



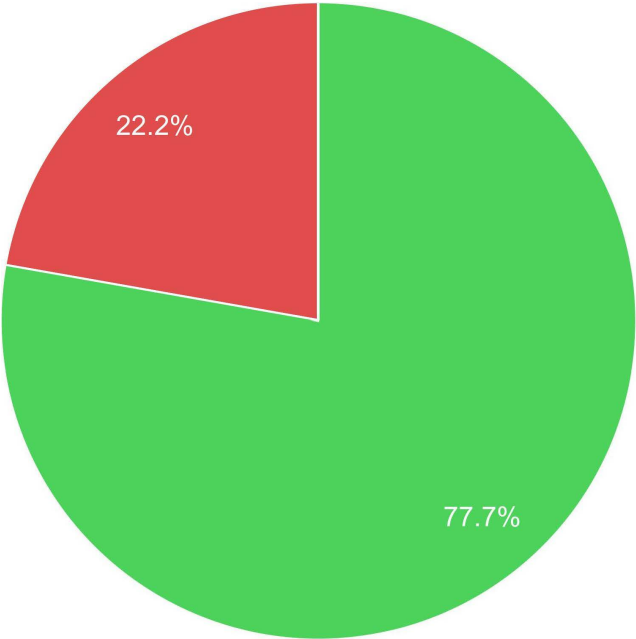
State Library
of Oregon

State Library

2026 Annual Performance Progress Report

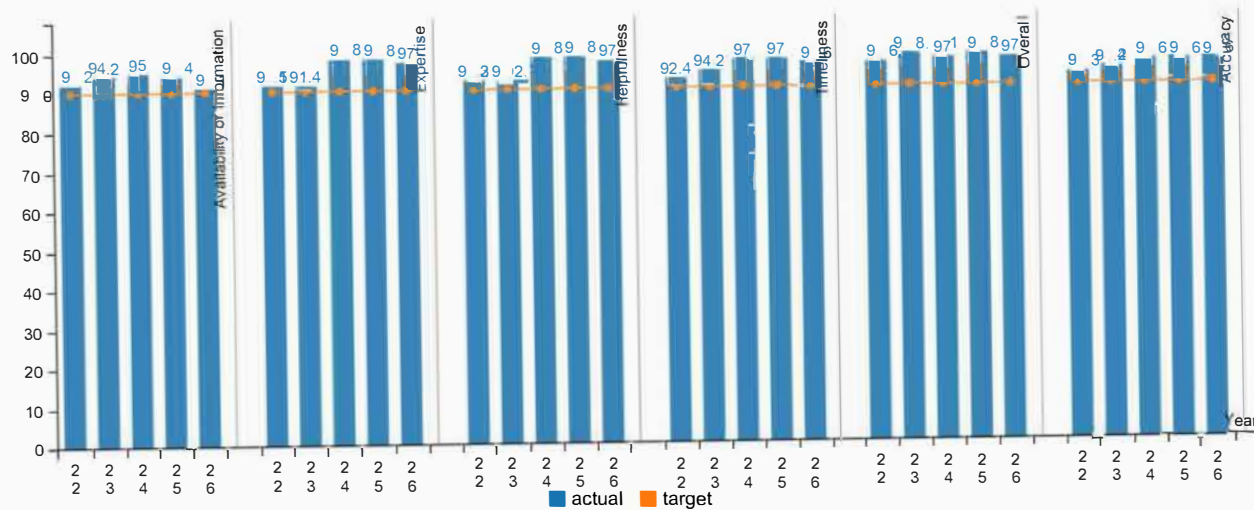
KPM # Approved Key Performance Measures (KPMs)

	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.
2	Patron Service Transactions - Number of reference queries, self-serve and mediated document delivery, and outreach/instruction sessions to state agency employees.
3	Making State Documents Accessible - Percentage of the digital Oregon Government Publications fully cataloged.
4	USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Annual visits to the site.
5	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.
6	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.
7	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.
8	COST PER CIRCULATION - Cost per circulation of audio and Braille books and materials.
9	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.



Summary Stats		
Green	= Target to -5%	77.78%
Yellow	= Target -5% to -15%	0%
Red	=Target> -15%	22.22%

KPM #1 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.
Data Collection Period: Jul 01 - Jun 30



Report Year	2022	2023	2024	2025	2026
Availability of Information					
Actual	92%	94%	95%	94%	91%
Target	90%	90%	90%	90%	90%
Expertise					
Actual	92%	91%	98%	98%	97%
Target	90%	90%	90%	90%	90%
Helpfulness					
Actual	92%	92%	98%	98%	97%
Target	90%	90%	90%	90%	90%
Timeliness					
Actual	92%	94%	97%	97%	96%
Target	90%	90%	90%	90%	90%
Overall					
Actual	96%	98%	97%	98%	97%
Target	90%	90%	90%	90%	90%
Accuracy					
Actual	93%	94%	96%	96%	96%
Target	90%	90%	90%	90%	90%

How Are We Doing

Each year, the three outward facing divisions of the State Library each conduct a customer satisfaction survey of their users. The results of those surveys are averaged together in the chart above. The State Library is above the target in all categories and the agency's overall satisfaction has remained strong over the last five years.

The results for each division: Government Information and Library Services, Library Support and Development Services and Talking Book and Braille Library, are included below.

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Overall
Government Information and Library Services	98%	95%	99%	99%	96%	97%
Library Development and Support Services	100%	99%	99%	100%	99%	99%
Talking Book and Braille Library	95%	95%	96%	96%	88%	95%

Factors Affecting Results

State Library staff are dedicated public servants. Due diligence and responsiveness are the cornerstones of the State Library's customer service. Emails and voicemails are responded to in a timely manner. Staff work directly with their community, getting input from each divisions' advisory councils to help shape the services and resources that are being made available to our users.

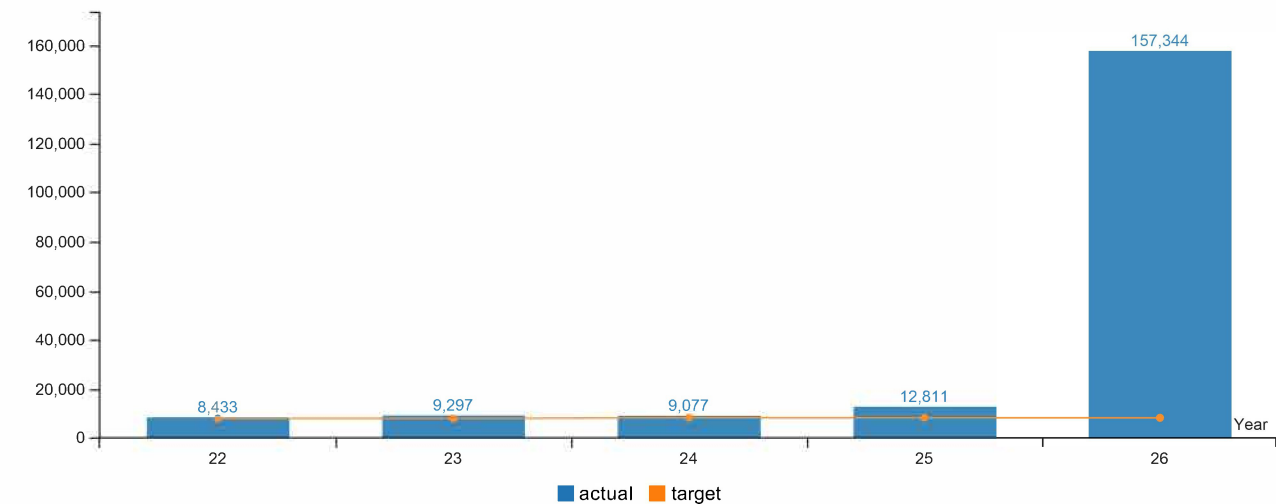
Within Government Services, staff continuously work to make state government publications available to state employees and the public. Electronics resources are reviewed so the needs of state employee customers are being met. The embedded librarians are meeting with their state agencies to better understand their needs and continue to educate state employees on the services being provided by the State Library. The updated, more user-friendly Government Services website will be released in late 2026.

Library Support makes in-person visits to libraries across the state to learn firsthand their needs and concerns. Library Support provides grants to public libraries for early literacy and summer reading and provides also focused federal grants to small and mid-size libraries, including Teen Internship grants.

Technology advances at the federal level, including new players and tracked mail services, provide more opportunities for the print disabled across Oregon. New local processes, including implementation of a phone tree to route questions, has allowed the State Library to serve these customers more efficiently and effectively. Updated user guides, video tutorials and more ways for customers to make their own title selections are planned for the coming fiscal year.

KPM #2	Patron Service Transactions - Number of reference queries, self-serve and mediated document delivery, and outreach/instruction sessions to state agency employees.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Patron Service Transactions					
Actual	8,433	9,297	9,077	12,811	157,344
Target	8,000	8,000	8,300	8,300	8,300

How Are We Doing

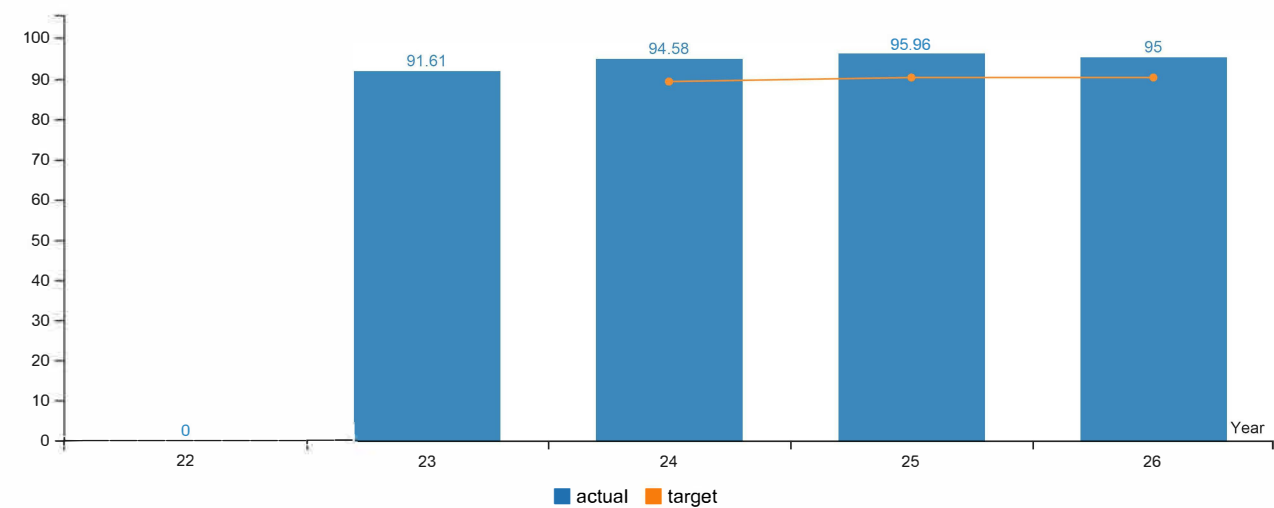
The total number of patron service transactions has increased dramatically (1,128%) over the previous year due to the agency's ability to be able to track self-serve document delivery by state employees. The 2027-2029 targets will reflect this new reality.

Factors Affecting Results

With a combined effort in instruction and reference assistance to customers, state employees are learning to navigate the State Library's resources successfully. These customers have been using the State Library's resources at this significant rate for a long time, but the State Library lacked the administrative and technical support to accurately track this level of usage. Additional technology updates, including adding state agency IP ranges to the State Library's discovery and proxy server, means that more of the State Library's content shows up when state employees search for information to do their jobs. By increasing the availability of resources and counting all documents delivered to customers, the State Library has been able to better track the needs of state employee customers. The State Library has canceled subscriptions to expensive, little-used resources, and switched to more cost effective and highly relevant information resources. As further service improvements, such as an updated customer website and easier authentication are implemented in the next fiscal year, this number will continue to grow.

KPM #3	Making State Documents Accessible - Percentage of the digital Oregon Government Publications fully cataloged.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Making State Documents Accessible					
Actual		91%	94%	95%	95%
Target			89%	90%	90%

How Are We Doing

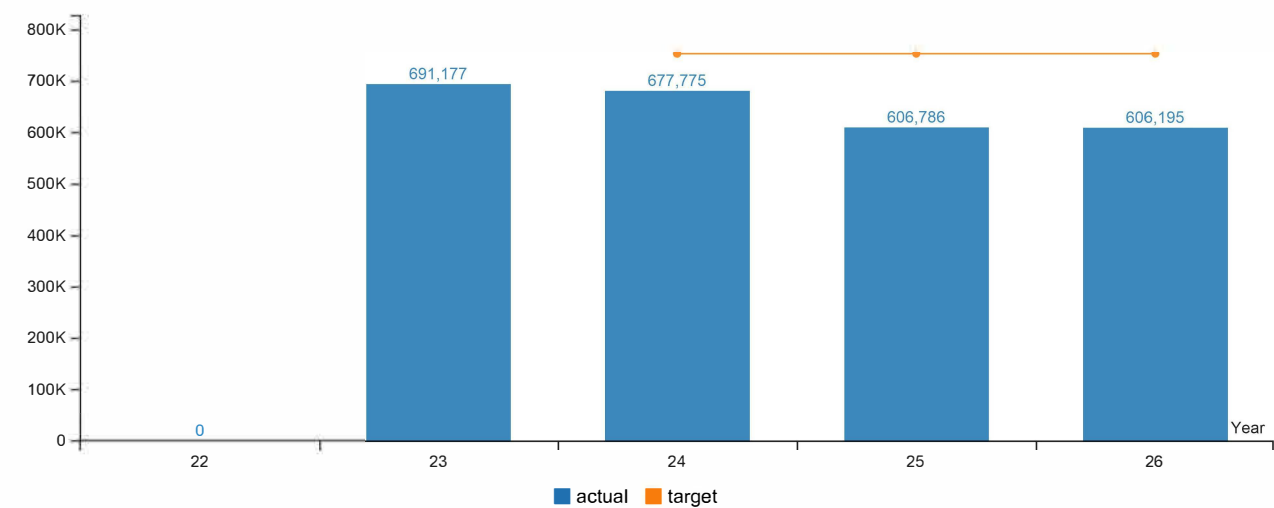
The State Library continues to exceed this target.

Factors Affecting Results

The cataloging team at the State Library continues to focus on adding the required metadata and cataloging markers to the digital publications created by state agencies in Oregon. This in turn makes the item finable in both the State Library's catalog, and in the online Oregon Documents website.

KPM #4	USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Annual visits to the site.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM					
Actual		691,177	677,775	606,786	606,195
Target			750,000	750,000	750,000

How Are We Doing

The Oregon School Library Information System (OSLIS) is a website for K-12 students and teachers that provides access to high-quality research databases, instruction, videos, and lessons to teach information literacy skills. Annual visits to the site have declined somewhat since 2023. Total annual visits for 2025-26 were similar to the previous year. We did not meet our target of 750,000 visits. Visits nonetheless are 200,000 above their historic low in 2020-21, during the COVID-19 pandemic.

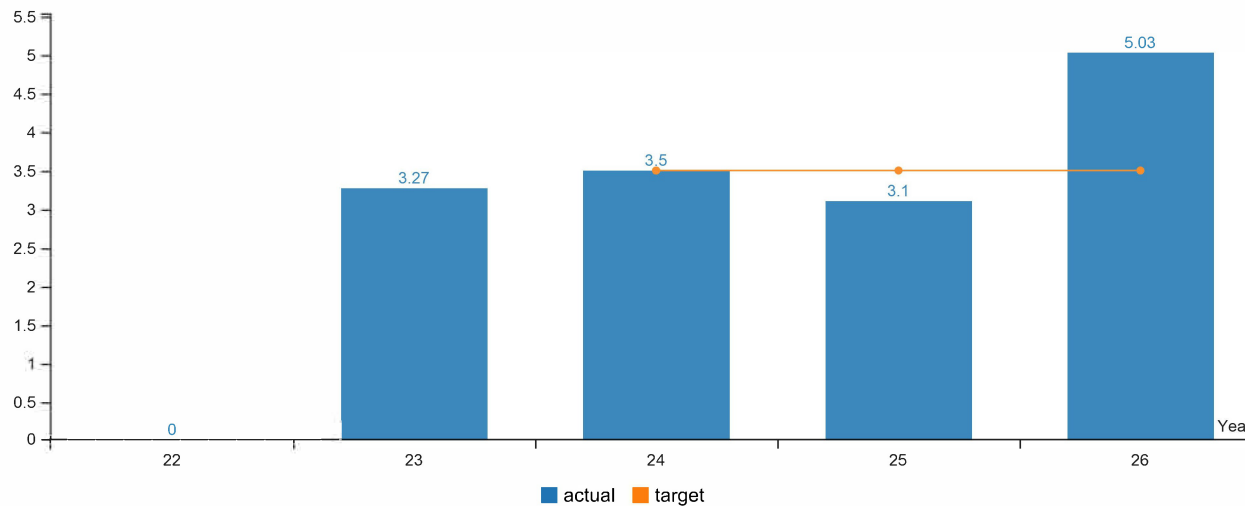
Factors Affecting Results

There are multiple ways to access the OSLIS content that bypass the OSLIS website and are therefore not included in this statistic. Time-strapped educators seek high-quality, pre-packaged content, and since 2016 OSLIS has produced custom video tutorials. More videos are added annually, and newer topics include algorithms, artificial intelligence, lateral reading, and evaluating video content. As educators discover and use the videos, some are accessing them via YouTube instead of the OSLIS website. From July 2025-June 2026, these 30 videos were viewed 208,682 times.

KPM #5 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.

Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Ready to Read Participation					
Actual		\$3.27	\$3.50	\$3.10	\$5.03
Target			\$3.50	\$3.50	\$3.50

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 2025 Ready to Read grant year, 166,156 youth participated in Ready to Read-funded programs at 140 public libraries around the state. Grants totaled \$834,994. One youth was reached for every \$5.03 in grant funds spent. In 2025, State Library Ready to Read grants leveraged a 2.5-to-1 return with cash and in-kind contributions by local libraries.

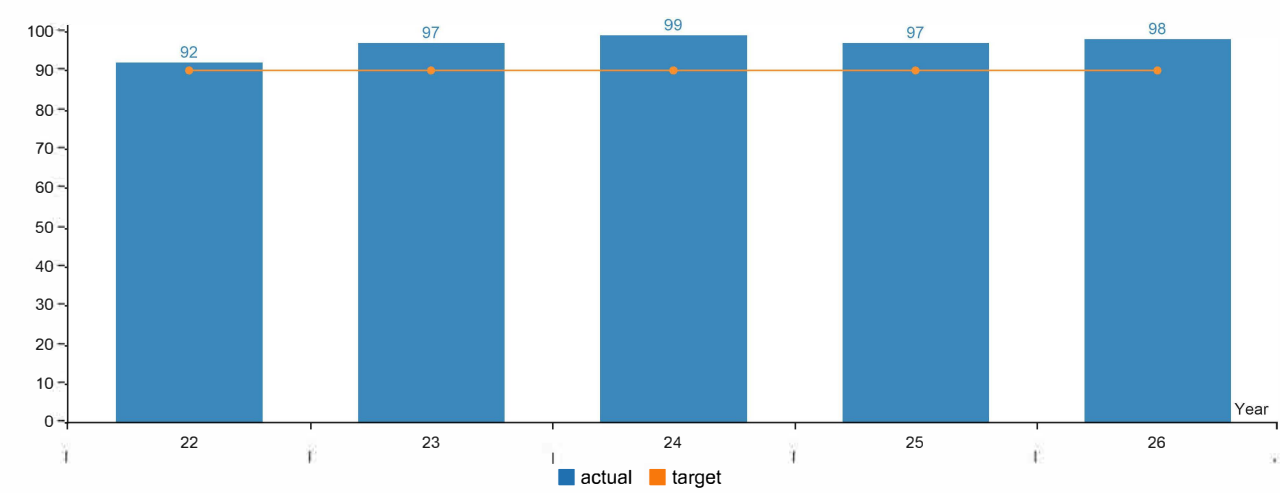
Factors Affecting Results

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 in 2025 included early literacy visits to daycares, a summer literacy camp, and creating bilingual English/Spanish book sets for service providers. Programs are often offered 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 lower number of youth reached, and accompanying rise in cost per youth, likely result from three factors:

- Multnomah County Library (MCL) changed their practices and now count participation in their summer reading program by the number of children who sign up, instead of the number of children contacted. The change increased the accuracy of their reporting. MCL serves nearly four times more children than Oregon's next largest public library. This decrease in their participation number accounts for 84% of the total drop.
- An unusually large number of youth services staff changed before and during the 2025 Ready to Read grant cycle, which impacts the programs offered at the local level.
- Several libraries reported that U.S. Immigration and Customs Enforcement activity dissuaded immigrant communities from participating in public events.

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Actual	92%	97%	99%	97%	98%
Target	90%	90%	90%	90%	90%

How Are We Doing

The Library Support and Development Services division provides grants, resources, leadership, and consulting services to 1,900 academic, public, school, special, and tribal libraries throughout Oregon. The division sent its most recent satisfaction survey to over 2,000 Oregon library staff and volunteers. Of the 213 respondents, 98% agreed or strongly agreed that Library Support’s services help them provide better services to their community. That figure is consistent with results from the previous three years.

The division is proud that nearly all its customers value its services, especially when Oregon library staff share comments like this:

“So many ways Library Support helps our library and our community! From making data-informed decisions, to coordinating across the state, providing resources, sharing best-practices and guidance on strategies, policy, and governance, and facilitating a community of practice for libraries in Oregon. Thank you!”

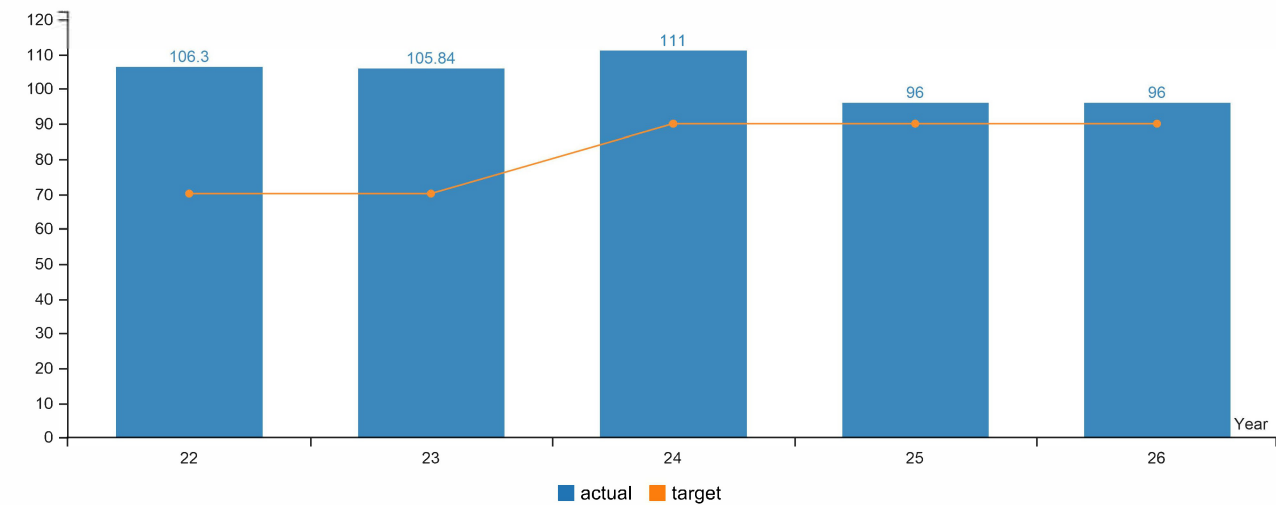
Factors Affecting Results

Library Support staff connect with Oregon libraries in multiple ways: professional association conferences, trainings, virtual or in-person visits, answering consulting questions, etc. 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 on a wide variety of library issues. The staff’s consistent attention and involvement in the library community bolster the division’s high customer satisfaction ratings.

To maintain that high satisfaction, staff adapt to meet Oregon libraries’ changing needs. The division focuses on helping libraries better serve communities that are underserved and under-resourced. In 2026-27, staff will write a new Library Services and Technology Act (LSTA) Five-Year Plan. The plan guides the division’s work, especially related to the annual federal LSTA funds. LSTA supports two-thirds of the division’s staffing and services. The new plan will address new and continuing needs for Oregon libraries.

KPM #7	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.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Talking Book and Braille Library Average Use by User					
Actual	106.30	105.84	111	96	96
Target	70	70	90	90	90

How Are We Doing

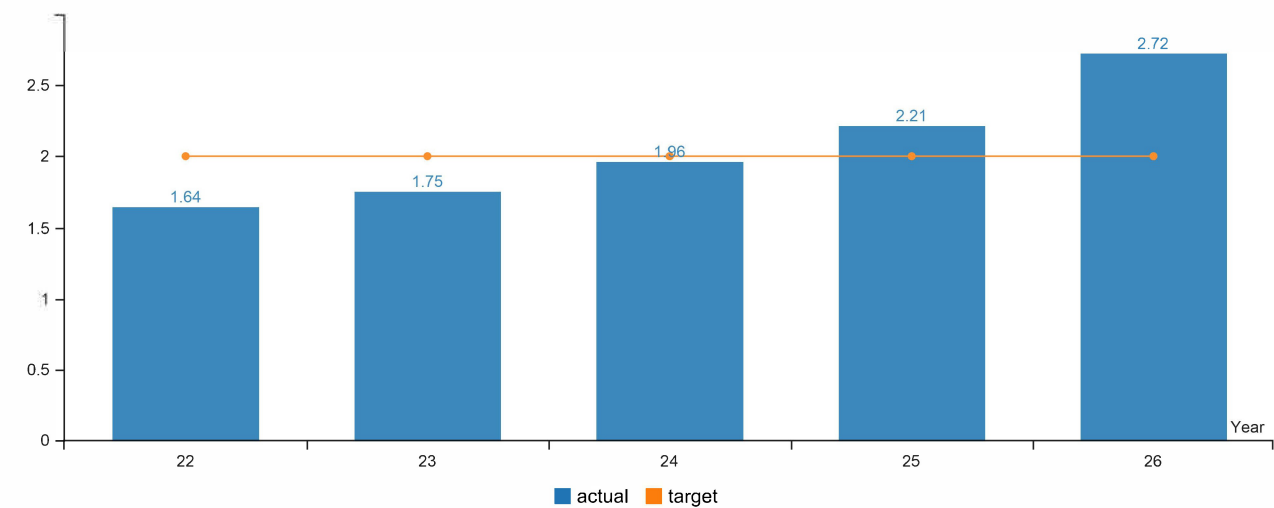
Staff at the Oregon Talking Book and Braille Library connect patrons with over 160,000 books and magazines in audio and Braille in more than 50 languages. These materials are available from the National Library Service for the Blind and Print Disabled (NLS) is a free, federal library service for anyone who is unable to read regular print materials because of a visual, physical, perceptual, or reading disability. Reading is available as digital eBraille, read on a refreshable Braille display, physical Braille, and audio. The average use of materials borrowed per user is holding steady.

Factors Affecting Results

While Talking Books patrons can select digital books and magazines to read using BARD (**B**raille and **A**udio **R**eading **D**ownload), the majority (70%) prefer getting personalized cartridges and players mailed to their home. Cartridges can hold up to 10 books, and we used to send the maximum number of books per cartridge by default. But many of our users told us it was taking too long to get through 80+ hours of listening, so in fiscal year 2025 we began sending new users just 2-4 books on their first cartridge. We also routinely ask patrons if they want fewer books at a time, as a way to improve their listening experience. The result was a decrease in the number of books per user in the 2025 reporting, but the Average Use is now a more accurate reflection of how much our patrons are reading, not just how much we are sending them.

KPM #8	COST PER CIRCULATION - Cost per circulation of audio and Braille books and materials.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result



Report Year	2022	2023	2024	2025	2026
Cost per circulation of audio and Braille books and materials					
Actual	\$1.64	\$1.75	\$1.96	\$2.21	\$2.72
Target	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00

How Are We Doing

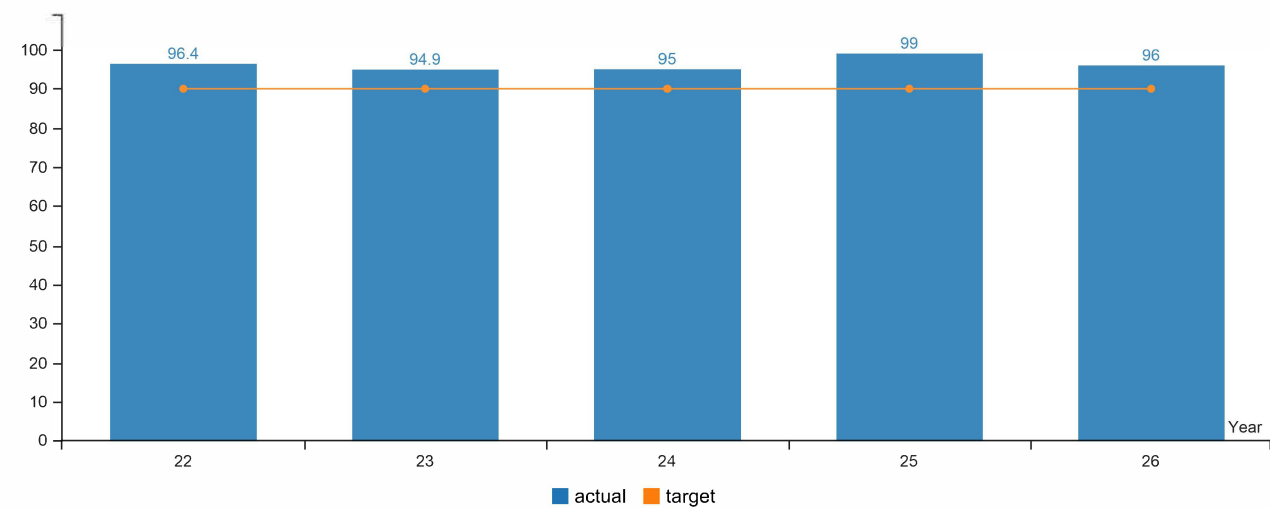
With changes in technology and the way we deliver our services, the cost per circulation can be an abstract measure of Talking Books work. In traditional libraries, this number captures the cost of staff moving a physical book from shelf to user (and back). But in our library, most of our time and resources are spent on patron outreach, retention, and customer service. The cost per circulation is now slightly above the target.

Factors Affecting Results

The largest impact on this figure is inflation and personnel costs. The collection and equipment are provided by the NLS, and mailing cartridges to users is free with to the United States Postal Service's Free Matter for the Blind program. But the price of basic supplies, technology, and equipment continues to rise, as do personnel costs.

KPM #9	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.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2022	2023	2024	2025	2026
Percent strongly agree or agree Talking Books added value					
Actual	96.40%	94.90%	95%	99%	96%
Target	90%	90%	90%	90%	90%

How Are We Doing

Talking Books serves users throughout Oregon, including many who live in rural and remote communities. Staff connect with patrons by phone, email, and postal mail, providing personalized assistance despite limited opportunities for face-to-face interaction. Talking Books continues to receive a high level of satisfaction from its users. For many users, Talking Books is an essential part of daily life, providing connection, meaning, and access to information and entertainment. One patron shared: "I love to read and without Talking Books I would feel a void in my life."

Factors Affecting Results

We continue to look for ways to extend limited resources while maintaining responsive, high-quality service. Our staff of 7.2 FTE serves the customer service needs of more than 4,000 active patrons. This year, we implemented a self-service option for our voicemail system and established a ticketing system to better route questions to the most appropriate staff and ensure timely responses to patron inquiries. Future improvements will focus on streamlining the registration process and creating accessible help and training features that will provide even more efficient and effective service.