

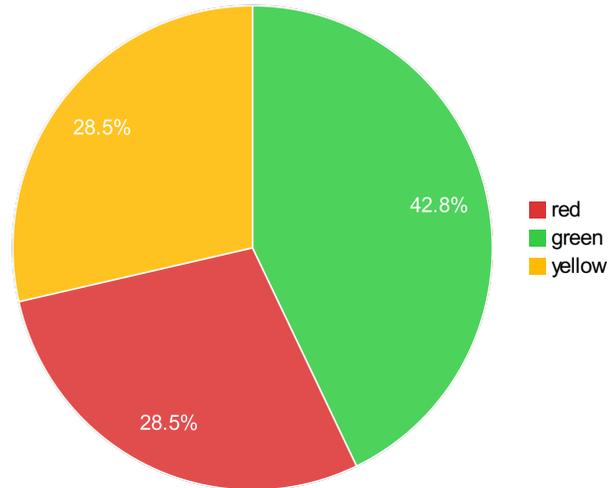
# Library, Oregon State

Annual Performance Progress Report

Reporting Year 2019

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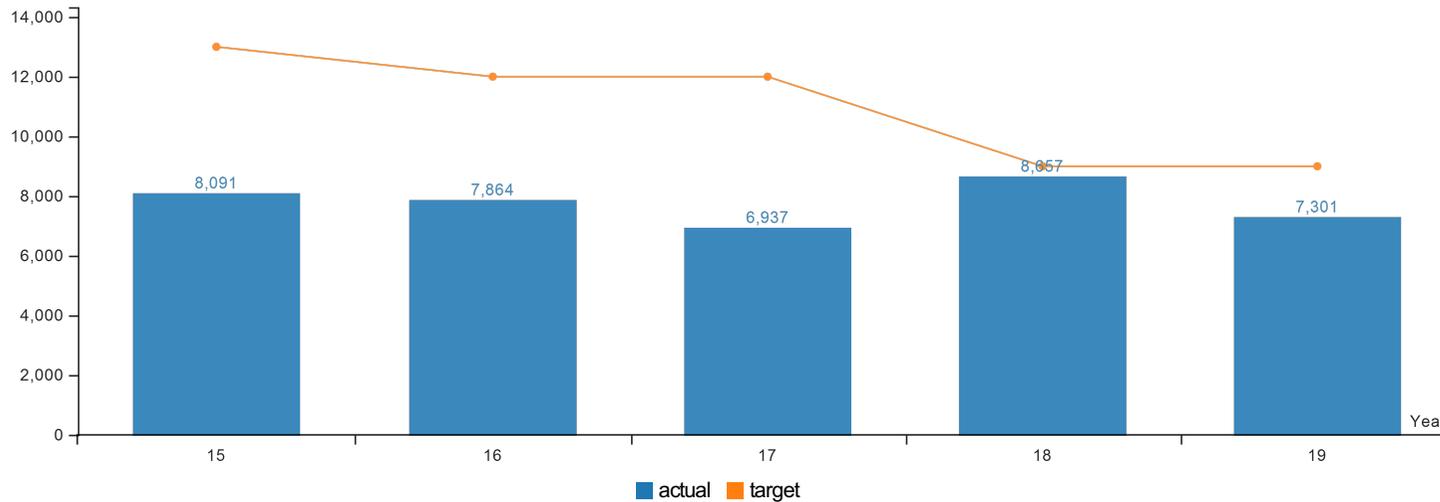
KPM #	Approved Key Performance Measures (KPMs)
1	RESEARCH TRANSACTIONS - Number of research assistance transactions for state employees.
2	USE OF GOVERNMENT SERVICES ELECTRONIC RESOURCES - Average [daily] use of Government Information and Library Services electronic resources.
3	TALKING BOOK AND BRAILLE SERVICES USERS - Number of individuals registered to receive Talking Book and Braille Services.
4	COST PER CIRCULATION - Cost per circulation of talking books and Braille books.
5	USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Average daily visits to the Library-funded Oregon School Library Information System
6	PUBLIC LIBRARIES MEETING APPLICABLE OLA STANDARDS - Percentage of Oregon public libraries meeting essential and enhanced level of applicable Oregon Library Association Standards for a Public Library.
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.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	42.86%	28.57%	28.57%

KPM #1	RESEARCH TRANSACTIONS - Number of research assistance transactions for state employees.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Number of Research Assistance Transactions for State Employees</b>					
Actual	8,091	7,864	6,937	8,657	7,301
Target	13,000	12,000	12,000	9,000	9,000

#### How Are We Doing

Research Assistance Transactions include not only reference, but also document delivery and outreach services. The total transactions number is lower than the previous year and reference interactions have reduced in volume, but time spent per reference interaction is increasing.

#### Factors Affecting Results

The State Library previously managed enterprise level emailing lists and received many reference questions related to this service. This function has moved to DAS and the numerous questions related to this service have reduced over time.

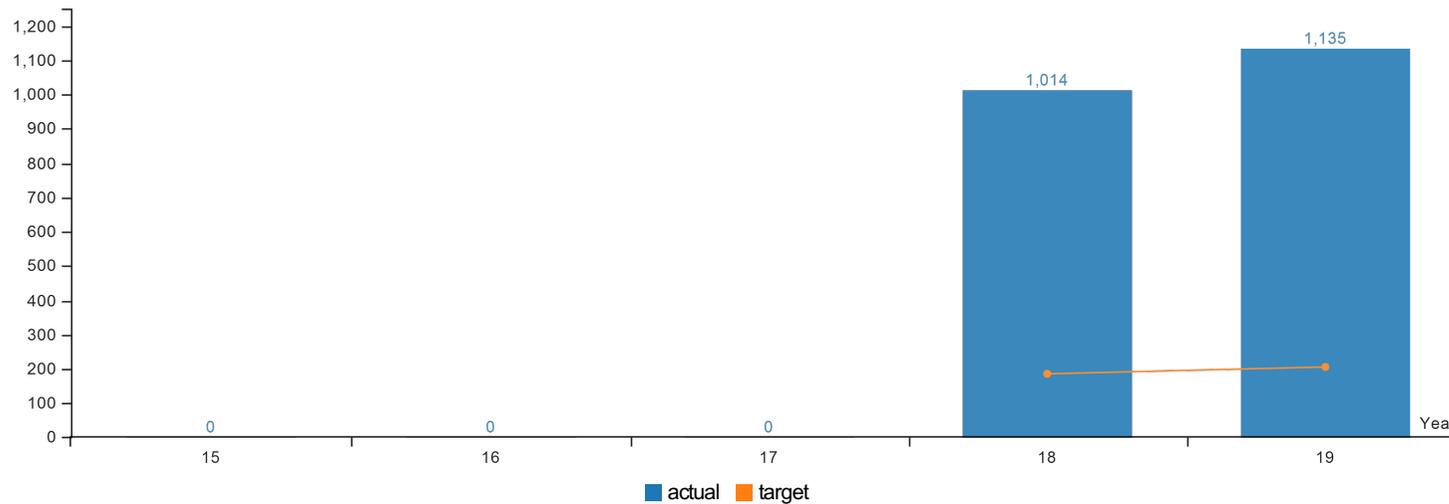
The success of our embedded librarians' efforts has led to not only teaching more classes, but also becoming more involved in projects. The complexity of reference questions has increased as noted by the time spent on these transactions. We continue to use the Reference Transaction Tracker utilizing the READ Scale, (Reference Effort Assessment Data), a six point scale for recording supplemental qualitative statistics. Reference transactions are a subset of total research transactions and are noted separately in the table below.

	2018	2019
<b>Reference Transactions</b>	2928	1820

<b>Time spent on reference transactions</b>	866 hours	831 hours
<b>Average time per transaction</b>	.30 hours	.46 hours

KPM #2	USE OF GOVERNMENT SERVICES ELECTRONIC RESOURCES - Average [daily] use of Government Information and Library Services electronic resources.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Average [daily] use of Government Information and Library Services electronic resources.</b>					
Actual	No Data	No Data	No Data	1,014	1,135
Target	TBD	TBD	TBD	185	205

### How Are We Doing

There continues to be robust usage of Research Databases (electronic resources offered by the State Library, Government Information and Library Services Division).

### Factors Affecting Results

Defining and measuring average daily use, when interactions may be counted in a variety of ways depending on the types of databases, is complex.

- A Search is when a user enters a search in an e-resource.
- An Action is when a user performs an action to access information related to a source.
- A Download is when a user accesses the full text of a source; a specific form of action.

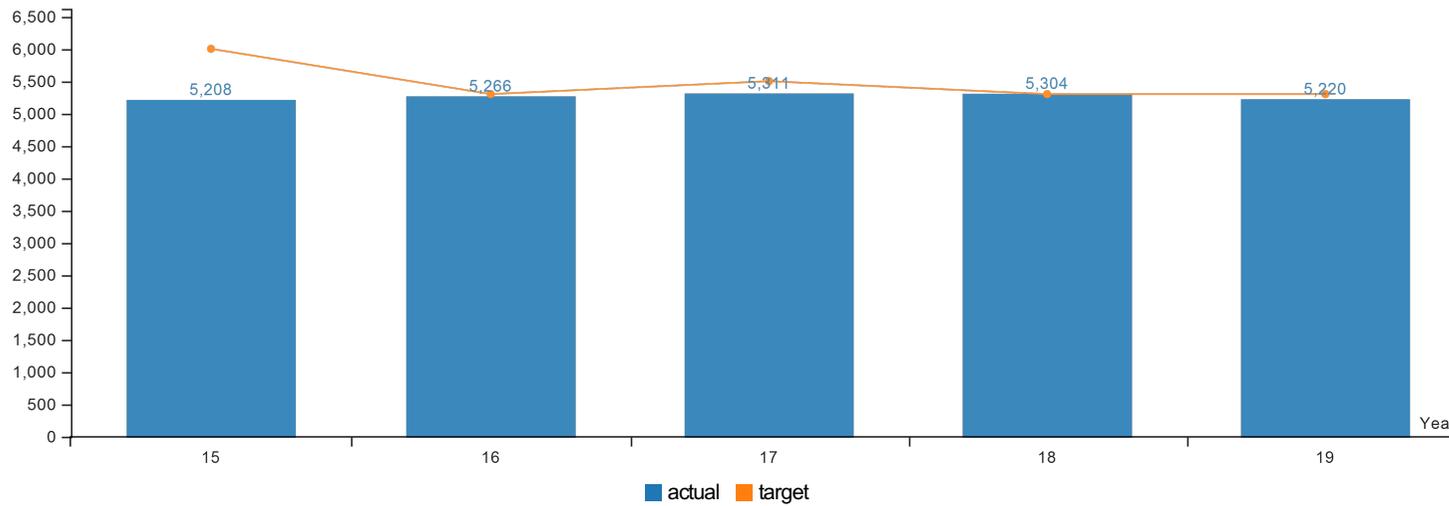
The average daily use reported above is a total of the average daily searches, actions, and downloads. It's difficult to fold these into a single number, however, due to the variety of formats of our resources (articles, ebooks, dataset, maps, audiovisual, etc.) and how they are used to gather information. A more accurate measure of average daily use is to look at each type of interaction with the resources separately. See table below:

	2018	2019
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<b>Average Daily Searches</b>	570	566
<b>Average Daily Actions</b>	283	357
<b>Average Daily Downloads</b>	161	212
<b>Total</b>	1014	1135

KPM #3	TALKING BOOK AND BRAILLE SERVICES USERS - Number of individuals registered to receive Talking Book and Braille Services.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Number of Individuals Registered to Receive Talking Books and Braille Services</b>					
Actual	5,208	5,266	5,311	5,304	5,220
Target	6,000	5,300	5,500	5,300	5,300

#### How Are We Doing

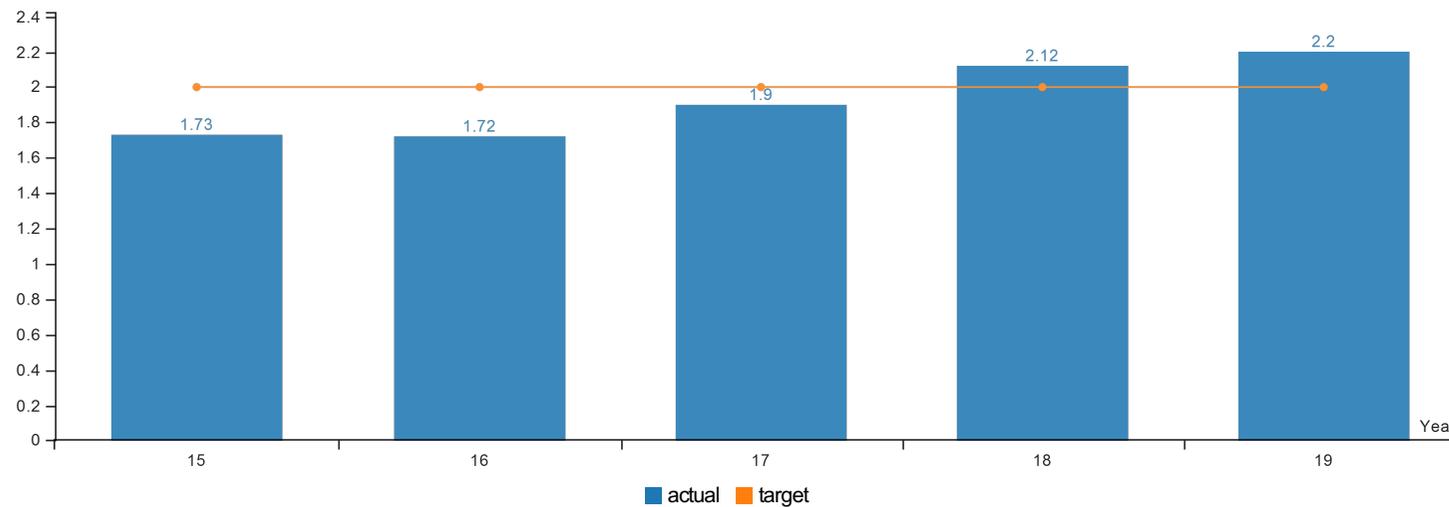
We are holding steady in the number of people registering for the program versus leaving the program through death, lack of interest, or decline in health.

#### Factors Affecting Results

Outreach activities at the state and national level and more patrons downloading their own books have increased registrations. However, there are still outside forces that pull people away from the program, from health related issues to other demands on their time.

KPM #4	COST PER CIRCULATION - Cost per circulation of talking books and Braille books.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = negative result



Report Year	2015	2016	2017	2018	2019
<b>Cost per Circulation of Talking Books and Braille Books</b>					
Actual	\$1.73	\$1.72	\$1.90	\$2.12	\$2.20
Target	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00

#### How Are We Doing

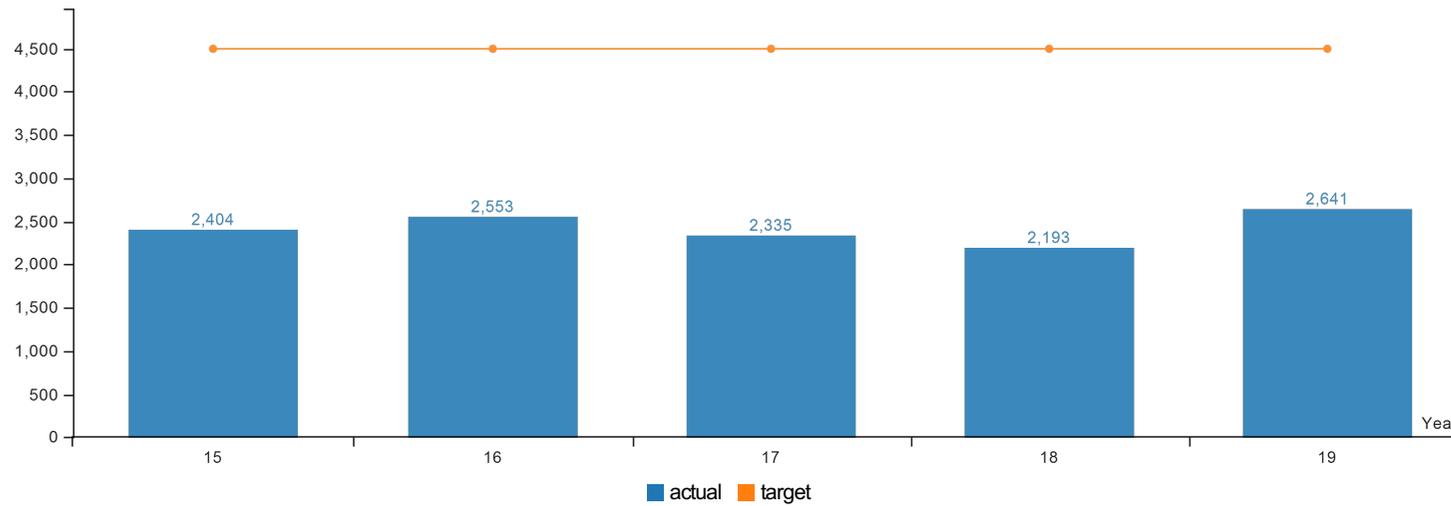
As operational costs increase, such as rent and staff salaries, we anticipate that the cost per circulation will also increase over time. We continue working to register new users and increase circulation by current users to keep the overall cost per circulation down.

#### Factors Affecting Results

Registered users and retention of current users has increased. With the digital collection, patrons are not only able to borrow books from Talking Books, but also download books from BARD (Braille and Audio Reading Download) on demand for their digital players, IOs or Android device. In the second year of the biennium basic costs such as rent increased.

KPM #5	USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM - Average daily visits to the Library-funded Oregon School Library Information System.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Average Daily Visits to the Library-funded Oregon School Library Information System</b>					
Actual	2,404	2,553	2,335	2,193	2,641
Target	4,500	4,500	4,500	4,500	4,500

**How Are We Doing**

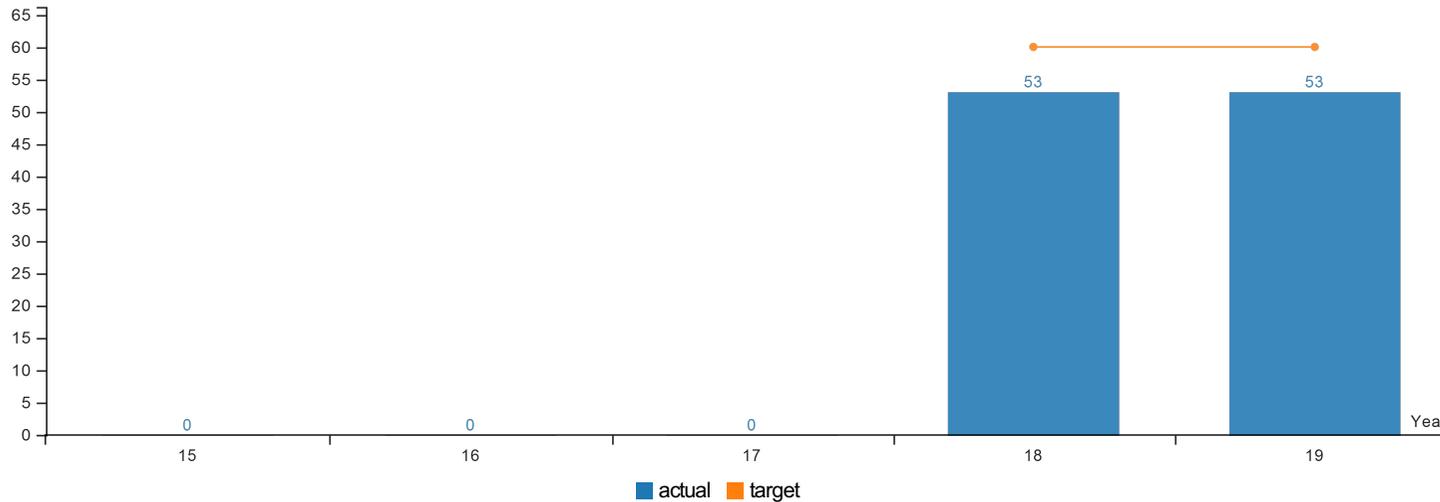
We are below the target; however, we are showing an increase from the previous years.

**Factors Affecting Results**

The current Oregon School Library Information System (OSLIS) platform is providing a stable environment for students to access the databases and other materials. However, a twofold effect of a decline in the number of certified school librarians to promote the platform and instruct students and teachers on the resources, and tech savvy librarians linking directly to the statewide databases and bypassing the OSLIS platform are impacting the average daily visits.

KPM #6	PUBLIC LIBRARIES MEETING APPLICABLE OLA STANDARDS - Percentage of Oregon public libraries meeting essential and enhanced level of applicable Oregon Library Association Standards for a Public Library.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Percentage of Oregon public libraries meeting essential and enhanced level of applicable Oregon Library Association Standards for Public Library.</b>					
Actual	No Data	No Data	No Data	53%	53%
Target	TBD	TBD	TBD	60%	60%

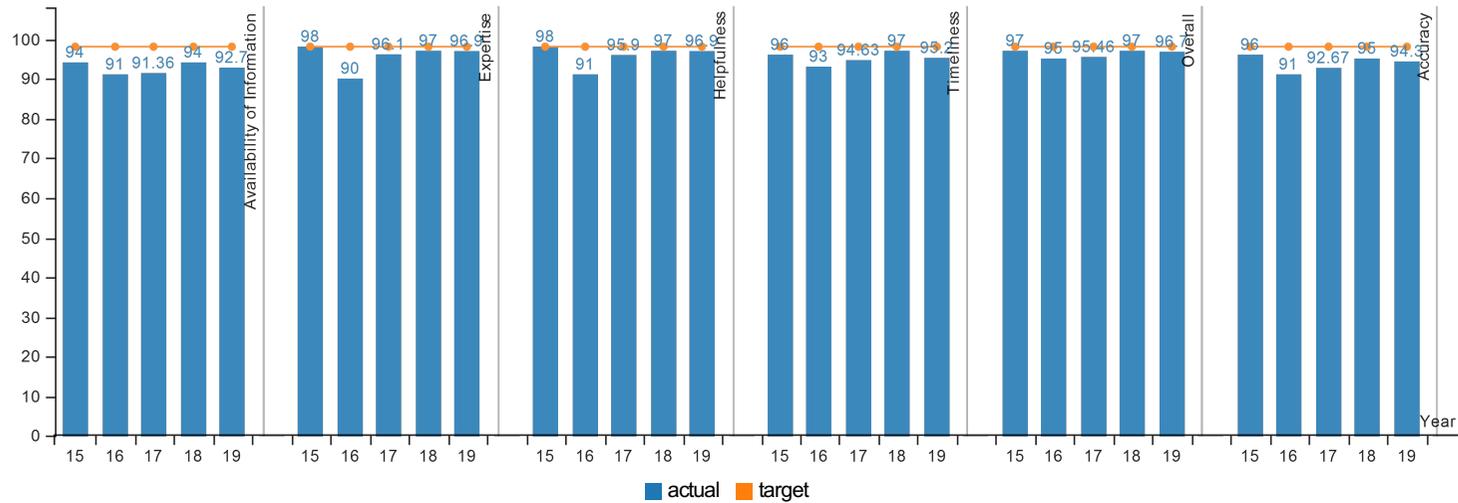
#### How Are We Doing

There are 136 public libraries in the state, and 112 responded to a survey to report their attainment of the standards. Of those libraries that submitted the survey, the overall percentage of libraries meeting 80% of the essential and enhanced standards in the areas of staff, materials, services and programs, and technology is below the target number. However, when the overall percentage number is broken into essential and enhanced, the percentage of libraries meeting 80% of the essential standards is 66.75%, while 38.5% of libraries are meeting the enhanced level.

#### Factors Affecting Results

The State Library received a higher response rate to the survey that libraries use to report their attainment of the standards than in the previous year, which provides a better overall picture of the number of libraries meeting the standards. The response rate was approximately 50% in 2018 and 82% in 2019. We will continue working with library directors to increase the response rate. In addition, the standards were updated to reflect current practices, with additions and revisions to the criteria in categories such as technology. These changes resulted in more rigorous standards, raising the bar for libraries to meet the essential and enhanced criteria.

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.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2015	2016	2017	2018	2019
<b>Availability of Information</b>					
Actual	94%	91%	91.36%	94%	92.70%
Target	98%	98%	98%	98%	98%
<b>Expertise</b>					
Actual	98%	90%	96.10%	97%	96.90%
Target	98%	98%	98%	98%	98%
<b>Helpfulness</b>					
Actual	98%	91%	95.90%	97%	96.90%
Target	98%	98%	98%	98%	98%
<b>Timeliness</b>					
Actual	96%	93%	94.63%	97%	95.20%
Target	98%	98%	98%	98%	98%
<b>Overall</b>					
Actual	97%	95%	95.46%	97%	96.70%
Target	98%	98%	98%	98%	98%
<b>Accuracy</b>					
Actual	96%	91%	92.67%	95%	94.30%
Target	98%	98%	98%	98%	98%

**How Are We Doing**

Availability of information and timeliness are down slightly, within two percentage points. All of the other statistics are within one percentage point of last year.

**Factors Affecting Results**

Surveys with an "N/A" or "don't know" option continue to impact our ability to reach targets. The lack of communications staff to assist with promotion and awareness efforts continues to impact customer ability to identify when services they may already be receiving or utilizing are from the State Library. The State Library is working through the permanent finance plan process to reassign staff to assist with promotion and awareness efforts.