



Oregon

Tina Kotek, Governor



**State Library
of Oregon**

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

EXECUTIVE SUMMARY

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

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

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

OVERALL CUSTOMER SATISFACTION

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

	2023 - Actual	2023 - Goal	2024 - Actual	2024 - Goal
KPM #7: Customer Satisfaction				
Agency-wide: Percent rating services good or excellent	96.10%	90%	97%	90%

EFFECTIVENESS OF LIBRARY SERVICES PROVIDED TO STATE GOVERNMENT

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

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

	2023 - Actual	2023 - Goal	2024 - Actual	2024 - Goal
KPM #1: Patron Service Transactions per Year	9,297	8,000	9,317	8,300
KPM #11: Making State Documents Accessible*			96%	89%

**KPM was established during the 2023 Legislative Session

Patron Service Transactions include total reference transactions, outreach presentations, instruction, and all documents provided by request via interlibrary loan, either as a physical or electronic document delivery. As the state workforce continues in a hybrid environment, the State Library provides all resources and instruction, both virtually and in person, via appointments. We have a verification system for state employees that streamlines the activation process for library accounts.

A reference librarian is assigned to each state agency to provide research support and instruction opportunities. The success of this program has led to a significant increase in the number of instructional classes and reference assistance that support the work of state agency staff.

Making state documents accessible includes collecting and cataloging the public facing documents and individual state agency reports and publications, therefore making them findable in the State Library's online system. This is the first year this Key Performance Measure is being reported. During the current biennium, the entire database of digitally accessible documents was migrated to an updated, user friendly digital content platform called Recollect. Recollect provides enhanced access to these digitized state documents by making search easier, creating groupings by agency, topic, and type of documents, allowing users to create their own "playlists" of documents to access easily, and the ability for the State Library to create digital exhibits that highlight the work of the state agencies.

EFFECTIVENESS OF SERVICES PROVIDED TO PERSONS WITH PRINT DISABILITIES

The Talking Book and Braille Library serves Oregonians with print disabilities by providing audiobooks, descriptive videos, Braille materials, and magazines through the mail and digital download. Statistical data related to these services is included in the table below.

	2023 - Actual	2023 - Goal	2024 - Actual	2024 - Goal
KPM #3: Total number of circulations per year/users	105	70	111	90
KPM #4: Cost Per Circulation	\$1.75	\$2.00	\$1.96	\$2.00

The cost per circulation remains low thanks to the new circulation system that allows up to ten titles to be put on each cartridge and mailed to users. Over 70% of Talking Books users receive three cartridges

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at a time. Instead of two circulation technicians handling over 1,000 cartridges per day to serve our users, an average of 1,400 titles are sent out on only 180 cartridges, requiring the work of only one circulation technician. This has dropped the cost per circulation, at \$2.36 per item in 2020, to \$1.96 in 2024. Additionally:

- For the fiscal year ending June 30, 2024, there were 4,414 Oregonians registered for the service who checked out an average of 111 items per year.
- Approximately 30,000 items are circulated every month.

In the 2024 customer satisfaction survey, Talking Book Library users were asked to rank how much they agree with the statement, “The Talking Book and Braille Library has added value to my life.” The response was overwhelmingly positive, with 95% agreeing or strongly agreeing with the statement.

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

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2%	0%	3%	21%	74%

Talking Book Library users strongly identify as readers and see this service as a way to stay connected to a major part of their life.

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

Public Libraries

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

Key public library statistical information for fiscal years 2023 and 2024 is included in the following table.

Public Libraries	2023	2024
Oregonians served by legally established public library	4,070,308	4,076,442
Oregonians not served by legally established public library	211,544 (4.9%)	186,943 (4.4%)
Use of public library collections	52,784,118	53,340,125
Library visits	11,482,146	11,960,888

Usage of and visits to public libraries continue to increase as Oregonians return to their pre-pandemic levels of activity. Between the 2022-23 and 2023-24 fiscal years, library use went up by 1%, and visits by 4%. And Oregon libraries continue to innovate in delivering their essential services. This year saw

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increasing numbers of libraries offering culturally responsive programming and outreach to communities that are underserved or under-resourced; checking out items as myriad as cake pans, pressure washers, telescopes, and tabletop games in their libraries of things; and diversifying their physical and print collections to better represent and reflect the rainbow of people who call Oregon home.

School Libraries

The State Library gathers information on the number of licensed school librarians over time. The data are pulled from Oregon Department of Education publications including the [Oregon Statewide Report Card](#) and [Oregon School Directory](#). The data from 2023-24, as well as a snapshot from select previous years, are included in the following table:

School Libraries	1980-81	2011-12	2014-15	2023-24
# of licensed school librarians	818	203	130	178
Ratio of school librarians to students	1 librarian/ 547 students	1 librarian/ 2,763 students	1 librarian/ 4,391 students	1 librarian/ 3,075 students

Although the number of school librarians has increased since the low point in 2014, the reduction in licensed school librarians over time continues to impact the quality of education delivered in schools. Despite the improvements in school library staffing over the last decade, Oregon consistently ranks among the lowest of states per capita, according to [data](#) gathered nationally by the [SLIDE Project](#).

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

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

The State Library administers the Ready to Read grant program, which is funded by state General Fund dollars. It is available to all legally established public libraries to provide early literacy and summer

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reading programs to local communities. Funds are distributed based 80% off the number of children ages 0-14 served by the library and 20% off the square mileage served. Data from the most recent grant cycles are included below.

Ready to Read Grants	2023	2024
State grant funding distributed	\$801,340	\$834,994
Libraries receiving grant funds	141	140
Children served in library early literacy programs*	48,099	69,186
Children served in library summer reading programs*	180,686	195,051
\$1 in state funding leveraged \$X in local funding	\$4.05	\$3.99
Libraries reporting that half or more of children aged 0-6 met outcomes on developing early literacy skills	61%	68%
Libraries reporting that half or more of youth aged 0-14 met outcomes on maintaining literacy skills over the summer	75%	76%

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

As shown in the latest [Ready to Read annual report](#), grants support projects as diverse as literacy camps for children from communities that are underserved and under-resourced; social and emotional learning activities in a variety of languages; bolstering library collections for youth; creating Science, Technology, Engineering, and Math (STEM) programs; and much more. These programs build critical early literacy skills in children ages 0-5, and they help older youth maintain their reading proficiency through the summer when school is not in session.

The number of children served through grant-funded programs like those noted above increased by 15% between the 2023 and 2024 funding years. People continue to return to their public libraries following the pandemic, although participation has not yet returned to pre-pandemic levels. As shown in annual statewide public library statistics, this trend is evident for library programming for all age groups. Nonetheless, a cumulative 74% of libraries reported that half or more of participants in their Ready to Read programs met outcomes on developing early literacy skills and/or maintaining literacy skills over the summer. Public libraries continue to reliably help youth in their communities boost and retain their reading readiness and skills.

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