



State Library of Oregon

Strategic Plan

2017-2019



Strategic Plan, 2017 – 2019

The State Library of Oregon is a small, independent agency overseen by a nine-member board. The services and materials of the State Library have evolved since it was established in 1905, but the focus has always been to provide excellent and valuable library service to our customers.

“Are libraries still relevant?” is a common question in communities all around the state. We answer yes. The State Library continues to explore the needs of our customers and adapt so we can best meet those needs.

In 2014, the State Library Board developed an updated agency vision and mission that led to important conversations among staff about our role of value, core values, and what strategic imperatives we need to pursue. In January 2017, the State Library Board revisited the 2014-2017 plan and made minor changes. While our vision, mission, and core values have not changed, we have updated our objectives and refined our strategic imperatives.

The result of the work of the State Library Board and staff at the State Library, and the input of our colleagues and customers, is the following strategic plan for the next two years.

- MaryKay Dahlgreen, State Librarian

Vision

All Oregonians have the information essential to be engaged citizens, to strengthen our communities, and to build a prosperous state.

Mission

The State Library provides leadership and resources to continue growing vibrant library services for Oregonians who are print-disabled, the Legislature and state government, and all Oregonians through local libraries.

Core Values

Open to opportunity: We try new things, take smart risks, and ask “what if” to innovate and problem solve.

Excellent customer service: We learn from and respond to our users and co-workers so we can better deliver services to meet needs.

Strong Community: We compromise, cooperate, and connect to achieve mutual success.

Professionalism: We are honest, good stewards, keep our commitments, and are responsible for our actions.

Personal leadership: We take initiative, actively participate, and use open two-way communication to improve ourselves and our work environment.

Key Performance Measures

RESEARCH TRANSACTIONS – Number of research assistance transactions for state employees.

TALKING BOOK AND BRAILLE LIBRARY USERS – Number of individuals registered to receive Talking Book and Braille services.

COST PER CIRCULATION – Cost per circulation of audio books and Braille books.

USE OF THE OREGON SCHOOL LIBRARY INFORMATION SYSTEM – Average daily visits to the Library-funded Oregon School Library Information System.

CUSTOMER SATISFACTION – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”.

USE OF GOVERNMENT SERVICES ELECTRONIC RESOURCES – Average (daily) use of Government Information and Library Services electronic resources.

PUBLIC LIBRARIES MEETING APPLICABLE OLA STANDARDS – Percentage of Oregon public libraries meeting essential and enhanced level of applicable standards.

Strategic Imperatives

We will focus our efforts on these imperatives for the next two years:

Focus on Customer Needs

This imperative will be met using the feedback and data gathered from our customers to make improvements in all divisions.

Build Awareness of the State Library

This imperative will build upon the rebranding of the State Library and will include an update of the agency website.

Cultivate Staff Strengths

This imperative will build upon the performance management system and ensure that all staff have a development plan including goals that will result in full engagement by staff.



State Library
of Oregon

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