA) (see the CIPA (filtering) questions section

for more information). A video that explains how to fill out the Form 486 in more detail can be found here.

What information do I need to have ready for the forms?

For the FCC Form 470, the most important information to have is what services you will request and what category they fall under (see above, and find more information on the categories here). If your library has a technical contact person that works with internet providers, you should have their information available as well. By completing the FCC Form 470, providers can apply to provide service. You will evaluate the bids and select a winning provider(s).

For the FCC Form 471, you will need information on the service provider you chose. You will need descriptions of services, costs, and dates associated with your selected services. You will also need basic information on the bids you received (such as the total number of providers that bid to service your library). You should have your FCC Form 470 ready to reference. If you are applying for Category One and Category Two services, you will need to complete two different FCC Form 471s. Some service options will require additional information (this will be explained further in the eligible services definitions section). If you have questions about services, you could also ask your service provider.

When do I need to apply for E-Rate funding?

Form 470: You need to fill out Form 470 at least 28 days before the Form 471 window begins. In 2025, that date was February 26, 2025. It is highly recommended that you complete the Form 470 well in advance of the deadline.

Form 471: There is a window to fill out Form 471 that typically runs from sometime in January to sometime at the end of March or beginning of April. For example, the window in 2025 was January 15 to March 26, 2025.

Form 486: Applicants can file Form 486 after USAC issues a Funding Commitment Decision Letter (FCDL) with a funding commitment. The form must be filled out no later than 120 days after the service start date or after the date of the FCDL, whichever is later.

Who can I reach out to for help with the application process?

You can contact USAC's Schools and Libraries (E-Rate) team Monday through Friday from 8 am to 8 pm (ET) at (888) 203-8100. They can assist with every step of the process. You can also reach out to Leina Gonzalez-Baird, Oregon's Digital Equity Program Coordinator, at Leina.GONZALEZ-BAIRD@biz.oregon.gov.

Knowledge and coordination questions

Can my library get an E-Rate discount if our internet is through our municipality?

You can still apply for E-Rate if your internet is through your municipality. It is important that you still file a Form 470 and conduct a competitive bidding process to receive E-Rate funding. This shows USAC that you considered other options (or that no other provider responded) and that your selected provider offers the most cost-effective option to meet your specified needs.

What can I do if I'm not the one that makes technological decisions for my library?

You do not need to be the person to apply for the discount, but you can make others aware of it. Many library staff and directors find themselves in this situation; in this case, you can start the conversation by reaching out to the people who do make the decisions (e.g., a board, the city's IT department).

You can start the conversation by informing them of the ways E-Rate can help the library save money and access better services. You could also give them basic information about E-Rate; you could share this FAQ or send them this link to an FCC explanation.

If they have more questions, they can reach out to USAC's Schools and Libraries (E-Rate) team Monday through Friday from 8 am to 8 pm (ET) at (888) 203-8100. You can also direct them to Leina Gonzalez-Baird, Oregon's Digital Equity Program Coordinator at Leina.GONZALEZ-BAIRD@biz.oregon.gov.

What if I don't have the funds to apply for upgraded services, even with E-Rate?

If funds are an issue even with your potential E-Rate discount, you may also want to look into the availability of matching grants or joining a consortium. These approaches may be able to help you cover part or all the non-discounted costs. Another option would be to investigate a cost-sharing agreement with your city or county. You could also split the costs into smaller purchases over time; for example, if you want to upgrade internal connections, you may apply for access points one year, then add switches or wiring the next year, and so on.

Who can I reach out to get help with knowledge and coordination issues?

You can contact USAC's Schools and Libraries (E-Rate) team Monday through Friday from 8 am to 8 pm (ET) at (888) 203-8100. They can assist with every step of the E-Rate process. You can also reach out to Leina Gonzalez-Baird, Oregon's Digital Equity Program Coordinator, at Leina.GONZALEZ-BAIRD@biz.oregon.gov.

What if I don't have the technical knowledge of what my library needs?

If your library does not have an IT person to ask, you can begin by reviewing the section of this document about what E-Rate can offer your library to see if you see something that your library could use. You could also review the sections that define the E-Rate eligible items to see if any of them could help. You can also contact the Schools and Libraries (E-Rate) team Monday through Friday from 8 am to 8 pm (ET) at (888) 203-8100. You can also reach out to Leina Gonzalez-Baird, Oregon's Digital Equity Program Coordinator, at Leina.GONZALEZ-BAIRD@biz.oregon.gov.

Can E-Rate support upgrades to internet service for administrative buildings?

Yes, E-Rate can enable you to upgrade service for library buildings without public areas. USAC refers to them as "non-instructional facilities" (NIF). Besides administrative buildings, NIFs include bookmobile garages, interlibrary loan facilities, and library technology centers. However, NIFs are only eligible for Category One discounts. For more information, please see USAC's website.

Children's Internet Protection Act (CIPA/filtering) questions

What are the filtering requirements for E-Rate?

Libraries must comply with the Children's Internet Protection Act (CIPA) to be eligible for Category One internet access discounts and Category Two E-Rate discounts.

CIPA has three requirements:

1. Internet safety policy – Libraries must adopt an internet safety policy that addresses the following items:
    a. "Access by minors to inappropriate matter on the internet and World Wide Web;
    b. The safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications;
    c. Unauthorized access including "hacking" and other unlawful activities by minors online;
    d. Unauthorized disclosure, use, and dissemination of personal information regarding minors; and
    e. Measures designed to restrict minors' access to materials harmful to minors." (CIPA - Universal Service Administrative Company).
2. Technology protection measure—Libraries must have a technology that blocks or filters internet access on at least some of the library's computers.
3. Public notice and hearing/meeting—The authority that administers the library must give advanced notice of plans to comply with CIPA and hold at least one public meeting or hearing. The authority is usually a library board, local government, or a library district board.

It is important to note that libraries **do not need to be CIPA compliant in their first year of funding**. They must simply certify that they are taking actions to become fully compliant, and then report compliance in the second year. This allows libraries a year of enrollment in the program in which they can create an internet safety policy, post public notice, have a public meeting regarding the policy and the proposed technology protection measure, and then implement the technology protection measure.

The internet safety policy should be at least a paragraph that addresses the points outlined above. The public notice and hearing must involve a public posting regarding the planned meeting and a subsequent public meeting regarding the policy and technology protection measure. The technology protection measure could take many forms, from a system by which a library filters all patron connections, providing adjustability of the filter for adults upon request, to a system by which patrons request internet access at the library desk, and library personnel allow unrestricted access to adult patrons and filtered access to minors.

Libraries may use multiple methods to filter connections, such as commercial filtering software, a built-in filter offered by the internet service provider, firewalls or unified threat management (UTM) devices managed by IT departments or third-party vendors, or even free or open-source filtering tools, though these require more technical expertise. Filtering software, cloud-based filtering services, or hardware-based filters integrated with firewall devices are all options libraries may choose to meet the technology protection measure requirement.

Do all library computers need to be filtered for E-Rate?

USAC notes that libraries must enforce the operation of a filter/technology protection measure during the use of its computers with internet access, though it permits libraries to allow adult patrons to bypass the filter for research or other lawful purposes. For more details on CIPA requirements, please see USAC's website.

Is my library already CIPA compliant?

Many libraries are already CIPA compliant and do not realize it. If your library already has a filtering technology or children's computers, you may already be CIPA compliant for E-Rate purposes. You can ask further questions by reaching out

to the Schools and Libraries (E-Rate) team at (888) 203-8100. You can also reach out to Leina Gonzalez-Baird, Oregon's Digital Equity Program Coordinator, at Leina.GONZALEZ-BAIRD@biz.oregon.gov.

Technical questions

What if I have everything I want from the services E-Rate offers?

If you already have everything you want, you can apply to get discounts on the services you are already receiving. Note that you will still need to have a competitive bid process, which involves requesting equipment or services and allowing potential providers to submit bids. For more information see USAC's page on competitive bidding.

My Wi-Fi connection is weak or doesn't reach where I need it to, even with a Wi-Fi extender. How do I upgrade my Wi-Fi connection?

If your patrons are having trouble accessing a Wi-Fi signal or adequate Wi-Fi speeds throughout the library, E-Rate provides discounts on potential solutions to improve Wi-Fi coverage.

Wi-Fi is a technology that wirelessly extends connectivity from your local network to fixed and mobile client devices (for example, laptops, tablets, and phones). A Wi-Fi network allows these wireless clients to access resources connected to your local network, such as servers, printers, and shared internet connections, without plugging into a physical connection. The device that makes the connection between the wired network and the wireless clients is a wireless access point (WAP). The functionality of a WAP is frequently built into a network router or modem device provided by your internet provider.

The range of wireless networks is a function of several key factors:

- WAP transmitter radio frequency (RF) power output
- WAP receiver quality, or "receiver sensitivity"
- Client device RF power output and receiver sensitivity
- Signal gain due to antenna types used on both the WAP and the client device
- Selected RF channel size, or bandwidth (20 MHz, 40 MHz, etc.)

- RF channel band (2.4 GHz, 5 GHz, or 6 GHz)
- Strength of interfering signals and RF noise in the selected band
- Physical obstructions, like walls and windows, that absorb some of the radio signal power
- Supported version of the Wi-Fi standard being used (i.e. Wi-Fi 7, Wi-Fi 6, etc.)

Moreover, connection range and speed have an inverse relationship in Wi-Fi networks. This means that as the distance grows between the client device and the WAP, the signal levels received by each device decrease. Wi-Fi devices automatically reduce the connection speed as signal strength decreases, transitioning to less complex data coding schemes to reduce the necessary signal quality to maintain a connection at the expense of the connection speed.

The maximum range of a Wi-Fi connection might extend out several hundred feet, but the maximum connection speeds may only be possible at distances of 10 feet or less, depending on obstructions and the other factors listed above.

If the range of the Wi-Fi signal is not sufficient to reach necessary areas of coverage or the connection speed is too slow, there are several potential remedies:

- Upgrade to Wi-Fi equipment using the latest standards (Wi-Fi 6 and Wi-Fi 7)
- Use directional antennas to direct more of the WAP signal towards areas where coverage is needed and away from areas where coverage is not needed
- Move WAPs or the Wi-Fi router to a location more central to the necessary coverage area
- Add additional WAPs in the area(s) of necessary coverage with wired connections to the network
- Add range extenders to repeat Wi-Fi signals (note: range extenders typically reduce total data throughput with each “hop” between range extenders and the wired WAP)
- Configure the WAPs to use channels with less congestion from other networks

- Configure the WAP to use smaller channel widths (20 MHz or 40 MHz instead of 80 MHz or 160 MHz) (note: reduced channel size can increase range, but reduces the maximum connection speed)

E-Rate can be used towards any of these potential solutions: The necessary equipment, installation, and cabling are all eligible for E-Rate discounts.

Note that user experience around coverage will not be the same from one device to the next. The power levels, antenna type, and supporting Wi-Fi version vary between devices, so it is important to plan Wi-Fi coverage based on a conservative set of assumptions around users' device capabilities. Currently, mobile phones supporting only Wi-Fi 5 likely represent a reasonable lower-end set of capabilities among commonly used equipment. However, using WAP equipment that supports the latest technology versions will enhance coverage and speed for users with supported devices and enable the WAP to provide more capacity overall for users sharing the network.

How do I get better speeds from my existing connection?

The perceived slowness of an internet connection can be due to a range of factors, only some of which relate to the speed of the actual internet connection.

Congestion in the internet provider's network can cause transmission errors and increases or frequent variations in transmission delays. Certain types of connections, including satellite, inherently have greater transmission delay and will cause slow performance even when the connection provides high throughput. Depending on the scenario, slow performance may relate to one or more aspects of network performance—capacity, transmission errors (e.g. "dropped" packets), transmission delay ("latency"), and variations in transmission delay ("jitter.")

Sometimes transferring large files, such as downloading a file from a cloud storage service, can effectively push the user device and the internet connection to their practical limits. Most use cases, however, transmit and receive many small files, like when browsing a website, or stream real-time content in small packets of data at a relatively consistent speed, as with video chats or streaming music. These more typical uses of internet connections rarely demand more than a small fraction of a broadband connection's capacity. In the case of streaming or interactive content, speeds might seem slow not due to the capacity of the internet

connection, but because high latency of the connection slows the exchange of data request and acknowledgement messages, or because high latency is overly taxing the buffering capability of streaming content.

With these broad categories of factors impacting "speed," there may be ways to improve the user experience with your existing connection:

- **Identify and eliminate weak links**—Starting with the modem or gateway provided by your internet provider, work your way back to the user devices to identify any bottlenecks:
    - The wired connection between the provider modem and your own internal network switches, routers, or WAPs must support speeds that are equal or greater to that of your internet connection. For internet connections of 100 Mbps or greater, this usually means Gigabit Ethernet (1,000 Mbps) interfaces are required. You may need to look up the specifications of your specific hardware to determine the speed of the wired ports unless the device has some visual indicator of the interface speed. Any device with interfaces in the path to the user devices that are not Gigabit Ethernet or faster must be replaced.
    - Patch cables interconnecting these components must be of good quality and not have any defects or damage, including tight bends or kinks. Replacing patch cables might be the lowest cost first troubleshooting step.
    - Verify your Wi-Fi coverage and the Wi-Fi version used by your wireless router or WAP are sufficient for your internet speed. In general, Wi-Fi 4 or better is necessary for 100 Mbps connections, but even then, only in near ideal conditions. For gigabit connections, Wi-Fi 6 or Wi-Fi 7 equipment is necessary to allow users to reliably achieve speeds approaching a gigabit. Refer above for more information about Wi-Fi optimization.
- **Verify router throughput**—Not all network firewalls (i.e., security software on a computer system that blocks unauthorized access and protects patrons using a computer) and routers produced in the past five to 10 years can actually process and route data traffic at a full gigabit per second (1,000

Mbps), even if they are equipped with Gigabit Ethernet (GE) interfaces. The chances are good that if you exclusively use a router and/or firewall provided by your internet provider, it is sized appropriately for your connection speed (although you may still want to confirm). If you have your own router or firewall device connected between your provider's equipment and your internal network, it must be capable of supporting the speeds for your connections in real-world conditions, with appropriate margins for the demand of advance security features and variability in data packet sizes.

- **Eliminate wireless extenders, if possible**—Weak Wi-Fi signals and interference contribute dramatically to the effective speed of a wireless connection, but there are trade-offs. Wi-Fi extenders, sometimes referred to as Wi-Fi boosters or repeaters, regenerate (receive and retransmit) the Wi-Fi radio signals between the primary router or WAP and distant wireless user devices. As a result, all Wi-Fi extenders increase the latency of the internet connection for those more distant users. Extenders can also cut the effective maximum speed of the Wi-Fi connection in half with each hop, depending on whether they use the same RF channels to communicate with client devices as they do to communicate with the primary WAP. The recommended approach to expand coverage, in general, is to place additional hardwired WAPs throughout the required coverage area. Refer above for more information about Wi-Fi optimization.

What does E-Rate offer that will allow patrons to access better service at home? I want to provide hotspots for patron checkout.

Mobile Wi-Fi hotspots with commercial mobile internet service were made eligible for E-Rate discounts starting in Funding Year (FY) 2025. This will allow libraries to implement lending programs for library patrons to use these devices off-premises with discounts for both the devices and monthly service fees. The allowed budget for E-Rate purposes is calculated based on the library's or library system's facility square footage. More details around budgetary planning can be found on the USAC website.

Our router broke and now we're using City Wi-Fi. What can I do?

Routers, switches, and other network equipment that is necessary to support your connection to the internet and distribution of internet connections at your facility

are eligible for discounts through E-Rate. If your router is no longer operational, does not have the capacity to support the capacity of your internet connection, or is simply outdated and is not fully supported by the manufacturer with security updates and hardware support, E-Rate provides a mechanism for replacing the router hardware at a discounted price. A firewall or router upgrade may also present an opportunity to explore solutions that ensure CIPA compliance, as the firewall and/or router are key components of most CIPA compliance solutions.

How do I increase overall bandwidth?

The potential solutions to this issue are the same as those to get better speeds from your existing connection. Please see that question above.

How do I upgrade internal wiring?

Upgrading internal network cabling can be an important component of upgrading internal network and internet capacity and reliability. These upgrades are eligible for E-Rate discounts.

The capacity of a wired network connection is limited by the quality of the cabling, which needs to be taken into consideration when upgrading equipment or otherwise seeking to improve network performance.

Copper data wiring generally carries a category designation indicating its performance and compliance with industry standards. For example, standard telephone wiring is generally considered Category 3 or below. Most modern data networks use higher-quality cables capable of supporting high-speed data transmissions. Each category correlates to the ability of the wiring to support a specific, standards-based network interface speed at a distance of 100 meters (328 feet). For example, Category 5 or better is required to support Gigabit Ethernet (GE) operating at 1,000 Mbps. Category 6A and better can support 10 Gigabit Ethernet (10GE) operating at 10 gigabits per second (Gbps), or 10,000 Mbps.

New installations of data cabling should specify Category 6A or better, as the cabling is long-lasting infrastructure that should be specified to support requirements many years into the future. Coupled with appropriate equipment, new cabling is a means to upgrade the speeds to wired computer terminals, and also can provide a means to locate additional wireless access points (WAP) to expand Wi-Fi coverage, speed, and reliability.

How do I upgrade desktop computers?

Unfortunately, desktop computer replacements are not eligible for an E-Rate discount. However, many E-Rate eligible services could improve the performance of your current systems. Saving money with E-Rate may also allow more room to purchase new computers if needed.

My internet connection is unreliable and depends on the weather. What can I do?

If your internet connection is unstable or unreliable, the E-Rate process provides a mechanism for obtaining bids for internet service from interested competitors. E-Rate discounts may enable your library to afford a more reliable service than would otherwise be possible, potentially including contractual terms around service performance, including service availability, in the form of a Service Level Agreement (SLA).

For wireless internet services, outages or impaired service coinciding with precipitation may be directly related to a phenomenon referred to as “rain fade.” Precipitation, and even dense fog, can absorb wireless signals sufficiently to impair services. Precipitation is generally only impactful to wireless communications that use higher radio frequencies (above 10 GHz) due to the higher capacity available in these higher-frequency bands. Most satellite internet providers operate in frequencies that are prone to impairment due to rain.

Terrestrial mobile broadband networks generally operate at lower frequencies that are not significantly impacted by rain. However, in cases where an outdoor directional antenna installed at the customer premise is required for service delivery, high winds can cause antenna misalignment that might cause service levels to fluctuate sporadically. Even wireline providers can experience service impairments due to weather, but they are generally less directly related to the technology used for service delivery. For example, rain leaking into improperly sealed wire splice enclosures and cabinets, or even lightning sporadically causing induced electrical noise on communications lines or equipment, can result in service impairments.

Note that redundant internet services are not eligible for E-Rate, but a more reliable primary internet connection certainly is.

What does E-Rate offer to improve online security for librarians and patrons?

E-Rate eligible services include firewall services and firewall components. Firewalls are security systems that monitor your network to ensure safety from unauthorized access and allow you to set safety settings to protect your library and patrons. Software upgrades and patches, including bug fixes and security patches, are also eligible for E-Rate discounts.

What does E-Rate offer for libraries that are only open part of the week?

E-Rate has many offerings that can help libraries open part time. Hotspots could allow patrons to access Wi-Fi from their own home and many eligible services extend the range of Wi-Fi, allowing for patrons outside of the building to access internet.

Appendix E: E-Rate eligible services list

Category One discounts

The 2025 eligible services list includes the following Category One services:

- Asynchronous transfer mode (ATM)
- Broadband over power lines
- Cable modem
- Digital subscriber line (DSL)
- DS-1 (T-1), DS-3 (T-3), and fractional T-1 or T-3
- Ethernet
- Integrated services digital network (ISDN)
- Leased lit fiber
- Leased dark fiber (including dark fiber indefeasible rights of use (IRU) for a set term)
- Self-provisioned broadband networks (applicant-owned and operated networks)
- Frame relay
- Multi-protocol label switching (MPLS)
- OC-1, OC-3, OC-12, OC-n
- Satellite
- Switched multimegabit data service
- Telephone dial-up
- Wireless (e.g., fixed wireless; microwave; mobile service for use on school buses; or mobile service for use with Wi-Fi hotspots)

Category Two discounts

The 2025 eligible services list includes the following Category Two services:

- Antennas, connectors, and related components used for internal broadband connections
- Cabling
- Caching
- Firewall services and firewall components separate from basic firewall protection provided as a standard component of a vendor's internet access service
- Racks
- Routers
- Switches
- Uninterruptible power supply (UPS)/battery backup
- Access points used in a local area network (LAN) or wireless local area network (WLAN) environment (such as wireless access points)
- Wireless controller systems
- Software supporting the components on this list used to distribute high-speed broadband throughout school buildings and libraries (applicants should request software in the same category as the associated service being obtained or installed)
- Services provided by a third party for the operation, management, and monitoring of eligible broadband internal connections are eligible managed internal broadband services (e.g., managed Wi-Fi)
- Eligible expenses include the management and operation of the LAN/WLAN, including installation, activation, and initial configuration of eligible components and on-site training on the use of eligible equipment
- Repair and upkeep of eligible hardware
- Wire and cable maintenance
- Configuration changes
- Basic technical support including online and telephone-based technical support
- Software upgrades and patches including bug fixes and security patches

OEM COOP Review Matrix: This review sheet is designed to evaluate state agency COOP plans in accordance with the criteria outlined in ORS 107.001.010 and the expectations set forth by the Governor. Please note that the evaluation criteria for OEM reviewers currently focus solely on quantitative measures. Future versions may take qualitative measures into account.

Name of Organization: State Library of Oregon

Date Received: 9/24/2025

Date Reviewed: 10/6/2025

Date Returned: 10/6/2025

Name of COOP Planner: Susan Westin

Name of COOP Sponsor: Wendy Cornelisen

Requirements for the COOP plan	Yes	No	Comments
COOP Plan Updates—Does the plan:			
1.Reflect that it was reviewed and updated in 2025?	x		
2. Contain a signature of approval by either the Director or Board Chair?	x		Please have State Librarian sign promulgation statement 2026
Essential Functions (EFs)—Does the plan:			
3. Include a list of all Essential Functions that must be maintained during an emergency?	x		
4. Include a recovery time objective (RTO) for each Essential Function? (e.g., Hours, Days, Weeks)	x		
5. Identify the personnel responsible for re-establishing & maintaining each Essential Function during a COOP event?	x		
6. Identify the resources required to maintain each Essential Function?	x		
7. Identify the systems, programs, applications and vital records required to maintain each Essential Function?	x		
8. Identify any vendors or external partners needed to maintain each Essential Function?	x		
9. Identify specific types of locations where each Essential Function can be maintained from? (e.g., secure locations, remotely, labs with special ventilation systems)	x		

10. Include a Devolution Plan for Essential Functions? (Modular, Agency to Agency or Inter-State)?		x	You have some identified but definite area of improvement for 2026
Contacts Section—Does the plan:			
11. Contain a list of continuity personnel?	x		
12. Include the primary work location for continuity personnel. (or their hybrid schedule, if applicable)	x		
13. Include at least 3 forms of contact for continuity personnel? (any combination of phone #s or emails)	x		
14. Include contact information for vendors and/or other key partners?	x		
Orders of Succession—Does the plan:			
15. Identify lines of succession for continuity positions?	x		
16. Identify what conditions would trigger the activation of a successor? (e.g., incapacity, time-sensitive decisions)	x		
Delegations of Authority—Does the plan:			
17. Define the decisions and actions that the designated successor is authorized to make during an emergency (e.g., approving expenditures, activating COOP)?	x		
18. Specify which positions are responsible for making critical decisions during COOP activation? (by title/position)	x		
19. Identify limits on the authority of the successor (e.g., actions they cannot take, or monetary limits for expenditure)?	x		
Communication & COOP Activation—Does the plan:			
20. Include the COOP activation process (step-by-step)?	x		
21. Include the organization's Emergency Notification procedures?	x		
22. Include the expected actions for employees if the Emergency Notification procedures are implemented?	x		
23. Include backup communication methods for Emergency Notifications?	x		
Relocation and Alternate Facilities—Does the plan:			
24. Identify the primary facility/facilities for operations?	x		

25. Identify one or more continuity facilities?	x		You have this process documented in your 2024 plan, please update in 2025
26. Identify a designated point of contact (POC) for each alternate facility?	x		
27. Include a list of resources available at each continuity facility?	x		
28. Include a list of additional resources needed at each continuity facility to support essential function operations? (e.g., Drive-away kits for initial setup).	x		
29. Identify a relocation process?	x		
30. Identify a lead point of contact for managing relocation?	x		
Systems, Applications, and Equipment—Does the plan:			
31. Include a list of critical systems, programs, applications, and vital records?	x		
32. Include backup procedures for vital records in case of loss of access to digital systems or online servers?	x		
33. Include backup options/procedures for each listed system, and application?	x		
34. Include a point of contact for each listed system or application?	x		
35. Identify the necessary equipment to support these systems or applications?	x		
Disaster Recovery IT—Does the plan:			
36. Contain a dedicated Disaster Recovery IT plan?	x		
37. Include a point of contact for the Disaster IT Plan?	x		
Plan Maintenance and Implementation—Does the plan:			
38. Document the dates and types of COOP training and exercises that have been conducted throughout the life of your COOP plan? (minimum expectation is annually)	x		You will need an exercise for 2026—we can assist
39. Include a completed/updated Risk Assessment or Business Impact Analysis (BIA)? (Best Practice is Annually)	x		
40. Include a process for implementing regular updates and revisions to ensure it remains current? (CIP-Continuous Improvement Plan)	x		

Name of OEM Reviewer: Shalynn Robinette Date:

This review indicates the COOP plan is 98% complete.

OEM would like to acknowledge the considerable time and effort required to update continuity plans and extend our sincere thanks to all those involved for their dedication to maintaining the essential operations that serve the people of Oregon.

Miscellaneous – Kudos

#1

From Buzzy Nielsen (SLO) on 7/9

Happy 1-year, Ericka!

One year ago today **Ericka Brunson-Rochette (SLO)** joined the LS team as our first ever DEI/Community Engagement Consultant! 🎉🎊🎈

Ericka's position was created due to strong demand from the Oregon library community. She has proven an ideal person to meet that demand! Unlike the other positions in LS, the Community Engagement Consultant didn't have pre-determined programs or duties. Ericka has been intentional about understanding what the library community needs to craft her position into one that best meets the needs of Oregon libraries as best she can.

Since starting, Ericka created three affinity groups for staff from underrepresented identities, a library DEI meetup, monthly updates to the library community, a community engagement LibGuide, and more. She's also helped with the Libraries Leading with Equity cohort trainings, worked with the OLA EDIA Committee to create a professional development scholarship program, and now is working with the Urban Libraries Council to offer a Creating a Culture of Belonging learning series.

And Ericka accomplished all of this during these challenging and uncertain times when our federal funding is under attack. Thanks for offering your insight and empathy to our libraries and our division, Ericka. We all look forward to continuing working together with you! Fitzgerald and Hemingway also heartily endorse you being in Library Support.



#2

From Susan Westin (SLO) on 7/9

Big Thank you to Jincy

Tomorrow will be Jincy's last day with the State Library. I want to thank her for all the work she has done for Operations and the State Library. She was instrumental in getting the conference

room credit payment off the ground, streamlined the system, and processed over 100 conference room reservations and payments since January. She has been invaluable in helping with the website cleanup, surplus of many items from the State Library, and board support. Join me in wishing her the best on her next adventures!!!

#3

From Elke Bruton (SLO) on 7/11

Another Satisfied Customer; thanks to teamwork!

Yesterday, we received a lovely email from one of our patrons thanking us for the very timely delivery of a key article they needed. Thank you, **Robby Pietz (SLO)** and **Sara Belousek (SLO)**, for making sure this user got what they needed at exactly the moment that they needed it!

Here it is in the patron's own words:

“Hi, my name is Sara Short, I called this morning - I work for the State Police Forensic Lab in Clackamas, and I was calling for a rush request for an article because I was heading to court and I just wanted to call, really, as an appreciation. I got a voicemail from Sara Belousek who said that my request was fulfilled within 10 to 15 minutes of me requesting it. But because my notifications were set up to my old email address, I didn’t get the notification. However, when I was in the courthouse I had my laptop and I was able to log back into my state library account and I got the article right away and I had it in time and everything worked out exceptionally well and I was just calling to say thank you – I am incredibly grateful for this last minute slightly unprepared prosecutor and I so appreciated the help. So, thank you so much, and I am so grateful for the service I appreciate you! Thank you, bye.”

#4

From Wendy Cornelisen (SLO) on 7/16

New Talking Book Library Website

The Talking Books website has been updated for plain language and with our users in mind! There are some changes that help keep our terms consistent with the National Library Service, allowing us to be more consistent with colleagues across the nation. Other changes help folks navigate these pages with alternate tech, like screen readers.

Kudos to the whole Talking Books team for this achievement! **Max Robinson (SLO)** helped coordinate the many hours of review by **Mailyn Salazar-Jimenez (SLO), Jennifer Graves**

(SLO), Lisa James (SLO), Chris Hamilton (SLO), and Sarah Ostrin (SLO). Thank you, **Jen Robinson (SLO)** for bringing your UX sensibilities to this work!

This is an iterative process, so **Tiff Bowers (SLO)** will have a chance to be part of future updates. Thanks, **Monica Davidsen (SLO)**, for updating the links on the homepage!

Check it out here: https://www.oregon.gov/library/print-disabilities/Pages/default.aspx

#5

From Ross Fuqua (SLO) on 7/22

Team Player Jey Wann (SLO)

MAJOR Kudos goes out today to our newest team member in Library Support, Jey! Jey jumped in feet first to help me with some tedious data entry for the Public Library Statistical Report, and together we knocked this project out in a matter of hours -- a task that would usually take me at least a week, working in fits and starts. We are SO happy to have you in LS, Jey, and I promise that we only have to do this particularly tedious task once a year. :D

#6

From Wendy Cornelisen (SLO) on 7/29

Thank you, Buzzy Nielsen (SLO),

Thanks, Buzzy, for making the time to support the Grant County Library at the County Court meeting last week. It's not the first time, nor will it be the last, that you show up and make sure that the library staff have the resources that they need in hard times. Your knowledge and perspective are greatly appreciated by the folks in Grant County, the library community at large, your colleagues at the State Library, and the Board.

#7

From Wendy Cornelisen (SLO) on 7/29

Awesome - Sarah Ostrin (SLO), Max Robinson (SLO), Elke Bruton (SLO), Buzzy Nielsen (SLO), Darci Hanning (SLO), Jey A Wann (SLO), Jen Robinson (SLO), Monica Davidson (SLO), Susan Westin (SLO).

Thanks for your help making the July State Library Board meeting happen! From the components of the board packet to the Customer Service Survey presentation and the snacks, it is a real team effort!

Sarah O captured the minutes, while Susan made sure we all stayed connected in the room. It was great to have so many staff members present for the meeting. The tour of the Tamastslikt Cultural Institute was very moving; if you have not yet been it is well worth a visit.

#8

From Wendy Cornelisen (SLO) on 7/29

Leadership – Jen Robinson (SLO)

Next week, Jen will be speaking on a panel at the National Library Service for the Blind Conference. Turns out the staff at NLS heard how good she is at building partnerships with allies that also serve those with print disabilities.

I'm grateful for Jen's efforts in this area and am so glad that she is sharing her experiences with a national audience.

Thanks for representing Oregon so well, Jen!

#9

From Wendy Cornelisen (SLO) on 7/29

Problem Solver – Sara Belousek (SLO), Jerry W Curry (SLO), Natalie Brant (SLO), Robby Pietz (SLO), Janelle Youngblood (SLO), Elke Bruton (SLO)

As Elke shared, eClips is changing! Thanks to Sara B, Jerry, Natalie, and Robby for the swift work in shifting our processes. Janelle has been busy behind the scenes making our online access to various newspapers and journals as seamless as possible.

It's great to see this teamwork in action! I know our fellow state agency employees will reap the benefits when eClips comes back online on August 11.

#10

From Katherine Anderson (SLO) on 7/31

Thank you, Sarah Cunningham (SLO),

Thank you to **Sarah Cunningham (SLO)** and **Dave Darcey (SLO)** for helping me with starting to clean out the mending/multipurpose room! There have been a ton of items located for cardboard, wood, and plastic recycling that Dave was willing to break down and sort accordingly and Sarah helped in determining if items were still archival. This is an ongoing project to make the space more usable for our volunteers.

#11

From Wendy Cornelisen (SLO) on 8/8

IMLS Site Visit

Kudos to the entire Library Support team for their work! The IMLS team, including Oregon's program manager Madison Bolls, was very complimentary of the work, processes and financial components that we have in place for our LSTA grant.

Special thanks to **Tamara Ottum (SLO)** and **Buzzy Nielsen (SLO)** for all the great information in the color-coded spreadsheets, and to **Susan Westin (SLO)** and **Ben, our fiscal agent at DAS**, for keeping the money in check!

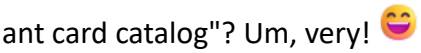
#12

From Jennifer Maurer on 8/12

Thanks for Help w/OASL Board Meeting

Today the board of the Oregon Association of School Libraries met in room 103. Last week, I was asked to provide a State Library tour to wrap up the day. I was impressed with how willing everyone was to help, especially in almost the last minute.

- **Ty Conley (SLO)** and **Derek Nielson (SLO)** => Thanks for letting me use my former laptop for the display monitor and for figuring out the wi-fi glitch. Internet access worked like a charm.
- **Wendy Cornelisen (SLO)** => Thanks for stopping in to welcome the group and to catch them up on the LSTA situation. That generated some good conversation.

- **Jen Robinson (SLO)**, **Tiff Bowers (SLO)**, and **Jennifer Graves (SLO)** => Thanks for the very helpful tour of Talking Books services. Folks were excited to learn or be reminded about it.
- **Jey A Wann (SLO)** and **Arlene Weible (SLO)** => Thanks for the oh-so-interesting tour of the stacks and the second-floor index and artwork. How excited do librarians get about the "giant card catalog"? Um, very! 

It takes a village!

#13

From Natalie Brant (SLO) on 8/14

Kudos for Workday Instruction!

Did you know that the reference librarians send out a short survey after every instruction session they teach in Workday? The feedback is overwhelmingly positive!

Every now and then, I like to share some of the comments. 

- **Emily Johns (SLO)** *did a GREAT job presenting with enthusiasm and at a pace that kept me engaged.*
- **Jerry Curry (SLO)** *is very knowledgeable about Library resources and presented information clearly.*
- **Wren Kominos (SLO)** *did a fantastic job of being concise, informative, and explanatory.*

Great presentation! Nice to be introduced to the AWESOME, LESS TALKED ABOUT resources available to State employees.

#14

From Monica Davidsen (SLO) on 8/16

Team Player - Tiff Bowers (SLO), Joel Henderson (SLO)

I had to put in a Publishing and Distribution order right before I left for a funeral this last weekend and Tiff took over as the P&D contact seamlessly with support from Joel.

Thank you both!

#15

From Sarah Cunningham (SLO) on 8/20

Thank you, Wendy Cornelisen (SLO), Elke Bruton (SLO), Ashley Wilsey (SLO), Jerry Curry (SLO)

Thank you for all the helping hands to get our desk shelf out of storage and into New Special Collections!

#16

From Jen Robinson on 8/20

Happy 3 Years, Mailyn!

This is a bit tardy, but I wanted to wish a quick **HAPPY THREE YEARS, THANKS FOR BEING AWESOME to Mailyn Salazar-Jimenez (SLO)!**

Mailyn is creative, supportive, positive, and has a great sense of humor. I count myself lucky to have her as a coworker and idea-bouncer. Here's to more!

#17

From Elke Bruton (SLO) on 8/21

Government Services does it again!

This is the time of year when Susan presents to me the APPR draft for Government Services' two Key Performance Measures (approved by and reported to the legislature, among other interested parties). KPM #1 is Patron Service Transactions and includes the number of reference queries, document delivery and interlibrary loan requests, and outreach/instruction sessions to state employees. The APPR is annual so this would be reporting data for the most recently concluded fiscal year. That is FY25, covering July 1, 2024 through June 30, 2025.

Our target for this KPM is 8,300 interactions. We have seen steady increases over the last few years spanning from 8,000 to just over 9,300 last year. This year? This year, this team of awesome folks that I am lucky enough to manage and work with every day shredded that goal and dominated the previous year by 37%. Thirty. Seven. Percent.

The final for FY25's Patron Service Transactions is **12,811**!

So, thank you, congratulations, way to go, yahoo, and a virtual high five to the entire Government Information and Library Services division! **Wow**. You all have blown me

away. 💚 Everything you all have dreamed up, worked on, created, adjusted, uncovered, cataloged, searched for, taught, found, and yes, even the things we didn't quite get to have made the difference for our customers.

Kudos and big smiles go out from me to:

Ashley Wilsey (SLO), Max Waddell (SLO), Janelle Youngblood (SLO), Emily Johns (SLO), Sarah Cunningham (SLO), Sara Belousek (SLO), Natalie Brant (SLO), Robby Pietz (SLO), Jerry Curry (SLO), Katherine Anderson (SLO), Angela Jannelli (SLO), Heather Pitts (SLO), Wren Kominos (SLO), Crystal Grimes (SLO)

#18

From Jen Robinson on 8/22

Mysterious Touchy Feels Kudos!

Remember when schools did fundraising and let you post vague, coded type messages to your friends in the newspaper? Things like "A and J know that the juice is the BEST!" etc. Yes? Maybe just my weird high school? ANYWAY. Two people really helped me out this week in terms of emotional support and I don't want to get into the specifics but still want to call them out for being A+ Team Players Who Go Outside Their Lane to Help Someone Out. So thank you **Janelle Youngblood (SLO)** and **Joel Henderson (SLO)** for two unrelated acts of kindness. You know what you did, and if you don't, then ask me and I'll give you the secret decoder ring.

#19

From Ross Fuqua (SLO) on 8/25

Awesome Tamara Ottum (SLO)

Major kudos to Tamara for being awesome and organized!

Last week, a public library reached out to me for some data/estimates for how the loss of LSTA funding might impact their local library and community. Tamara had already pulled together some numbers showing the return on investment LSTA has for Oregon libraries, and we were able to fulfill this request for info within minutes. Thanks once again, Tamara, for anticipating libraries' needs and for staying in front of them with resources!

#20

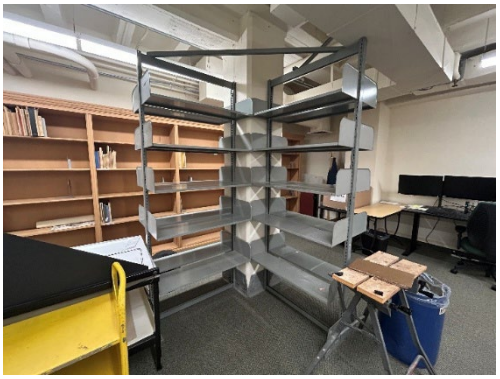
From Emily Johns on 8/26

Multipurpose Room Revamp

Kudos to **Sarah Cunningham (SLO), Katherine Anderson (SLO), Ashley Wilsey (SLO),** and **Dave Darcey (DAS)** for working so hard the past couple of weeks to clean up the multipurpose room. Their efforts have created a much more functional (and less claustrophobic) space for our book menders. I have thoroughly enjoyed receiving the update photos throughout this process. I will share a few here. Thank you all for taking this project on!









#21

From Elke Bruton on 8/29

Congratulations and Kudos to Emily!

Please join me in congratulating **Emily Johns (SLO)** for her successful completion of the Certificate in Tribal Relations! 🎉 Emily has worked hard over the last year taking the courses and attending the conference events while ALSO managing to still be a keep up with the

demands of our Special Collections program! Emily's capstone project proposal is related to our Chemawa Indian School Collection (work that she has already begun coordinating here) and I can't wait to see how it all turns out!

Nice job, Emily, and thank you for taking on this challenge without missing a beat in the normal day-to-day of your work here at the State Library. Bravi!!

#22

From Elke Bruton on 8/27

Leaky Ceiling Wrap Up Kudos

Hi Everyone! Yesterday morning was exciting in the anxiety-inducing way that I am grateful not to experience typically as a librarian. I'm talking about those leaky ceilings and the threat to our collections yesterday morning. Wow, in my last job the whole collection was nearly indestructible plastic, so water was never an issue. Yesterday, I truly came to appreciate how many more things I have to stress out about now. I will process that later. For now, I want to send out a heart-felt **Thank You** to everyone who jumped into action yesterday.

In the melee I saw:

Arlene Weible (SLO), Mad Wadell (SLO), Susan Westin (SLO), Joel Henderson (SLO), Jerry Curry (SLO), Sara Belousek (SLO), Katherine Anderson (SLO), Jen Robinson (SLO), and **Dave Darcey (DAS)** but I know that many more of you were working behind the scenes (unseen) passing along messages or picking up the slack in other ways while we were assessing and preventing damage to the collections.

What happened yesterday was very stressful, and we can feel pretty helpless when the darn roof is leaking and we don't have the ability to just "handle it" so I want to again thank you all for keeping cool heads and covering (sometimes literally) the important things: our physical collection. We plan to review our items in our rescue bins, and add to them if needed. All rescue bins are already in place, stocked, and their stacks locations are marked. But, yesterday was not a drill or test, so reviewing and adjusting where needed is standard operating procedure.

Anyway, thank you all for being you and jumping in to help in all the ways!

#23

From Elke Bruton on 9/9

Kudos to Jerry!

Kudos go out to **Jerry Curry (SLO)** today for showing this old librarian how the Wayback Machine works! How did I make it this far without ever visiting that wonderful tool? Anyway, in our Government Services advisory council meeting this afternoon we realized that we had no dates for bylaws adoption prior to 2013. Jerry quickly located the earliest Government Services Advisory Council meeting minutes where the adoption of the bylaws was one of the first orders of business! Thank you for the great memory and quick work reviewing the archive and quickly identifying the timeframe and area we needed most. 🎉

#24

From Jen Maurer (SLO) on 9/10

Yesterday and today, I received kudos about Citation Maker from a teacher-librarian in Washington state, and I wanted to share the comments with y'all.

Good Afternoon, I have been advocating for your citation as one of the most robust and educational citation makers available. I would like to directly link to your site using the logo for the MLA (green with the gear) as the link and the text box reading "OSLIS - Secondary MLA Citation Maker" … I would like to get permission to use the logo on my site … I would really like to publish the page edit in time for my classes (who will need to cite AI) to access easily. Thanks for considering it.

Thank you so much for your quick response.

Since you have already granted permission, I can let loose with what I really think.

YOUR SITE ROCKS!

I have plugged it to teachers multiple times. Other citation makers are great for "getting the job done," but OSLIS has truly created an educational site that helps students understand the parts of the citation, and you have all just continued to refine it. That takes a LOT of work, and I appreciate your efforts so much.

Your organization should be really proud.

Thank you for going there, and doing that. :)

#25

From: Elke Bruton (SLO)
Sent: Wednesday, September 10, 2025 3:58 PM
To: Wendy Cornelisen (SLO)
Subject: uptick in Oregon Documents interest

Hi Wendy (SLO),

Since your meeting and presentation about the Oregon Documents program at the agency directors meeting, we have noticed an uptick in interest in the Oregon Documents program from other state agencies. I had a great meeting with the HR partner for the Office of Emergency Management yesterday. They are working on PD language and responsibilities for the role of Oregon Documents Liaison for their agency. We discussed some of the ways and reasons that the State Library would reach out to the liaison related to the agency's publications. It got me thinking that I might be good for us to get the language that they settle on and make sure that DAS CHRO has it handy for other agencies' use.

In addition to hearing from OEM we have I have spoken with folks at a handful of other agencies with basic questions about how we receive their documents and how to find out what the State Library has in the collection. This is going to be a great kick off to our renewed work in bringing all of our agencies together to partner in making sure that their documents can be found in our collection. Thanks for bringing this up at the agency directors' meeting, and I'd like to request that we get five minutes every year as an Oregon Documents refresher for agencies since reminders never hurt!

Kudos to you this time!

-Elke

#26

From: Jennifer Graves (SLO) on 9/11

To: Wendy Cornelisen (SLO), Jen Robinson (SLO)

Subject: [name redacted]

Jen,

Thank you for the way you stepped in and handled our difficult patron earlier today. It means a lot to know I'm supported by you and Wendy, and I really appreciate having leadership who will

not tolerate inappropriate language toward staff and will stand up for us in these types of situations of frustration. We are all doing the best we can!

Jennifer

#27

From Wendy Cornelisen (SLO) on 9/12

Thank you, Tiff & Jen!

Kudos to **Tiff Bowers (SLO)** and **Jen Robinson (SLO)** for trekking to Washington, D.C. for the 25th annual National Book Festival!

Oregon's Center for the Book continues to be unique in the nation as the only one housed in a Talking Book Library. This lens is valuable for book selection, programming and partnerships. And at this event, it meant that Oregon's booth was a natural stop for all the VIPs.

In addition to having the cutest booth there, Jen and Tiff were able to make connections with the other states represented, the many, many visitors, and help educate acting IMLS Director Kevin Sonderling on the services that the Talking Book Library provides.

Thank you both for braving DC in the stickiest part of the year, and for representing Oregon so well!

#28

From: Elke Bruton (SLO)
To: Brad Cunningham (DAS)
Cc: Betsy Imholt (DAS); Wendy Cornelisen (SLO); Tim Hendrix (DAS)

Hi Brad,

My name is Elke Bruton and I am the Government Information and Library Services program manager at the State Library. Last week I had a meeting with Tim's team at Publishing and Distribution to talk about how our divisions can work together to help the State Library receive as many Oregon agency publications as possible for our collection (per ORS 390.090).*

I want to send a shout-out to the team of folks in the meeting and express how excited I was about our meeting! The way that the group worked so quickly (our meeting was less than one hour) to identify the issue, propose and consider solutions, and ultimately make decisions was a master class in collaboration and effective process planning. When I left the meeting, I don't

know if I was more excited about the ongoing partnership with our division, or just the amazing example of such great customer service and teamwork. Really, what an energizing meeting!

Thank you again to Tim and the team at P&D for the warm welcome; I'm excited about our ongoing partnership in making sure that Oregon Publications are fully available for the People of Oregon to access from the Library!

Sincerely,

Elke

Replies:

From: Betsy Imholt (DAS)
Sent: Wednesday, September 3, 2025 6:23 PM
To: Elke Bruton (SLO); Brad Cunningham (DAS)
Cc: Wendy Cornelisen (SLO); Tim Hendrix (DAS)
Subject: RE: Kudos to the Publishing and Distribution team

Thank you, Elke, for sharing this feedback. We are so glad to hear how our P&D crew went above and beyond. Thank you for sharing your experience with us.

Way to go Tim!

Betsy

(Hi Wendy!)

From: Brad Cunningham (DAS)
Sent: Wednesday, September 3, 2025 7:11 PM
To: Betsy Imholt (DAS); Elke Bruton (SLO)
Cc: Wendy Cornelisen (SLO); Tim Hendrix (DAS)
Subject: RE: Kudos to the Publishing and Distribution team

Hi Elke –

No introduction needed, over the years I've seen your name since State Library and Shared Financial Services have had a great partnership.

We really appreciate your comments and collaboration, the team at P&D does a great job at providing options and best practices around all things print. And as you described, they will definitely make you feel welcome and will leave you in great spirits about the partnership…. I

can assure you, the staff at P&D who you met, were as equally as enthusiastic about meeting you and knowing they have a great partner, they thrive on that collaboration.

Again, thanks for the kind words.

Brad

#29

From: Tamara Brickman (DAS)
Sent: Wednesday, August 27, 2025 11:46 AM
To: Wendy Cornelisen(SLO)
Subject: Kudos

Wendy,

I want to let you know that I've taken two courses offered from the State Library and I have been very impressed with the presentations. I took the O'Reilly course and the Pronunciator course and both presenters did a fantastic job. I wish I would have done a better job of learning the resources available at the State Library a long time ago. I've known for years that you all provide great service and now I'm going to start using more of the resources available and hope to learn more about other resources. I hope you are doing well.

Tamara

Reply:

From: Wendy Cornelisen (SLO)
Sent: Tuesday, September 2, 2025 8:15 AM
To: Tamara Brickman (DAS)
Subject: RE: Kudos

Tamara,

Thank you so much for the feedback! I'm so glad to know that the reference librarians at the State Library are making connections.

Hope your month is off to a good start!

Thanks,

Wendy

#30

From Wendy Cornelisen (SLO) on 9/17

IMLS Conference Awards

Each year, IMLS hosts a Grants to States Conference for LSTA Coordinators from across the country.

During yesterday's Grants to States Conference (which had a "classic literature" theme), they gave out awards in recognition of LSTA-management excellence during the past year. Oregon was the well-deserved recipient of two accolades:

- The "Brave New World" award, for adeptly pivoting to the virtual site visit format
- The "Great Gatsby" award, which is a peer-to-peer recognition award, to **Tamara Ottum (SLO)**! Her nominee was Claire Imamura, who said "I appreciate Tamara's willingness to share project ideas and logistics, welcoming me to the PNW region, and maintaining the LSTA Coordinators' listserv!"

  Thank you, Tamara, for the massive amount of pre-site visit work that made it go smoothly, and for your leadership among the LSTA Coordinators!





#31

From Buzzy Nielsen on 9/17

Chemawa Materials Available Online

Shout-out to **Ross Fuqua (SLO)**, **Katherine Anderson (SLO), Emily Johns (SLO), Heather Pitts (SLO)**, and anyone else in GS who's been helping on the project to digitize materials from the Chemawa Indian School. Thanks to those efforts, University of Oregon has digitized all copies of the *Chemawa American* newsletter that are available in SLO's collections! Those issues are now available online at Historic Oregon Newspapers.

Thanks as well for their continuing work as UO moves on to digitizing the Chemawa yearbooks. These materials help survivors and families reclaim their stories and the stories of their ancestors from this dark period in tribal history.

#32

From Buzzy Nielsen (SLO) on 9/16

Thank you Tamara Ottum (SLO), Buzzy Nielsen (SLO)

From: [name redacted]
Sent: Tuesday, September 16, 2025 10:55 AM
To: Buzzy Nielsen(SLO)
Subject: thank you!!

Hello Buzzy,

Last Friday I received a phone call from our local non-profit organization, Roundhouse Foundation, who are willing to provide us funding for the laptops we requested in our most recent LSTA application. I am writing to you to say a big thank you!! for highlighting our application to them. This opportunity came as an unexpected offer that will make a big difference to our students and our ability to support their technology needs. If only all funding came as easily as this amazing gift!

I hope all is well with you!

[Name Redacted] Library Director

[Name Redacted] Community College

Reply:

From: NIELSEN Buzzy * SLO
Sent: Tuesday, September 16, 2025 11:06 AM
To: [email redacted]
Cc: Tamara Ottum (SLO); Wendy Cornelisen (SLO); Arlene Weible (SLO)
Subject: RE: thank you!!

That's amazing [name redacted], congratulations! We were very excited when Roundhouse approached us saying that they're interested in funding some library projects, including the competitive grants we couldn't fund due to funding instability. Also, the props definitely go to Tamara for pulling together all of the information about projects that could be of interest to the foundation.

Thanks for letting us know.

Cheers!

Buzzy Nielsen

From: [email redacted]
Sent: Tuesday, September 16, 2025 11:08 AM
To: Tamara Ottum (SLO)
Cc: Wendy Cornelisen (SLO); Arlene Weible (SLO)**;** Buzzy Nielsen (SLO)
Subject: RE: thank you!!

And thank you so much, Tamara!!

- [Name Redacted]

#33

From Jen Robinson (SLO) on 9/17

Transcribed from a voicemail left by Talking Books patron September 4th

"Hi, I want to say hello to the lady who says "OK, here comes the beep!" You have a very friendly voice. I don't know your name, but you're as familiar to me as anyone who lives on this earth that I know and care about. I pray for you all the time though I don't know your name. I hope someday I shall find it out. I hope that's not a personal intrusion.

Thank you, goodbye!"

#34

From Jen Robinson (SLO) on 9/17

Praise: Tiff Bowers (SLO)

From: [email redacted]
Sent: Wednesday, September 17, 2025 10:08 PM
To: Jen Robinson (SLO)
Subject: Event today

Hi Jen!

Just wanted to share that Tiff was a total rockstar today. You hired an amazing librarian! She knows the products and services in and out and her people skills are exceptional. We had a great turn out. So glad she could join!

[Name Redacted]

#35

From Jen Robinson (SLO) on 9/19

Many Hands Make Light Work!

Massive thanks to **Jessica Sokoloff (SLO), Trevor Allemann (SLO), Max Waddell (SLO), Heather Pitts (SLO), Joel Henderson (SLO), Mailyn Salazar-Jimenez (SLO), Chris Hamilton (SLO), Tiff Bowers (SLO), Robby Pietz (SLO),** and **Jey Wann (SLO)** for moving 104 boxes from 2 palettes and unpacking and inspecting **FOUR HUNDRED AND THIRY TWO** new DA2 players!

We ended up forming a bucket brigade to get the boxes from the street level to the workroom, so everyone got a nice abdominal workout. It was fun to work together and get something big done ❤️.



All done! *

This part of the process, Mailyn Salazar-Jimenez (SLO) will still inspect each player, add it to the system, and make sure it’s ready to go out to patrons.

#36

From: Natalie Brant (SLO)
Sent: Wednesday, August 27, 2025 11:42 AM
To: Elke Bruton
Subject: embedded class kudos

Hi Elke,

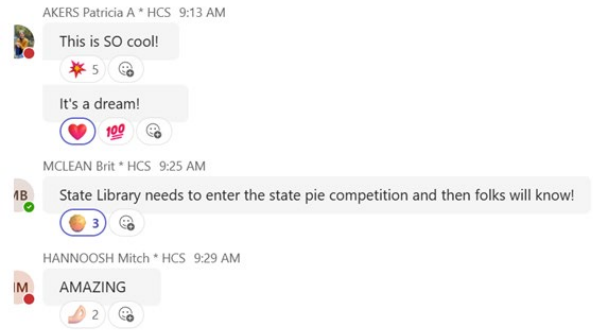
While teaching this morning, I realized a lot of kudos in the form of "the state library is awesome" come though on the meeting chats.

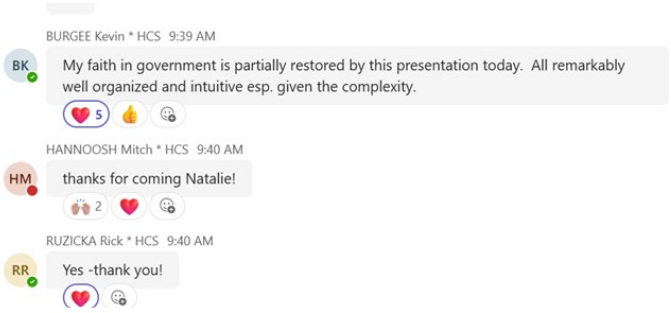
So, I'm gonna try to start sharing them now!

-Natalie

Messages below from embedded class kudos:







#37

From: [email redacted] Public Library
Sent: Friday, August 15, 2025 12:42:35 PM
To: Wendy Cornelisen (SLO)
Subject: Re: Thanks!

Hey Wendy,

I really felt so honored that you came to our library. I work for the VA (my side hustle) and rarely see leadership, so seeing you in our small space brought me so much pride.

Thank you,

[Name Redacted]

#38

From and email received by Natalie Brant (SLO)

Kudos for eClips and Emily Johns (SLO) newsletter article

From: Oscar Parsons (DAS)
Sent: Monday, August 11, 2025 10:29 AM
To: SLO LibraryHelp
Subject: Positive Feedback.

Hello,

I appreciated the notification that E-clips would be away for a bit, I've certainly missed it.
I also wanted to provide positive feedback, that I like being able to login to view the articles instead of hitting a paywall. Additionally in the June 2025 Newsletter that I received today the photos and the history of the parking situation in the capitol mall was very interesting and helps make sense of why the building does indeed feel a bit backwards. Love to see it.
I take a moment to read the work from the State Library team daily, keep up the excellent work.

Oscar Parsons

#39

Email conversation from Ross Fuqua (SLO) on 8/6

From: [email redacted]
Sent: Monday, August 4, 2025 11:47 AM
To: Ross Fuqua (SLO)
Subject: Re: [Name Redacted] Library is hiring for a Library Services Supervisor - Reference

Thank you, Ross, for the follow up and yes, I was able to find it. By the way, not sure if it was your glorious work or someone else's, but that interactive tool for all the library data was soooo satisfying and informative to read! Beautiful, just beautiful!

Kindly,

[Name Redacted]

Replies:

From: Ross Fuqua (SLO)
Sent: Monday, August 4, 2025 3:07 PM
To: [Name Redacted]
Subject: Re: [Name Redacted] Library is hiring for a Library Services Supervisor - Reference

Hi [Name Redacted],

Glad the job posting thing worked out.

And I'm super happy to hear you're enjoying my data visualizations/tools! Seriously, that has made my day.

Are you talking about the Library Snapshot or the Oregon Library Trends Tool? I'm in the process of redesigning (and enhancing) the Library Snapshot — hoping the new version will be even better!

Ross Fuqua, MA, MLIS (he/him)

From: [email redacted]
Sent: Monday, August 4, 2025 4:48 PM

To: Ross Fuqua (SLO)
Subject: Re: [Name Redacted] Library is hiring for a Library Services Supervisor - Reference

Whoa whoa whoa Ross, you are blowing my mind! LOL I was referring to the Oregon Library Trends Tool. I had never seen the Library Snapshot until now.

[Name Redacted]

#40

From Wendy Cornelisen (SLO) on 8/4

Email Kuddos

Hi Wendy,

I'm a teacher librarian in Eugene and I just want to take this moment to thank you for your frequent and transparent communication! I've been a public and school librarian in Oregon for 22 years and I can't remember receiving so much clear, concise and helpful information from a state librarian. I know you have a ton on your plate during these difficult times. Thank you for making the time for regular communication with librarians around Oregon. Every update helps me with my work as I plan for this school year and think about my long term program. I will write Senator Merkley as well. Thank you again and keep up your excellent work!

[Name Redacted]

#41

From Jen Robinson (SLO) on 9/23

Thank You Derek Nielson (SLO), Chris Hamilton (SLO)

KLAS went boom on Friday afternoon and was down until yesterday (Monday) afternoon. It ended up being a DoS (Denial of Service) attack on our online catalog server! Derek was in touch with Enterprise IT, myself, and Keystone. He wrote timely, clear, and useful updates and tried several solutions. Chris kept up with Keystone and communicated with everyone, and jumped in the moment KLAS was up to get circulation going and cartridges out to patrons.

#42

From Jey Wann (SLO) on 9/23

Kudos to the plant re-potter!

Huzzah to whoever potted that poor plant that had been growing in a big vase of water on the south windowsill in the staff room for about a bazillion years. It looks so much happier!

#43

From Greta Bergquist (SLO) on 9/25

Kudos to Darci Hanning (SLO)!

I visited The Dalles and Sandy yesterday and both library directors mentioned how helpful **Darci** was in their strategic planning process. [Name Redacted] in particular talked about how all the stakeholders involved appreciate her work and that doesn't usually happen with that group.

#44

From Jen Robinson (SLO) on 9/26

Happy 2-year workaversary to Lisa!

Lisa James (SLO) has been with us for 2 fantastic years, hooray! She's a joy to work with and always looking for ways to improve a process or tweak things to be more efficient. She is positive, warm, and I'm so glad she's the first voice many of our patrons hear when registering for Talking Books. She's also got fantastic taste in cubicle decor

#45

Email Kudos from a Dept. of Environmental Quality patron

From: Sara Belousek (SLO)
Sent: Thursday, September 25, 2025 8:03 AM
To: James McConaghie (DEQ)
Subject: State Library Request <omitted>
Importance: High

Greetings James,

I have an update regarding your request for:

<omitted>

The original consulting group, <omitted>, merged with <omitted> several years ago so I reached out to them about the report. They shared that the report is currently protected under a lawsuit and not currently available. However, they are trying to find out if/when it may be available, but it may take several weeks before there's an update.

Let me know if you have any questions.

Best,

Sara Belousek

Response:

From: James McConaghie (DEQ)
Sent: Thursday, September 25, 2025 10:44 AM
To: Sara Belousek (SLO)
Subject: RE: State Library Request <omitted>

Hello Sara,
Wow- you are amazing! Thank you for going to such great lengths to try to source the document. Since the study was cited in a federal agency document, I would have thought the report would be in the public domain. I guess that explains why I was unable to find a copy on my own.

Appreciate your help and please let me know if there are any developments.

Regards,

James McConaghie

#46

From Tiff Bowers (SLO) on 9/29

Praise: Awesome, Trevor Allemann (SLO)

Big KUDOS to Trevor for being so knowledgeable, patient, and willing to drop what he's doing to come (for the second time now) to troubleshoot my docking station/desktop when it decides to misbehave - thank you for coming right over to find the fix and get me up and running again. Stellar service! I am so thankful!

Oregon insiders: Who's who in and around state government

Published 1:08 pm Thursday, July 31, 2025

By DICK HUGHES, for the Oregon Capital Insider



Carpet in the Oregon governor's ceremonial office in the state Capitol in Salem. (Oregon Capital Insider)

Gov. **Tina Kotek** appointed **Michael Tessean** as director of the Oregon Youth Authority, effective Aug. 18. **Jana McLellan**, who has been interim director since March, will retire at the end of September. Tessean was director of the Colorado State Board of Parole.

Clare Lanusse joined the Oregon Watershed Enhancement Board as a policy analyst for the Oregon Environmental Restoration Fund. She previously was Kotek's natural resources, climate and energy policy coordinator.

Candy Emmons is the new executive director of the Democratic Party of Oregon. The party's deputy director, she briefly was interim director after **Brad Martin** left earlier in July. In a note to Democrats about her appointment, Emmons said: "I grew up in a trailer park in South Salem, raised by teen parents who worked hard and counted every dollar. Like so many families, we relied on public programs championed by Democratic leaders."

President **Donald Trump** appointed **Scott E. Bradford** as U.S. attorney for Oregon. Bradford was sworn in Monday on an interim basis while awaiting confirmation by the U.S. Senate. He replaces Acting U.S. Attorney **William Narus**, who took over after **Natalie K. Wight** stepped down in February at the Trump administration's request. Wight is now executive director of the Northwest Regional Reentry Center in Portland.

Diane Lund-Muzikant, founder of The Lund Report and Oregon Health Forum, died Saturday at age 86. She established The Lund Report in 2008 to do watchdog reporting on the health care industry in Oregon.

Angela Wilhelms, president/CEO of Oregon Business and Industry, will be a keynote speaker at the Oregon Infrastructure Summit in September. Her topic is "Restoring Oregon's Competitiveness: A Necessary Imperative for Healthy Infrastructure."

State Librarian **Wendy Cornelisen** received the 2025 University of Tennessee School of Information Sciences Distinguished Alumni Award.

If you have an update on who's coming or going – or taking on a new assignment – in state government or organizations involved with it, email Dick Hughes at TheHughesisms@gmail.com.





MS-ISAC Statewide Membership

Governor Kotek signed House Bill 5006, authorizing funding of $275,000 for a state-wide membership with the Multi-State Information Sharing and Analysis Center (MS-ISAC).

The membership is scheduled to begin September 1, 2025 through December 31, 2026. Once procurement is complete, the service is initially for 18 months.

Benefits to the state and all eligible entities within the state include threat intelligence and distribution, member collaboration and engagement, security operations center, incident response and forensic services, and additional services and programs.

EIS will provide additional information soon to eligible entities.

MS-ISAC



eClips News Alerts Now Available

The State Library of Oregon has a service called eClips, a news alerting service that highlights the Oregon state government.

The news sources include freely available news stations and State Library newspaper databases. They also use news alerts that cover a broad set of topics relevant to state government, including regional and national media outlets.

The eClips service is available to anyone with a valid email address and state of Oregon employees have access to full-text news stories. For more information on the service refer to the FAQ page.

Subscribe



Cybersecurity Summit

Wednesday, September 24, at the Salem Convention Center, the Oregon Public Sector Cybersecurity Summit will be held, tackling distinct cybersecurity challenges encountered by the public sector.

"We are excited once again to bring our vendor and local partners together to continue to grow Oregon's strong commitment to defend against cyber criminals who wish to do us harm." said Terrence Woods, State Chief Information Officer.

Sign up today to attend to gain expert insights, have collaborative discussions, and learn of practical solutions.

Register Now