Library, Oregon State

Annual Performance Progress Report

Reporting Year 2018

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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.
14	BEST PRACTICES - Percent of total best practices met by the Board.

Proposal	Proposed Key Performance Measures (KPMs)
Delete	BEST PRACTICES - Percent of total best practices met by the Board.
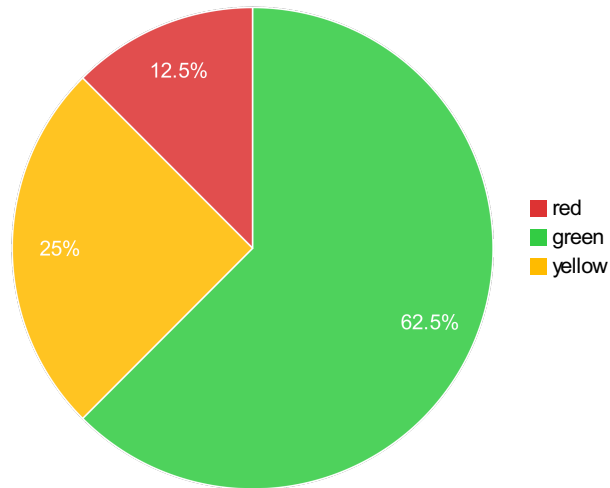
Performance Summary		Green	Yellow	Red
		= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:		62.50%	25%	12.50%

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

Upward Trend = positive result
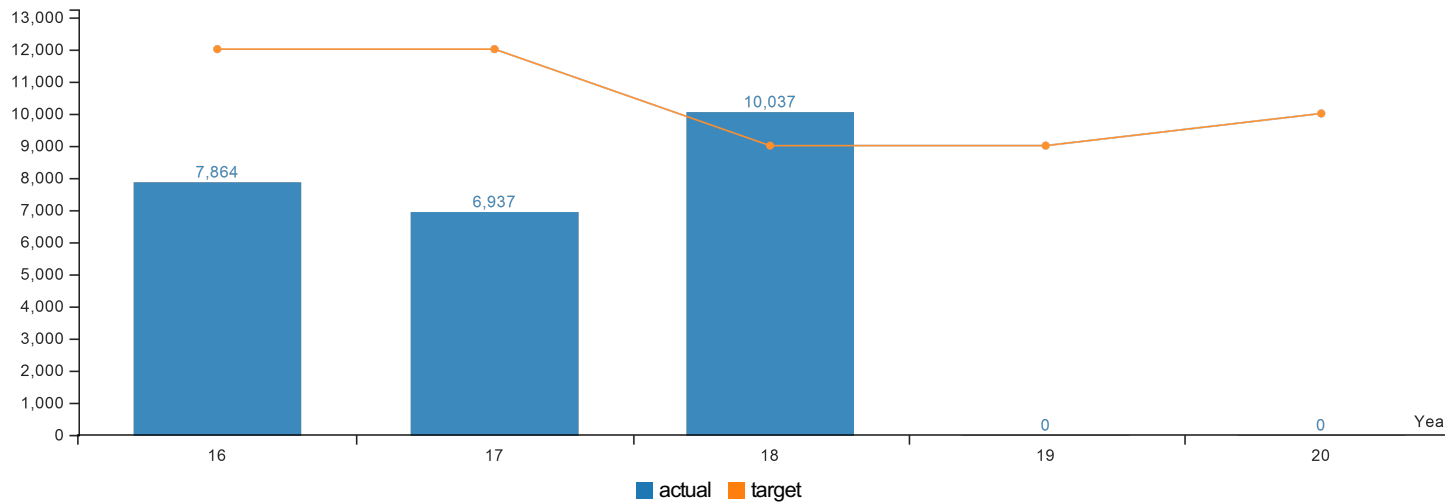
Report Year	2016	2017	2018	2019	2020
Number of Research Assistance Transactions for State Empoyees					
Actual	7,864	6,937	10,037	No Data	No Data
Target	12,000	12,000	9,000	9,000	10,000

How Are We Doing

We have adjusted our method of measurement for reference transactions to an industry standard. Even with these changes we are up over last year and meet the target.

Factors Affecting Results

Reference Transactions are defined as information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs.

Beginning July 1, 2017 a clear definition and new data collection method was established. We abandoned legacy programming and are using standard software for collecting this data. Not only are we looking at the number of transactions but also the depth or complexity of research transactions, using the READ scale. The Reference Transaction Tracker utilizes the READ Scale (Reference Effort Assessment Data), a six point scale for recording supplemental qualitative statistics. One being the lowest reference effort required and six being expert level, deep research requests.

Previously, research assistance transactions also included the provision of additional services including document delivery and outreach services. Reference transactions are a subset of all research assistance transactions and will be expressed separately, as well as a part of the total number of transactions counted.

Reference Transactions	2930
Time Spent on Reference Transactions	866 hours

| Time spent on *READ Scale level 4 or above | 460 hours (53% of time) |

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
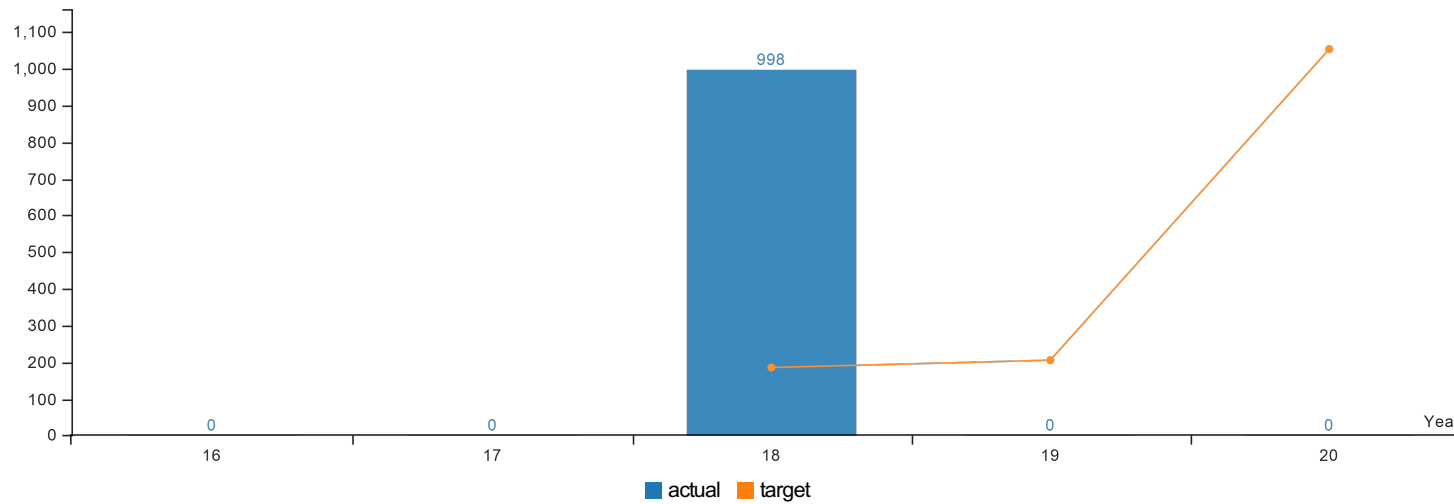
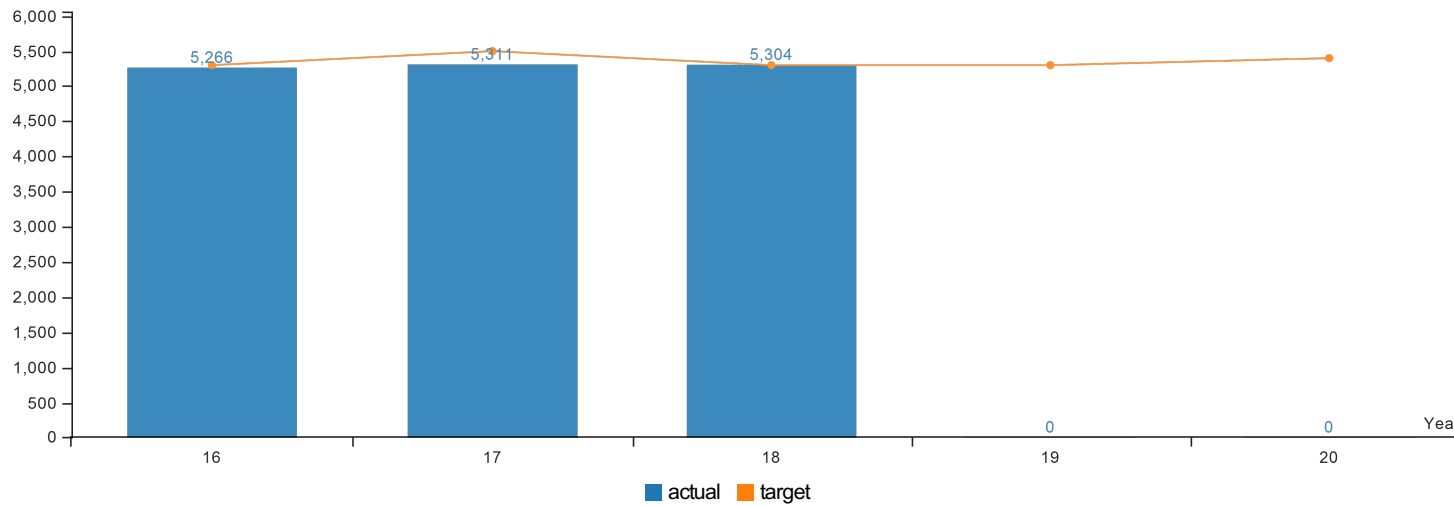| Report Year	2016	2017	2018	2019	2020
Average [daily] use of Government Information and Library Services electronic resources.					
Actual	No Data	No Data	998	No Data	No Data
Target	TBD	TBD	185	205	1,055

How Are We Doing

This our baseline year for this measure.

Factors Affecting Results

To measure average daily use requires standard reporting guidelines from each of our database providers. Use is defined as user interactions with resources. Aggregate data for each data point of interaction (searches, actions & downloads) is totaled. Averages are calculated by dividing total use by the number of business days with a time period (60 days per quarter; 240 days for yearly data).

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

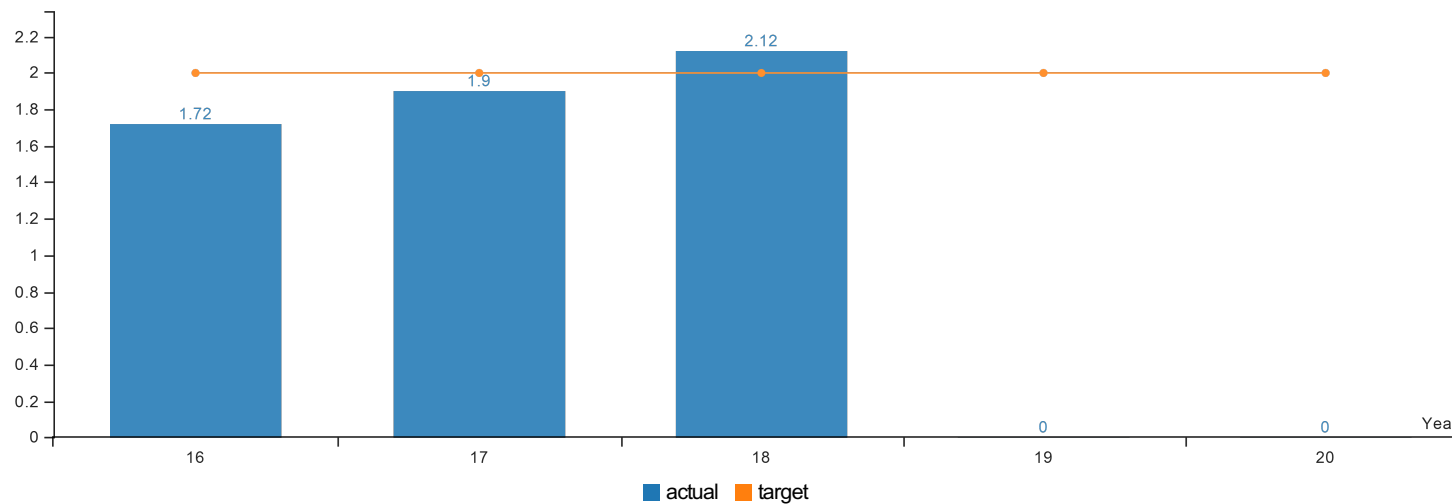| Report Year	2016	2017	2018	2019	2020
Number of Individuals Registered to Recieve Talking Books and Braille Services					
Actual	5,266	5,311	5,304	No Data	No Data
Target	5,300	5,500	5,300	5,300	5,400

How Are We Doing

With an increase selection of books and the ability to download digital books, we are holding steady in patron registration.

Factors Affecting Results

Factor affecting the results is outreach to enhance our public awareness.

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

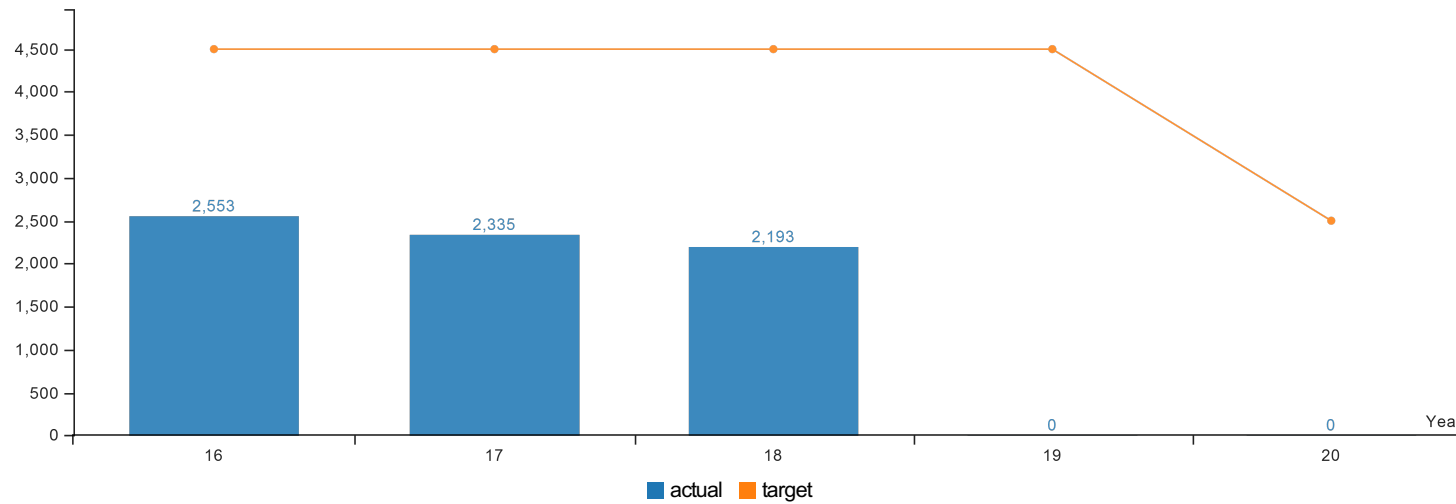| Report Year	2016	2017	2018	2019	2020
Cost per Circulation of Talking Books and Braille Books					
Actual	$1.72	$1.90	$2.12	No Data	No Data
Target	$2.00	$2.00	$2.00	$2.00	$2.00

How Are We Doing

As costs increase 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 devices. We have managed to keep our costs down by increasing staff productivity while increasing circulation of books.

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	2016	2017	2018	2019	2020
Average Daily Visits to the Library-funded Oregon School Library Information System					
Actual	2,553	2,335	2,193	No Data	No Data
Target	4,500	4,500	4,500	4,500	2,500

How Are We Doing

We are below the target and lower than last's years results.

Factors Affecting Results

The current 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 and the tech savvy librarians linking directly to the statewide databases and bypassing OSLIS 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
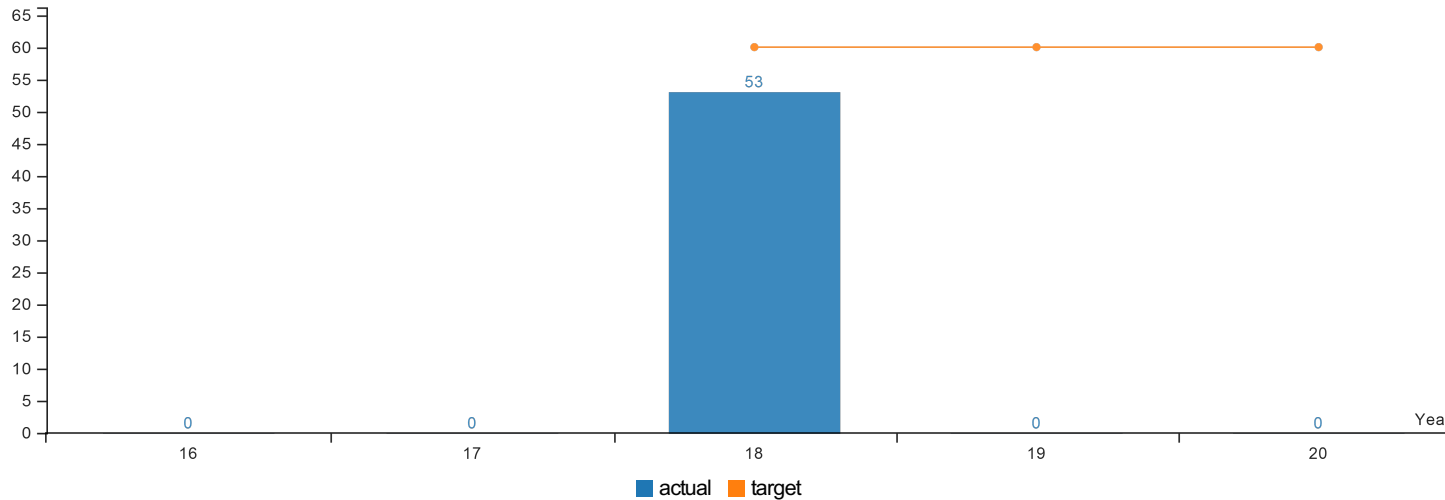
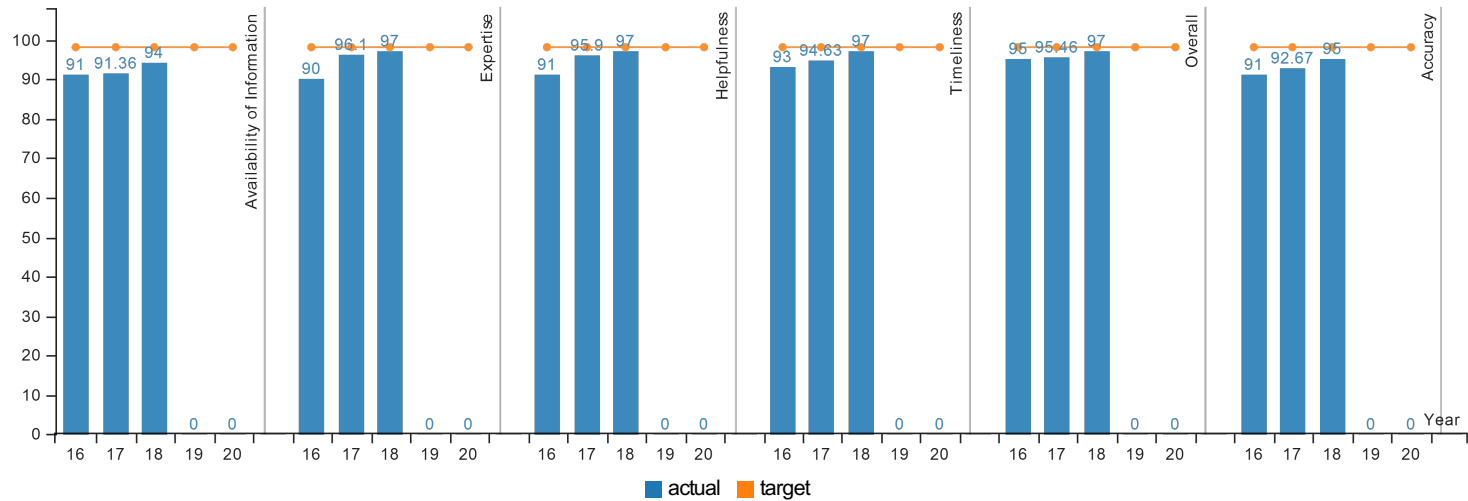| Report Year	2016	2017	2018	2019	2020
Percentage of Oregon public libraries meeting essential and enhanced level of applicable Oregon Library Association Standards for Public Library.					
Actual	No Data	No Data	53%	No Data	No Data
Target	TBD	TBD	60%	60%	60%

How Are We Doing

This is the first year of this measure. The data for this year is our baseline measurement.

Factors Affecting Results

The response rate was only about 50%. We will be working with library directors to increase the response rate and send the survey out during a better time of year to get a higher volume of responses.

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

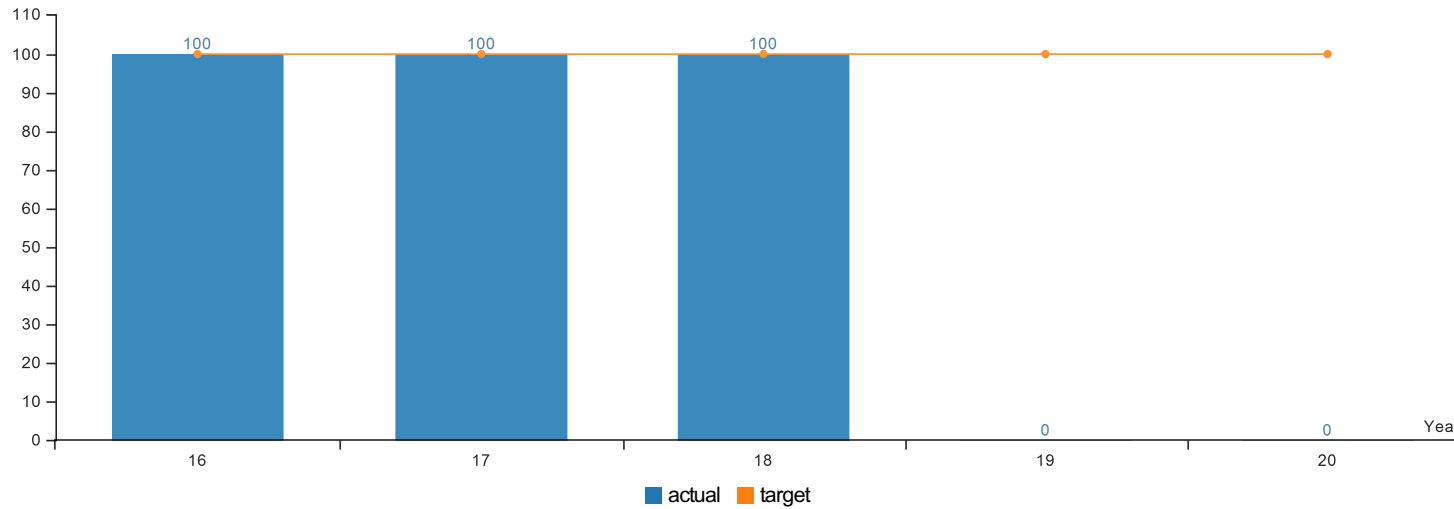| Report Year	2016	2017	2018	2019	2020
Availability of Information					
Actual	91%	91.36%	94%	No Data	No Data
Target	98%	98%	98%	98%	98%
Expertise					
Actual	90%	96.10%	97%	No Data	No Data
Target	98%	98%	98%	98%	98%
Helpfulness					
Actual	91%	95.90%	97%	No Data	No Data
Target	98%	98%	98%	98%	98%
Timeliness					
Actual	93%	94.63%	97%	No Data	No Data
Target	98%	98%	98%	98%	98%
Overall					
Actual	95%	95.46%	97%	No Data	No Data
Target	98%	98%	98%	98%	98%
Accuracy					
Actual	91%	92.67%	95%	No Data	No Data
Target	98%	98%	98%	98%	98%

How Are We Doing

State Library customer service stats are all up from last year. Overall the State Library continues to earn high marks in customer service comparable with all past years. Ultimately we did not meet the target in any of the reporting areas.

Factors Affecting Results

Surveys with an "N/A" or "don't know" option continue to impact our ability to reach targets. We believe that lack of communications staff to assist with outreach and awareness efforts continues to impact customer ability to identify when services they may already be receiving from the State Library. The State Library has a policy package in the Agency Request Budget for staffing to assist with outreach and awareness efforts.

KPM #14	BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result

Report Year	2016	2017	2018	2019	2020
Percent of Total Best Practices Met By the State Library Board of Trustees					
Actual	100%	100%	100%	No Data	No Data
Target	100%	100%	100%	100%	100%

How Are We Doing

The State Library continues to reach the 100% target although some measures from the standardized survey don't fit the library well anymore.

Factors Affecting Results

The State Library is requesting to eliminate this measure. As the State Library director is now appointed by the Governor and confirmed by the Senate, there is no longer a requirement for the measure. The standardized survey for board members no longer fits all the functions of the board due to the changes previously mentioned.