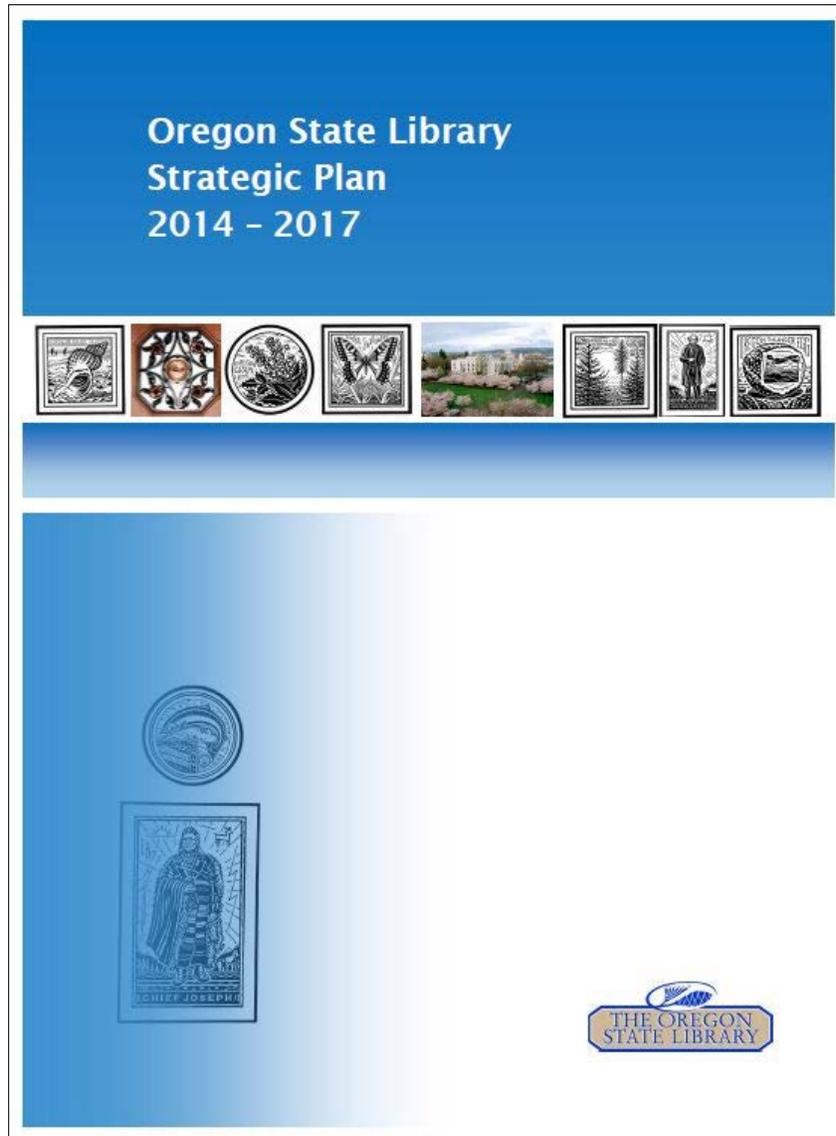


OREGON STATE LIBRARY BOARD OF TRUSTEES

Agenda Packet



**March 20, 2015
Salem Public Library
585 Liberty St SE
Salem, OR**

TABLE OF CONTENTS

Agenda and Meeting Minutes	1
Reports of the State Librarian and Staff	9
Proposed Changes to OAR 543	17
<i>Libraries of Oregon</i> Report	25
State Library Evaluation Process	29
Board Role in Strategic Plan	49
Correspondence	57

Agenda and Meeting Minutes



Oregon

Kate Brown, Governor

State Library
250 Winter St. NE
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(503) 378-4243
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Contact: MaryKay Dahlgreen
State Librarian
503-378-4367

March 6, 2015

FOR IMMEDIATE RELEASE

The Oregon State Library Board of Trustees will meet in Salem at the Salem Public Library on March 20, 2015 from 9:00 a.m. to 3:00 p.m. Aletha Bonebrake of Baker City will chair the meeting.

At the meeting on March 20th, the Board will hear a report on "Libraries of Oregon" and will discuss proposed changes to OAR 543. An open forum is scheduled for 11:30 a.m. Anyone may address the Board on any topic at the open forum. A public hearing on proposed changes to OAR 543 is scheduled for 1:00 p.m. More information about the proposed changes to OAR 543 is at:

<http://www.oregon.gov/osl/Pages/Proposed-Rulemaking-Hearing-Information.aspx>

Sign language interpretation will be provided for the public if requested prior to 48 hours before the meeting; notice prior to 72 hours before the meeting is preferred. Handouts of meeting materials may also be requested in alternate formats prior to 72 hours before the meeting. Requests may be made to Jessica Rondema at 503-378-2464.

OREGON STATE LIBRARY BOARD OF TRUSTEES MEETING
 March 20, 2015
 Salem Public Library
 Anderson Room
 Aletha Bonebrake, Chair

Agenda

9:00 a.m.	Approval of the Minutes of the February 13, 2015 Meeting	Bonebrake
9:15	Reports of Board Chair and Trustees Executive Committee Report Other Board Reports	Bonebrake
10:00	Report of the State Librarian & Staff Activities Since the Last Meeting Strategic Plan Progress Report Division Reports	Dahlgreen Dahlgreen Maurer, Button, Curry, Navarrete
11:30	Open Forum**	Bonebrake
Noon	Lunch	Bonebrake
12:30	Salem Public Library Tour	Toewe
1:00	Public Hearing on Proposed Changes to OAR 543	Bonebrake
1:30	New Business Proposed Changes to OAR 543 <i>Libraries of Oregon</i> Report State Librarian Evaluation Process Board Role in Strategic Plan	Dahlgreen Dahlgreen/Westin Bonebrake Bonebrake
2:45	Plans for next meeting Adjournment	Bonebrake

**Any person may address the Oregon State Library Board of Trustees at this meeting on any topic.

NOTE: The times of all agenda items are approximate and subject to change.

Oregon State Library
BOARD OF TRUSTEES MEETING
 February 13, 2015
 Oregon State Library, Salem

Board members present: Aletha Bonebrake, Sam Hall, Susan Hathaway-Marxer, Leslie Hicks, Ann Malkin, Jennie Tucker.

Not present: Ebonee Bell.

Guests present: Holly Valkama, Coraggio Group; John Borden, Legislative Fiscal Office.

Staff present: MaryKay Dahlgreen, Margie Harrison, Shawn Range, Jessica Rondema.

Chair Aletha Bonebrake called the meeting to order at 9:00 a.m.

Chair Bonebrake noted that the discussion of *Libraries of Oregon* is going to be at the March meeting, though the December 5th minutes state otherwise.

APPROVAL OF MINUTES

There was a typo in the December 5th minutes on page 8 of the Board Agenda Packet. Rondema will fix the mistake.

Hathaway-Marxer moved to approve the minutes from the December 5, 2014, Board meeting. Tucker seconded. The motion passed unanimously.

INTRODUCTIONS

MaryKay Dahlgreen introduced Holly Valkama from the Coraggio Group in Portland. Dahlgreen discussed the progress on the State Library's strategic plan that we have been working on over the last six months with the Coraggio Group. We have moved through the operational planning phase and are beginning implementation. From the strategic plan framework that the Board created in August, we developed four strategic imperatives: Build Awareness of the State Library, Focus on the Customer, Cultivate Staff Strengths, and Enhance Partnerships.

STRATEGIC PLAN AND OPERATIONAL HIGHLIGHTS

Valkama spoke to the Board about the operational planning groups. Creating these groups allowed us to tap into the talents of staff within the four strategic imperative areas. The Focus on the Customer group will need to understand our customer segments and their needs, being clear about the customers we uniquely serve. Enhancing Partnerships coincides with the request from the Legislature to work with Archives and the State of Oregon Law Library, as well as leveraging additional partnerships. Build Awareness of the State Library will address what it means to have and build a brand, ensuring that people are aware of us and our value. Finally, Cultivate Staff Strengths will focus on staff development, training, and maintaining current job descriptions to leverage our staff.

The State Library managers met to prioritize the initiatives, adjust the timeline, and make sure the objectives are achievable. This operational plan has a span of 18 months. We will be using the Excel tool we received from Coraggio to track our progress. Although Valkama's role in assisting us is now complete, she will still be available as a resource.

Manager sponsors and project leads have been identified for the four strategic imperatives. The work has been divided up so it does not fall to one single person.

Valkama recommended that every year we factor in the time to create an operational plan before we submit our budget. We should also revisit the plan to verify that the vision and mission are still applicable. The process should be easier and faster as we gain more practice.

BOARD ROLE & THE STRATEGIC PLAN

Valkama led the Board in a discussion of their role and responsibilities with regard to the strategic plan.

The first role that was discussed was that of *awareness*, in which creating awareness in certain areas of focus will help move that strategic effort forward. The brainstorm included discussion of visiting local libraries to share the point of view of the Board, ensuring that the Board understands the State Library's programs and strategic plan, and raising awareness by being involved in various organizations. The Board also discussed the importance of providing distribution materials to create follow-up or provide additional information as well as knowing the relationship status of the State Library's partnerships. It is necessary to develop talking points or an elevator speech to concisely communicate information about the State Library and maintain a unified voice. It would be beneficial to raise awareness of the Oregon State Library within the Oregon library community, as some librarians and library staff around the state do not know where their grant money comes from. Awareness may not be a strong enough word for this role, however, since it requires knowledge and understanding more than simply awareness.

Valkama asked the Board to think about how to take action on these ideas in order to fulfill the awareness portion of the Board's role. For example, by what processes will the Board members remain up-to-date on what is happening at the State Library, acquire the materials to distribute to interested parties, and increase awareness of the State Library? It is part of the Board members' responsibility to create awareness in our areas of focus to help move the strategic plan forward.

Many of the ideas identified as relating to awareness also relate to the second role for the Board, which is *advocating*, in which it would benefit the State Library for Board members to have an advocating role. These include talking points, presenting a unified voice, opening doors to further partnerships, advocating within the library community, being available for critical policy and political conversations, and developing "asking" strategies when asking other organizations for contributions or expertise.

The third role that was discussed was *accountability*, where the Board is accountable for the State Librarian, the managers, and the State Library itself. The Board is accountable to the community and all Oregonians by listening and gathering feedback as well as communicating information from the Board. It is also important to gather information about the State Library in order to fulfill the other roles of the Board. There will be periodic updates that will include a deeper level of detail in order to inform the Board about our progress. There was also a discussion about contributing financially to the State Library and attending and being prepared for Board meetings.

Valkama discussed a proposal for how the staff will report progress on the State Library's strategic initiatives. Every other Board meeting (three times a year), staff would include a page in the Board packet for each of the focus areas which would include metrics, our progress toward our target, highlights with explanatory responses, ideas for how to address any issues with achieving the target, and upcoming activities. Staff can give a verbal report which corresponds to one of those progress reports during the division reports, which will connect the work that we are doing to making progress in our strategic imperatives.

Dahlgreen appreciates the roles that the Board identified, especially their role of being available for political and policy conversations, providing the Board's point of view outside the State Library, and raising awareness of the State Library.

Bonebrake and Hall agreed to work together to create a cohesive set of Board roles and develop next steps. They will report their progress at the March or April Board meeting.

Dahlgreen and the Board expressed sincere thanks to Valkama and Coraggio Group for the work they have done with us.

“ROLE OF THE STATE LIBRARY” PROJECT – CHARTER

This project deals with the State Library and its role with the public regarding historical materials. The title of the project was changed to the “Role the State Library regarding Historical Oregon Materials” to make the project's purpose clearer.

Dahlgreen has called together a group of people to meet regarding this topic. These people include Sam Hall of the State Library Board, State Archivist Mary Beth Herkert, State Law Librarian Catherine Bowie, a representative from the Oregon Heritage Commission, Oregon State University, University of Oregon, Oregon Library Association, Oregon Historical Society, and historical researcher David Lewis with the Confederated Tribes of Grand Ronde and Kim Jensen of Western Oregon University. This group will also be seeking input from Oregon's heritage and culture community.

This issue deals with the fact that the State Library has a statutory requirement to serve the public, but the Reference Room had been funded with state assessment funds. Factors relating to this issue include possible statutory changes, funding options, location and ownership of materials, and accessibility. There may also be partnership opportunities.

Public access to Oregon heritage collections is a much wider issue than simply dealing with the collections that the Oregon State Library possesses. We are hoping to facilitate a larger look at the historical treasures of Oregon, where they are housed, and how they can be accessed.

The Board discussed the status of digitization in Oregon, referring to the Envisioning Oregon report from 2009 and the Recommendations for Oregon's Digital Collections report, written by Danielle Plumer of DC Plumer Associates, L.L.C in 2013. The State Library's Electronic Services Consultant, Arlene Weible, has been working with people in Oregon and Washington to organize a digital summit in order to address digitization.

The Board brought up the topic of a portal that has been discussed over the last year as a way to access and search the collections of multiple organizations. Addressing the idea of the portal is one of our primary focuses for our strategic imperative of Enhancing Partnerships.

One of the reasons for addressing this issue is to align our statute, our policies, our mission, and our practices. It will be valuable to determine which organization is responsible for which materials.

2015 LEGISLATIVE OVERVIEW

The Legislative Session began on February 2, 2015. There are three bills that relate to the Oregon State Library that were included in the Board agenda packet. Our budget is Senate Bill 5519, which will appear before the General Government Subcommittee. Our budget hearing will take place on March 2nd and 3rd.

House Bill 2479 makes the change from the Ready to Read grant program to the Reading for Success grant program. This bill will be heard by the House Education Committee, a policy committee. The change alters the wording of the program to include 15 - 17 year olds, to require outcome-based evaluations, and to include school-age programs during school year. Katie Anderson, Youth Services Consultant at the State Library, will provide testimony for the Ready to Read bill.

The Oregon State Library is named in House Bill 2650, which was introduced by Representatives Komp and Nathanson. This bill involves the State Library working with the Department of Education to distribute grants for a program from OregonASK called SL3: Summer Learning, Summer Libraries, Summer Lunches.

The following legislators are members on General Government Subcommittee of the Joint Ways and Means Committee: Senator Betsy Johnson, Senator Elizabeth Steiner Hayward, Senator Doug Whitsett, Representative Greg Smith, Representative Nancy Nathanson, Representative Betty Komp, Representative Kathleen Taylor, and Representative Dallas Heard.

The State Library's budget hearing will occur on March 2nd and 3rd. Our Legislative Fiscal Office Analyst, John Borden, will be presenting the numbers portion of the budget. Dahlgreen will give a budget presentation on March 2nd, during which she will discuss the State Library's budget and operations. She will discuss how our requested budget will produce the results that we expect. Dahlgreen will present information about administrative changes, performance measures, and summaries of proposed legislation. The budget presentation requires a plan for a 10% reduction in general funds, federal funds, and assessment funds, as well as a discussion of our long-term vacancies. On March 3rd, Dahlgreen will present the State Library's Strategic Plan, and there will be the opportunity for public testimony. Bonebrake will provide testimony.

Oregon Library Association has their Library Legislative Day on April 29th. Board members can make appointments with their legislators, especially if they are members of the Joint Ways and Means Committee.

PLANS FOR THE NEXT MEETING

The next Board meeting will be held on March 20th at the Salem Public Library in Salem.

The Executive Committee discussed the idea to create a list of significant events for Board members to be aware of separate from the business meetings.

The meeting adjourned at 12:15 p.m.

ACTION ITEMS

- Rondema will make the edit to the December 5th Board meeting minutes before posting them on our website.
- Rondema will capture the brainstorming session notes about the Board's role and send them to Bonebrake and Hall.
- Bonebrake and Hall will create a cohesive set of Board roles and develop next steps, on which they will report at the March or April Board meeting.
- Rondema will send out information about the upcoming Oregon Library Association Conference.



Oregon

Kate Brown, Governor

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State Library Board Executive Committee
Aletha Bonebrake, Chair
February 27, 2015
2:30 p.m. – 3:15 p.m.

Board members present: Bonebrake, Hall, Hathaway-Marxer
Staff members present: Dahlgreen

Report of the State Librarian

HB 2479 was heard by the House Education Committee on Tuesday, February 18th. Katie Anderson testified as did Brett Walker from the Early Learning Division and Abigail Elder, director of the Beaverton City Library, on behalf of OLA. SB 5519, the State Library budget bill will be heard on Monday and Tuesday, March 2nd and 3rd, by the General Government Subcommittee of the Joint Ways and Means Committee. Dahlgreen will do a budget presentation on the 2nd and will present the strategic plan on the 3rd. Public testimony will be heard on the 3rd. Bonebrake will be present for the hearing on the 2nd and will provide testimony on behalf of the Board on March 3rd.

Dahlgreen provided an update on the progress the implementation of our strategic plan. We will add a discussion of the Board role in the strategic plan at the March meeting. This was a major discussion at the February 13th Board meeting. At the Board meeting on March 20th Hall will report on the first meeting of the group that is exploring the public role of the State Library as it relates to history and culture which was held on February 18th.

Approval of the Board Agenda for the March 20, 2015 Board meeting

After discussion the Executive Committee approved the agenda for the March 20, 2015 Board meeting to be held at the Salem Public Library.

Other Business

There was no other business.

Meeting was adjourned at 3:15 p.m.

Reports of the State Librarian and Staff

**OREGON STATE LIBRARY
2013-15 BIENNIUM BUDGET REPORT**

Report Period	Month Ending January, 2015						
Target Percentage	79.17%						
Budget Object Title	Budget	Current Month Expenditures	Expenditures Biennium to Date	Remaining Budget	%Spent BTD	Average Spend per month to Date	Average Remaining to Spend
PERSONAL SERVICES	\$ 6,182,785	\$ 249,240	\$ 4,738,611	\$ 1,444,174	76.64%	\$ 249,401	\$ 288,835
SERVICES & SUPPIES	\$ 3,635,197	\$ 66,020	\$ 2,967,257	\$ 667,940	81.63%	\$ 156,171	\$ 133,588
CAPITAL OUTLAY	\$ 21,818	\$ -	\$ -	\$ 21,818	0.00%	\$ -	\$ 4,364
SPECIAL PAYMENTS	\$ 4,294,885	\$ 6,494	\$ 3,069,692	\$ 1,225,193	71.47%	\$ 161,563	\$ 245,039
TOTAL	\$14,134,685	\$ 321,754	\$ 10,775,560	\$ 3,359,125	76.23%	\$ 567,135	\$ 671,825

Monday, March 02, 2015

**OREGON STATE LIBRARY
2013-15 BIENNIUM BUDGET REPORT**

Report Period		Month Ending January, 2015						
Target Percentage		79.17%						
Division Name	Budget Object Title	Budget	Current Month Expenditures	Expenditures Biennium to Date	Remaining Budget	% Spent BTD	Average Spent per Month to Date	Average Remaining to Spend
Operations	PERSONAL SERVICES	\$ 929,276	\$ 40,014	\$ 736,598	\$ 192,678	79.27%	\$ 38,768	\$ 38,536
	SERVICES AND SUPPLIES	\$ 176,283	\$ 3,377	\$ 155,564	\$ 20,719	88.25%	\$ 8,188	\$ 4,144
	CAPITAL OUTLAY	\$ 2,342	\$ -	\$ -	\$ 2,342	0.00%	\$ -	\$ 468
	Total	\$ 1,107,901	\$ 43,391	\$ 892,162	\$ 215,739	80.53%	\$ 46,956	\$ 43,148
Library Development	PERSONAL SERVICES	\$ 1,003,535	\$ 50,667	\$ 928,575	\$ 74,960	92.53%	\$ 48,872	\$ 14,992
	SERVICES AND SUPPLIES	\$ 1,473,211	\$ 3,450	\$ 1,246,449	\$ 226,762	84.61%	\$ 65,603	\$ 45,352
	SPECIAL PAYMENTS	\$ 4,294,885	\$ 6,494	\$ 3,069,692	\$ 1,225,193	71.47%	\$ 161,563	\$ 245,039
	Total	\$ 6,771,631	\$ 60,611	\$ 5,244,716	\$ 1,526,915	77.45%	\$ 276,038	\$ 305,383
Talking Book and Braille Services	PERSONAL SERVICES	\$ 1,165,808	\$ 43,952	\$ 813,966	\$ 351,842	69.82%	\$ 42,840	\$ 70,368
	SERVICES AND SUPPLIES	\$ 512,267	\$ 9,300	\$ 322,971	\$ 189,296	63.05%	\$ 16,998	\$ 37,859
	CAPITAL OUTLAY	\$ 8,783	\$ -	\$ -	\$ 8,783	0.00%	\$ -	\$ 1,757
	Total	\$ 1,686,858	\$ 53,252	\$ 1,136,937	\$ 549,921	67.40%	\$ 59,839	\$ 109,984
Government Research Services	PERSONAL SERVICES	\$ 3,084,166	\$ 114,607	\$ 2,259,472	\$ 824,694	73.26%	\$ 118,920	\$ 164,939
	SERVICES AND SUPPLIES	\$ 1,473,436	\$ 49,893	\$ 1,242,273	\$ 231,163	84.31%	\$ 65,383	\$ 46,233
	CAPITAL OUTLAY	\$ 10,693	\$ -	\$ -	\$ 10,693	0.00%	\$ -	\$ 2,139
	Total	\$ 4,568,295	\$ 164,500	\$ 3,501,745	\$ 1,066,550	76.65%	\$ 184,302	\$ 213,310
Total		\$ 14,134,685	\$ 321,754	\$ 10,775,560	\$ 3,359,125	76.23%	\$ 567,135	\$ 671,825

Monday, March 02, 2015

**OREGON STATE LIBRARY
2013-15 BIENNIUM BUDGET REPORT**

		Report Period	Month Ending January, 2015							
		Target Percentage	79.17%							
Program Code	Program Code Title	Budget Object Title		Current Month Expenditures	Expenditures Biennium to Date	Remaining Budget	% Spent BTD	Average Spent per Month to Date	Average Remaining to spend	
1200	OSL BOARD	PERSONAL SERVICES	\$ 1,900	\$ -	\$ 1,047	\$ 853	55.11%	\$ 55	\$ 171	
		SERVICES AND SUPPLIES	\$21,709	\$ 10	\$ 16,125	\$ 5,584	74.28%	\$ 849	\$ 1,117	
		Total	\$23,609	\$ 10	\$ 17,172	\$ 6,437	72.74%	\$ 904	\$ 1,287	

Monday, March 02, 2015

**OREGON STATE LIBRARY
2013-15 BIENNIUM BUDGET REPORT**

		OREGON STATE LIBRARY	OREGON STATE LIBRARY	OREGON STATE LIBRARY
Agency Title Report Date		2/28/2014	2/28/2015	3/2014 to 3/2015
Accounts	Account Title	Cash Balance	Cash Balance	12 Month Change
TBABS ENDOWMENT FUND INTEREST	CASH ON DEPOSIT WITH TREASURER 0300	\$ 26,693.37	\$ 27,217.84	\$ 524.47
TBABS ENDOWMENT FUND	CASH ON DEPOSIT WITH TREASURER 0301	\$ 1,399,370.03	\$ 1,679,760.00	\$ 280,389.97
LONG FUND - NON EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0302	\$ 1,000.00	\$ 1,000.00	\$ -
MOSES FUND - NON EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0303	\$ 6,000.00	\$ 6,000.00	\$ -
LONG FUND - EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0306	\$ 30.39	\$ 35.75	\$ 5.36
MOSES FUND - EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0307	\$ 8,135.99	\$ 8,168.36	\$ 32.37
TBABS DONATION FUND	CASH ON DEPOSIT WITH TREASURER 0308	\$ 154,314.89	\$ 128,180.32	\$ (26,134.57)
DATABASE LICENSING RESERVE	CASH ON DEPOSIT WITH TREASURER 0321	\$ 40,182.15	\$ 40,397.10	\$ 214.95
TOTAL		\$ 1,635,726.82	\$ 1,890,759.37	\$ 255,032.55

Monday, March 02, 2015

OREGON STATE LIBRARY QUARTERLY PERFORMANCE REPORT

Quarter: July - September, 2014

	<i>Total This Quarter</i>	<i>Total 13-15 to Date</i>	<i>Total 11-13 to Date</i>	<i>Variance to Date</i>	<i>% Variance to Date</i>
<i>Library Support & Development Services</i>					
Average daily visits to OSLIS	2,570	2,288	2,175	113	5.2%
Average daily visits to LSTA-funded databases	14,761	13,017	12,591	426	3.4%
Average daily visits to Answerland	83	88	95	-7	-7.0%
Average daily visits to Plinkit websites	9,388	9,760	5,481	4,279	78.1%

Oregon Talking Book and Braille Library

Registered individuals*	5,131	5,131	5,402	-271	-5.0%
Registered institutions*	389	389	338	51	15.1%
Items circulated	103,333	636,501	649,428	-12,927	-2.0%
Percentage of circulated items that are digital cartridges	79%	79%	74%	5%	6.8%
Percentage of circulated items downloaded from BARD	20%	20%	17%	3%	17.6%
Volumes added	4,562	26,667	31,108	-4,441	-14.3%
Volunteer hours	307	1,851	2,771	-920	-33.2%

**Figure represents total on the last day of the quarter.*

Government Information & Library Services

Research transactions for state government employees	2,175	12,295	13,134	-839	-6.4%
Contacts with state government employees	143,269	863,963	726,212	137,751	19.0%
Percentage of state employees registered for State Employee Information Center*	21%	21%	23%	-2%	-8.7%
Average daily visits to Oregon.gov search box	2,790	3,456	4,200	-745	-17.7%
Mailing list subscribers*	722,258	722,258	639,360	82,898	13.0%
Outreach and training presentations to state agencies	5	49	54	-5	-9.3%
Oregon documents archived	2,150	16,532	14,789	6,700	11.8%
Volunteer hours	873	5,609	6,349	-740	-11.7%

**Figure represents total on the last day of the quarter.*

JOHN A. KITZHABER, MD
GOVERNOR



REC'D FEB 19 2015

February 12, 2015

MaryKay Dahlgreen, State Librarian
Oregon State Library
250 Winter St.
Salem, OR 97301-3950

RE: 2015-2017 Affirmative Action Plan

Dear Ms. Dahlgreen,

The Governor's Office of Diversity and Inclusion/Affirmative Action has thoroughly reviewed your agency's Affirmative Action Plan and is pleased to inform you that it has been accepted. Congratulations!

Diversity and Inclusion is an important discipline that we have adopted as a strategic organizational and business model for our state. The Affirmative Action Plan has many elements that are required by state and federal law. Through its requirements, it helps state agencies address diversity, inclusion and equity into their service delivery and workforce parity. We hope that your agency will have an ongoing and active role with us as we begin to embrace and utilize our Diversity and Inclusion discipline.

We appreciate your continued support and hope to see someone from your agency attend our regularly scheduled DI/AA/EEO meetings. The benefits of regular attendance are valuable learning opportunities, idea sharing and takeaways. Thanks again for your work in getting your agency's 2015-2017 Affirmative Action Plan successfully submitted.

Best regards,

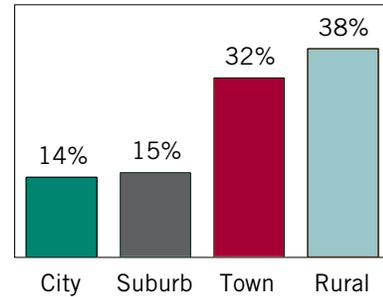
Frank Garcia, Jr., M.A.
Governor's Office - Senior Policy Advisor
Director, Diversity & Inclusion/Affirmative Action

cc: Elana Pirtle-Guiney, Governor's Policy Advisor
Jessica Rondema and Vicki Jorgensen, Affirmative Action Representative

Quick Stats

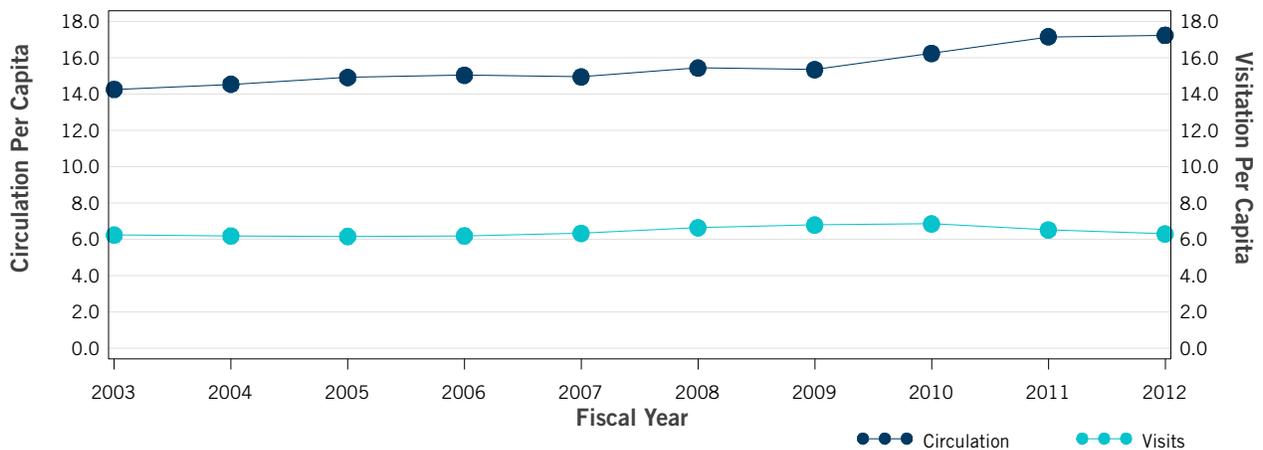
Number of Public Libraries	128
Number of Public Outlets	219
Population Served	3,694,043
Number of Full Time Equivalent Librarians	492
Number of Full Time Equivalent Staff	1804

Public Library Outlets by Locality



Locality based on NCES locale codes.
For additional details see <http://go.usa.gov/YPMW>.

Visitation and Circulation Per Capita (FY 2003-2012)



In Comparison

	FY 2011	FY 2012	% Change	Regional*	National
Services					
Circulation Per Capita	17.16	17.24	▲ 0.50%	7.73	8
Visits Per Capita	6.52	6.29	▼ -3.49%	4.73	4.95
Finance					
Expenditures Per Capita	\$49.77	\$49.65	▼ -0.23%	\$35.14	\$35.47
Operating Revenue Per Capita	\$51.90	\$49.93	▼ -3.80%	\$36.86	\$37.98
Resources					
Print Materials Per 1000 Population	2721.6	2686.95	▼ -1.27%	1966.78	2590.33
Public Use Internet PCs Per Capita	1.26	1.26	▲ 0.12%	1.02	1.13

*The Far West region includes Alaska, California, Hawaii, Nevada, Oregon, Washington.
For more information about regions see <http://go.usa.gov/gppk>.

Proposed Changes to OAR 543

Agenda Item

Proposed Changes to Oregon Administrative Rules (OAR), Chapter 543

Background and Summary

On February 1, 2015 the State Library issued an announcement of a comment period through March 19, 2015 and a public hearing at the March 20, 2015 Oregon State Library Board meeting regarding adoption of amendment to Permanent Administrative Rule 543-010-0034.

Hours of Service (OAR 543-010-0034) is being amended to reflect the authority the State Librarian has regarding operations of the Library and specifically the hours of service for the Talking Book and Braille Library and the reference room.

Recommendations of the State Librarian

The State Librarian recommends that the board adopt the proposed changes to the Oregon Administrative Rule, 543-010-0034.

Secretary of State
NOTICE OF PROPOSED RULEMAKING HEARING*
A Statement of Need and Fiscal Impact accompanies this form

FILED
1-5-15 3:25 PM
ARCHIVES DIVISION
SECRETARY OF STATE

Oregon State Library Agency and Division 543 Administrative Rules Chapter Number
MaryKay Dahlgreen Rules Coordinator (503) 378-4367 Telephone
Oregon State Library, 250 Winter St. NE, Salem, OR 97301 Address

RULE CAPTION

Hours of service
Not more than 15 words that reasonably identifies the subject matter of the agency's intended action.

Hearing Date	Time	Location	Hearings Officer
3-20-15	1:00 p.m.	Salem Public Library, 585 Liberty St SE, Salem OR 97301	MaryKay Dahlgreen

RULEMAKING ACTION

Secure approval of rule numbers with the Administrative Rules Unit prior to filing.

- ADOPT:**
- AMEND:**
543-010-0034
- REPEAL:**
- RENUMBER:** Secure approval of new rule numbers with the Administrative Rules Unit prior to filing.
- AMEND AND RENUMBER:** Secure approval of new rule numbers with the Administrative Rules Unit prior to filing.
- Statutory Authority:**
ORS 357.012 (2)
- Other Authority:**
- Statutes Implemented:**
ORS 357.012 (2)

RULE SUMMARY

ORS 543-010-0034 is being amended to reflect the authority the State Librarian has regarding operations of the State Library and specifically the hours of public service for the Talking Book and Braille Library and the Reference Room.

The hearing will be held at the Salem Public Library at 1:00 p.m., with a check in time of 10:00 a.m. If unable to attend the public hearing, comments will be accepted via email or U.S. mail until March 20, 2015. Send comments to Oregon State Library, Attn: MaryKay Dahlgreen, 250 Winter St NE, Salem OR 97301 or marykay.dahlgreen@state.or.us.

The Agency requests public comment on whether other options should be considered for achieving the rule's substantive goals while reducing negative economic impact of the rule on business.

03-20-2015 2:00 p.m. Last Day (m/d/yyyy) and Time for public comment
MaryKay Dahlgreen Rules Coordinator Name
marykay.dahlgreen@state.or.us Email Address

*The Oregon Bulletin is published on the 1st of each month and updates the rule text found in the Oregon Administrative Rules Compilation.

Secretary of State
STATEMENT OF NEED AND FISCAL IMPACT
A Notice of Proposed Rulemaking Hearing accompanies this form.

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Oregon State Library
Agency and Division

543
Administrative Rules Chapter Number

Hours of service

Rule Caption (Not more than 15 words that reasonably identifies the subject matter of the agency's intended action.)

In the Matter of:

Amending OAR 543-010-0034

Statutory Authority:

ORS 357.012 (2)

Other Authority:

Statutes Implemented:

ORS 357.012 (2)

Need for the Rule(s):

The existing rule requires the Oregon State Library to staff the Reference Room for 35 hours a week in addition to renting the space. The use of the Reference Room by its primary constituency is very low.

The State Legislature has directed the State Library to reorganize and make substantive changes that will result in improved efficiencies and modernization of services. Meeting the State Legislature's goals for the State Library will take the time and expertise of staff that is currently staffing the Reference Room.

The rule will allow the State Library to set hours to meet the needs of its patrons and make necessary changes to provide the most useful and up-to-date information and services to its patrons. The Reference Room and the Talking Book and Braille Library will still be available to the public, but the hours will better reflect the usage.

Documents Relied Upon, and where they are available:

Estimated annual cost of the State Library Reference Room
State Library Reference Use January - April, 2014

internal memos available from the State Librarian, MaryKay Dahlgreen
email: marykay.dahlgreen@state.or.us

Fiscal and Economic Impact:

The Department is unable to determine whether these proposed rule changes would have a fiscal impact.

Statement of Cost of Compliance:

1. Impact on state agencies, units of local government and the public (ORS 183.335(2)(b)(E)):

State Agencies: State Agencies will not be affected by this rule. The service level will remain at the same level regardless of the hours stated for the Reference Room.

Units of local government and members of the public: Units of local government and members of the public will not be affected by this rule.

2. Cost of compliance effect on small business (ORS 183.336):

a. Estimate the number of small business and types of businesses and industries with small businesses subject to the rule:

No small businesses are affected by this adoption.

b. Projected reporting, recordkeeping and other administrative activities required for compliance, including costs of professional services:

None. The imposed rules imposes no reporting, recordkeeping or administrative requirements on small businesses.

c. Equipment, supplies, labor and increased administration required for compliance:

None. The proposed rules imposes no reporting or other requirements on small businesses.

How were small businesses involved in the development of this rule?

The rule does not directly or indirectly affect small businesses; therefore, there was no direct involvement from the small business community.

Administrative Rule Advisory Committee consulted?: No

If not, why?:

An Administrative Rule Advisory Committee was not consulted because the change to the administrative rule brings this rule in alignment with the other rules that deal with the daily operation of the Library. See OAR 543-010-0025, 543-010-0030 (3) and 543-020-0010.

<u>03-20-2015 2:00 p.m.</u>	<u>MaryKay Dahlgreen</u>	<u>marykay.dahlgreen@state.or.us</u>
Last Day (m/d/yyyy) and Time for public comment	Printed Name	Email Address

543-010-0034

Hours of Service

~~The Reference Rooms will be open to the public from 10 a.m. to 5 p.m.,~~ **The Oregon State Library Building will be open from 8:00 a.m. to 5:00 p.m.,** Monday through Friday excepting legal holidays, and may be open at other times by special arrangement with the State Librarian. ~~Talking Book and Braille Services will be open from 8 a.m. to 5 p.m., Monday through Friday, excepting legal holidays.~~ **The State Library Board authorizes the State Librarian to set times for public access to materials and services. Schedules will be available to the public in a State Library policy.**

Stat. Auth.: ORS 357.015(2)

Stats. Implemented: ORS 357.012(2)

Hist.: OSL 1-1981(Temp), f. 6-16-81, ef. 7-1-81; OSL 2-1981, f. 9-28-81, ef. 10-1-81; OSL 1-1989, f. 4-18-89, cert. ef. 4-17-89; OSL 1-1992, f. 2-11-92, ef. 2-17-92; OSL 1-2000, f. & cert. ef. 4-13-00

Libraries of Oregon Report

Agenda Item

Report on current status and discussion about *Libraries of Oregon*.

Background and Summary

The *Libraries of Oregon* portal was developed by Oregon State University Libraries at the request of the Oregon State Library. The project was one part of the effort of the State Library Board to extend library services to the unserved.

“Libraries of Oregon is a website that connects Oregon residents to statewide library resources and local public libraries. From here you can access databases that house articles, video clips, podcasts, and images from encyclopedias, almanacs newspapers, and magazines or use the 24/7 ask-a-librarian service to satisfy their information needs. These subscription databases, which are not freely available on the internet, and the ask-a-librarian service are paid with federal Library Services and Technology Act (LSTA) funds administered by the Oregon State Library. Oregon public libraries offer these same resources locally, and you can use the library locator to find your nearest public library.”

State Librarian Evaluation Process

Agenda Item

State Librarian Evaluation Process

Background and Summary

The State Library Board of Trustees is responsible for hiring the State Librarian and have also provided a regular performance evaluation of the State Librarian. The process has been in place for a number of years and it has been suggested that the Board review the process, update or change as necessary, and set a schedule for the evaluation of the State Librarian. Attached are documents from the current process (Attachment #1).

Agenda Item

Board Procedure for Annual Evaluation of the State Librarian 2013
(Attachment 1)

Background and Summary

Every year in June the State Library Board of Trustees establishes the procedures and forms for the annual evaluation of the State Librarian.

ORS 192.660 requires that the instruments to be used in the annual evaluation of the State Librarian be discussed and adopted in open meeting.

The proposed performance evaluation instruments are:

- A Performance Management Evaluation Form consistent with the Department of Administrative Services form for the use of the Board of Trustees. (Attachment 2)
- The State Library Teams/Managers Feedback Form used by the team coordinators to report team feedback, and by State Library managers to provide feedback. (Attachment 3)
- A Library Community Feedback Form used for a telephone survey of leaders of representative library community groups in the State. (Attachment 4) The Board Chair recommends the current (as of June 2013) chairs or presidents of:
 - OLA
 - LSTA Advisory Council
 - TBABS Advisory Council
 - GRS Advisory Council
 - DAS – Office of the Chief Operating Officer

In addition to the performance measures on the Performance Management Evaluation form, the Board approved the following professional goals for the State Librarian for 2012-13.

- Work with the Board and Management Team to develop our Agency Request Budget for 2013-2015.
- Work with the Library Development Team, LSTA Advisory Council and Board to assure development of the 2013-2017 LSTA Five Year Plan and submission by June 30, 2012.
- Work with OSL staff and Management Team to recruit, select, and orient Government Research Services and Library Development Services Program Managers, including moving management of IT from GRS to LD Program Manager.
- Work with GRS Program Manager to select ILS and transition from Hatfield Library Consortium to new system.

- Become familiar and engage with Oregon State agencies, Chief Officers of State Library Agencies (COSLA) and Western Council of State Libraries (WCLS).
- Work with OSL staff and Board to accomplish OSL 2011-2013 goals and initiatives.

Proposed Timeline

June, 2013 – Adoption of forms, participants and evaluation procedure.

July, 2013 – Library Community participants confirms willingness to provide input in the evaluation process.

August, 2013 – State Library team coordinators collect, summarize, and submit team feedback on the State Library Teams/Managers Feedback Form.

Board Chair or designee contacts the Library Community participants by telephone to receive input on State Librarian's professional contributions, record results on the Library Community Feedback Form, and submit feedback to Human Resources Manager.

Board receives the State Librarian's Performance Management Evaluation Form to complete and return before October Board meeting.

September, 2013 – Managers provide feedback to State Librarian in performance review meeting.

Human Resources Manager forwards the State Librarian performance feedback forms from the managers, teams, and the community to the Board members.

State Librarian forwards performance review self report on past year goals and next year proposed goals to the Board members.

October, 2013 – Board of Trustees meet in open session to review and discuss evaluation data, State Librarian's report on 09-10 Goals Report and 10-11 Proposed Goals, and Vote on 10-11 Goals.

Board Chair drafts a written evaluation of the State Librarian and sends it to the Board members for review.

November, 2013 – Board members review and comment on the draft written evaluation. State Librarian and Board Chair review, revise (as needed) and sign the State Librarian Position Description.

December, 2013 – Board Chair finalizes the written evaluation and meets with State Librarian to present and sign copies of the written evaluation.

After the Board of Trustees has completed its evaluation of the State Librarian the human resources manager will enter a Y or N into the State Position and Personnel Data Base that will grant or deny any eligible salary step increase for the State Librarian.

Recommendations: It is recommended that:

1. The proposed Board Procedure for Evaluation of the State Librarian and evaluation timeline be adopted.
2. The Performance Management Evaluation Form is used by the OSL Board of Trustees to evaluate the State Librarian.
3. The State Library Teams/Managers Feedback Form is used for input by the library managers and teams.
4. The Library Community Feedback Form is used by the Board Chair or designee to collect evaluation feedback from the selected community representatives.
5. Board preferences for the library community representatives to be invited to provide input on the State Librarian evaluation be discussed and decided.

BOARD PROCEDURE FOR EVALUATION OF STATE LIBRARIAN
Proposed June 2013

- I. **May:** The Board Chair establishes the evaluation agenda items for the June Board meeting in consultation with the Human Resources Manager of the Oregon State Library.
Agenda Items:
- A. Adopt evaluation procedure and timeline for State Librarian evaluation.
 - B. Adopt performance evaluation instruments to be used:
 - 1. Board of Trustees, Performance Management Evaluation Form
 - 2. The State Library Teams/Managers Feedback Form
 - 3. Library Community Feedback Form
 - C. Select the members of the library community who will be surveyed for feedback. The Board Chair recommends the current (as of June 2013) chairs or presidents of:
 - OLA
 - LSTA Advisory Council
 - TBABS Advisory Council
 - GRS Advisory Council
 - DAS Chief Operating Officer Office
- II. **June:** The Library Board adopts the evaluation procedure, instruments and participants for the State Librarian evaluation.
- III. **July:** The Board Chair or Human Resources Manager contacts members of the library community selected to provide input on the State Librarian's evaluation to confirm their willingness to participate in the evaluation process.
- IV. **August:** The Human Resources Manager sends a memo to the State Library team coordinators requesting that they participate in the performance feedback process by collecting and summarizing the team feedback on the evaluation feedback form and submitting it to the Human Resources Manager by *September 1*.

The Board Chair (or designated Board member) calls the members of the library community identified in the June meeting, and using the Library Community Feedback Form, records their feedback on the professional contributions of the State Librarian during the past year. The Board Chair documents the survey results and sends them to the Human Resources Manager by *August 31*.

The Human Resources Manager sends the State Librarian Evaluation Form to be used by the Board with the request that it be completed and returned to the Board Chair before the October Board meeting. Also included is the list of the State Librarian's professional/agency goals for the past year.

- V. **September:** The Human Resources Manager schedules an evaluation feedback meeting with management team by *September 8*.

The Human Resources Manager forwards the performance feedback provided by managers, teams, and the community to the Board members by *September 15*.

The State Librarian forwards performance review self report on past year professional/agency goals and next year proposed professional/agency goals to the Board members by *September 15*.

- VI. **October:** *Prior to the October Board meeting, Board members each complete and return a draft State Librarian evaluation form to the Board Chair.*

The Board of Trustees meet in open session at the October Board meeting and use the following procedure:

1. Discussion and Questions: Library Community Feedback
2. Discussion and Questions: OSL Teams Feedback
3. Discussion and Questions: Management Team Feedback
4. State Librarian's report on 12-13 Goals Report and 13-14 Proposed Goals (15 minutes)
5. Board of Trustees verbal feedback (5 minutes each)
6. Votes on scores for each Performance Measure:
 - a) Results
 - b) Customer Service
 - c) Team Building
 - d) Effective Communication
 - e) Strategic Thinking
 - f) Affirmative Action
7. Discussion and Vote on 13-14 goals

The Board Chair drafts the written State Librarian Evaluation and sends it to the Board members for review. The written evaluation should include a statement regarding how successfully the State Librarian has met Board and professional/agency goals for the evaluation year.

- VII. **November:** Board members respond to the Board Chair before *November 17* with any comments regarding the written evaluation.

The State Librarian drafts proposed changes to his/her Position Description and provides it to the Board Chair and the Human Resources Manager by *November 17* for review. The Human Resources Manager incorporates any agreed upon changes to the Position Description and returns it to the State Librarian and Board Chair by *November 30* for signature.

- VIII. **December:** The Board Chair finalizes the written evaluation and meets with the State Librarian between *December 1 and December 31* to present **three** copies of the written evaluation including Board and professional goals for 13-14. Both parties sign all three evaluation copies. The State Librarian and the Board Chair each retain a signed copy of the Evaluation for their own files. The third signed Evaluation is delivered to the Human Resources Manager for entry in the Position and Personnel Data Base, and inclusion in the State Librarian's personnel file.

**MANAGEMENT/EXECUTIVE SERVICE
PERFORMANCE MANAGEMENT EVALUATION FORM**

Employee Name: MaryKay Dahlgreen		Position Number: 5430.001
Class Number: Z7012	Class Title: Principal Executive Manager G	Working Title: State Librarian
Reporting Period: From: 3/1/12 To: 9/30/13	Evaluation For: <input checked="" type="checkbox"/> Annual Review <input type="checkbox"/> Trial Service Other	Next Evaluation Date: October 1, 2014

2012-13 Professional Goals

- Work with the Board and Management Team to develop our Agency Request Budget for 2013-2015.
- Work with the Library Development Team, LSTA Advisory Council and Board to assure development of the 2013-2017 LSTA Five Year Plan and submission by June 30, 2012.
- Work with OSL staff and Management Team to recruit, select, and orient Government Research Services and Library Development Services Program Managers, including moving management of IT from GRS to LD Program Manager.
- Work with GRS Program Manager to select ILS and transition from Hatfield Library Consortium to new system.
- Become familiar and engage with Oregon State agencies, Chief Officers of State Library Agencies (COSLA) and Western Council of State Libraries (WCLS).
- Work with OSL staff and Board to accomplish OSL 2011-2013 goals and initiatives.

PART I - PERFORMANCE MEASURES

Performance Measure: **Results**

Definition: Works effectively with colleagues and stakeholders to achieve the key results as approved by the Oregon State Library Board of Trustees. Provides leadership and manages resources to best meet output measures, agency goals and objectives, and Oregon Benchmarks measures.

Outstanding Exceeds expectations Meets expectations Does not fully meet expectations Unacceptable

5

4

3

2

1

Points X x Weight 5 =

Points possible 25

Points achieved XX

Comments:

Performance Measure: **Customer Service**

Definition: Assures that customers receive products, decisions, information or assistance in a manner that is timely and meets the needs of the customers. Places emphasis on customer satisfaction and service improvement.

Outstanding Exceeds expectations Meets expectations Does not fully meet expectations Unacceptable

5

4

3

2

1

Points X x Weight 3 =

Points possible 15

Points achieved XX

Comments:

Performance Measure: **Team Building**

Definition: Works well with others to accomplish team objectives; builds effective team relationships as a team leader and team member. Promotes and recognizes effective teamwork and team outcomes; visibly supports team environment.

Outstanding Exceeds expectations Meets expectations Does not fully meet expectations Unacceptable
 5 4 3 2 1

Points X x Weight 3 = Points possible 15
 Points achieved XX

Comments:

Performance Measure: **Effective Communication**

Definition: Establishes clear lines of communication with partners, stakeholders and teams and utilizes those lines of communication frequently and effectively. Provides effective and positive public relations for the agency.

Outstanding Exceeds expectations Meets expectations Does not fully meet expectations Unacceptable
 5 4 3 2 1

Points X x Weight 3 = Points possible 15
 Points achieved XX

Comments:

Performance Measure: **Strategic Thinking**

Definition: Accurately predicts and forecasts future needs and prepares strategies of how to deal with them; develops contingency plans with staff to deal with the unexpected. Positions self and the State Library to take advantage of change.

Outstanding Exceeds expectations Meets expectations Does not fully meet expectations Unacceptable
5 4 3 2 1

Points X x Weight 3 = Points possible 15
Points achieved XX

Comments:

Performance Measure: **Affirmative Action**

Definition: Takes a proactive role in achieving AA/EEO objectives and ensures staff are knowledgeable about AA/EEO. Promotes a discrimination/harassment free workplace. Fosters and promotes a diverse workforce and environment.

Outstanding Exceeds expectations Meets expectations Does not fully meet expectations Unacceptable
5 4 3 2 1

Points X x Weight 3 = Points possible 15
Points achieved XX

Comments:

PART II - INDIVIDUAL EMPLOYEE DEVELOPMENT PLAN**Professional Goals for 2012-13**

- Work with the Board and Management Team to develop our Agency Request Budget for 2013-2015.
- Work with the Library Development Team, LSTA Advisory Council and Board to assure development of the 2013-2017 LSTA Five Year Plan and submission by June 30, 2012.
- Work with OSL staff and Management Team to recruit, select, and orient Government Research Services and Library Development Services Program Managers, including moving management of IT from GRS to LD Program Manager.
- Work with GRS Program Manager to select ILS and transition from Hatfield Library Consortium to new system.
- Become familiar and engage with Oregon State agencies, Chief Officers of State Library Agencies (COSLA) and Western Council of State Libraries (WCLS).
- Work with OSL staff and Board to accomplish OSL 2011-2013 goals and initiatives.

PART IV - EVALUATION

PERFORMANCE MANAGEMENT EVALUATION			
		<u>100</u>	XXX
EMPLOYEE	DATE	Total Points Possible	Total Points Achieved
		RATING	
			XXX
APPOINTING AUTHORITY	DATE	(1) Outstanding	_____
		(2) Exceeds expectations	_____
		(3) Meets expectations	_____
		(4) Does not fully meet expectations	_____
		(5) Unacceptable	_____

State Librarian Evaluation Teams/Managers Feedback Form

Team/Manager: _____ **Date:** _____

Name: MaryKay Dahlgreen	Working Title: State Librarian	Evaluation Period: 3/1/12 - 9/30/13
-------------------------	--------------------------------	-------------------------------------

ANNUAL GOALS 2012-13

- Work with the Board and Management Team to develop our Agency Request Budget for 2013-2015.
- Work with the Library Development Team, LSTA Advisory Council and Board to assure development of the 2013-2017 LSTA Five Year Plan and submission by June 30, 2012.
- Work with OSL staff and Management Team to recruit, select, and orient Government Research Services and Library Development Services Program Managers, including moving management of IT from GRS to LD Program Manager.
- Work with GRS Program Manager to select ILS and transition from Hatfield Library Consortium to new system.
- Become familiar and engage with Oregon State agencies, Chief Officers of State Library Agencies (COSLA) and Western Council of State Libraries (WCLS).
- Work with OSL staff and Board to accomplish OSL 2011-2013 goals and initiatives.

PART I - PERFORMANCE MEASURES

Performance Measure: Results	
<p>Definition: Works effectively with colleagues and stakeholders to achieve the key results as approved by the Oregon State Library Board of Trustees. Provides leadership and manages resources to best meet output measures, agency goals and objectives, and Oregon Benchmarks measures.</p>	
Comments:	
+	△

Performance Measure: Customer Service	
<p>Definition: Assures that customers receive products, decisions, information or assistance in a manner that is timely and meets the needs of the customers. Places emphasis on customer satisfaction and service improvement.</p>	
Comments:	
+	△

Performance Measure: Team Building	
<p>Definition: Works well with others to accomplish team objectives; builds effective team relationships as a team leader and team member. Promotes and recognizes effective teamwork and team outcomes; visibly supports team environment.</p>	
Comments:	
+	△

Performance Measure: **Effective Communication**

Definition: Establishes clear lines of communication with partners, stakeholders and teams and utilizes those lines of communication frequently and effectively. Provides effective and positive public relations for the agency.

Comments:

+	△

Performance Measure: **Strategic Thinking**

Definition: Accurately predicts and forecasts future needs and prepares strategies of how to deal with them; develops contingency plans with staff to deal with the unexpected. Positions self and the State Library to take advantage of change.

Comments:

+	△

Performance Measure: **Affirmative Action**

Definition: Takes a proactive role in achieving AA/EEO objectives and ensures staff are knowledgeable about AA/EEO. Promotes a discrimination/harassment free workplace. Fosters and promotes a diverse workforce and environment.

Comments:

+	△

Other Comments:

+	△

State Librarian Evaluation
Library Community Feedback Form

Name: _____ Position: _____

Date of interview: _____

1. What feedback would you like to share on the leadership and strategic planning that Ms. Dahlgreen has brought to the state this past year? (Give an example.)

2. What feedback would you like to share with the Board regarding Ms. Dahlgreen's overall performance as State Librarian from March 2012 to August 2013?

3. Would you like to add any other comments?

Board Role in Strategic Plan

Agenda Item

Board role in the Strategic Plan.

Background and Summary

At the February 13, 2015 meeting of the State Library Board of Trustees there was a discussion of their role in the implementation of the recently adopted 2014-2017 Strategic Plan. The attachment provides notes from that meeting for discussion.

Oregon State Library Strategic Plan 2014 – 2017



Strategic Plan, 2014 – 2017

The Oregon State Library is a small independent agency overseen by a seven-member Library Board of Trustees. Created in 1905 and housed in a 1939 WPA building, State Library services and materials have evolved over the last 110 years, while continuing to focus on providing excellent library service to our customers.



The first state librarian, Cornelia Marvin, would not recognize some aspects of the library today, but many would still be very familiar to her. The tools have changed but the goals have not. We continue to find new and innovative ways to deliver library service while honoring our history.

A common question in communities of many kinds is, “Are libraries still relevant?” We would answer yes. We have worked over the last two years to explore the needs of our customers and how we can best meet those needs.

Our strategic planning process began in 2013 with work groups from state agencies and the library community who identified and discussed what we were doing, what we needed to be doing, and where there were gaps. In August of 2014 we began work on this strategic plan, basing it on the community engagement done to date. The Board of Trustees developed an updated 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.

The result of the work of the Board of Trustees, staff at the Oregon State Library, and our colleagues and customers in the library community and state agencies is this roadmap for the next two and half years.

--MaryKay Dahlgreen, State Librarian

February 20, 2015

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.



Our Unique Value

We Connect...

- Oregonians to library services of public, school, academic, and tribal libraries through technical assistance, statewide programs, and grant funding.
- Oregon state government to information with relevant materials and expertise that supports informed decision-making.
- Oregonians who are print-disabled to reading materials through our partnership with the National Library Service for the Blind and Physically Handicapped.

Core Values

We demonstrate these core values in everything we do...

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

Three-Year Objectives

- Improve customer satisfaction including fulfillment with State Library resources and referrals for both quality of service and product
- Establish a method to prioritize services by customer segment
- Increase awareness of the State Library
- Increase usage of State Library services
- Increase efficiency through reduction of duplication, overlap and fragmentation
- Develop performance management process

Strategic Imperatives

We will focus our efforts on these for the next 2.5 years as we continue to serve Oregonians

Focus on the Customer

This imperative will be met by developing customer service standards, defining customer segments, identifying potential new customers, and assessing customer satisfaction to determine allocation of resources.

Build Awareness of the State Library

This imperative will require a “reputation audit,” the results of which will lead to the development of an awareness campaign that will result in increased usage of the State Library by key audiences.

Cultivate Staff Strengths

The success of this imperative will require a performance management system that provides a framework for continuous improvement and appropriate professional development for all staff.

Enhance Partnerships

The success of this strategic imperative will require defining the concept of partnership, determining where we can reduce overlap and duplication of services, and working collaboratively with partner agencies to increase effectiveness and efficiency in services to all Oregonians.



Oregon State Library
Board Member Roles and the Strategic Plan
(Notes from February 13, 2015 Board meeting)

Awareness: [Knows, Informs, Understands]

- Attending local library Board meetings: How can OSL help? Share Board POV with OSL. They know who they can call.
- Requires that Board knows OSL's strategic clarity elements and programs (who are OSL points of contact)
- Collateral to create follow-up or provide additional information
- Member of various organizations (OLA) that elevate awareness of OSL in the community
- Know the relationship status and various partnerships that exist, e.g. other agencies and state groups

Advocating:

- Test messages
- Talking points to convey a unified message
- Open doors to open or further partnerships (e.g. OLA, ORSLA)
- Be available critical policy or political conversations
- Financially contributing to Talking Books and Braille Endowment Fund
- Develop "asking" strategies

Accountability:

- Listen and bring back
- Schedule periodic "deeper" updates on each strategic imperative
- Attend – and be prepared for – Board meetings
- Review progress on strategic plan objectives

Correspondence



Oregon

John A. Kitzhaber, MD, Governor

Department of Administrative Services
 Chief Financial Office
 155 Cottage St NE U10
 Salem, OR 97301-3963

Date: January 30, 2015

REC'D FEB 18 2015

To: MaryKay Dahlgreen, State Librarian
 Oregon State Library
 250 Winter St. NE
 Salem, OR 97301-3950

Re: **FY 2014 GOLD STAR CERTIFICATE**

It is a great pleasure to inform you that your agency has earned the Chief Financial Office's Gold Star Certificate for fiscal year 2014.

The Chief Financial Office's Gold Star Certificate is awarded to state agencies that provide accurate and complete fiscal year end information in a timely manner. Clearly, the Gold Star is a challenge to earn, and its achievement is due primarily to your agency's diligent efforts to maintain accurate and complete accounting records throughout the year.

Your agency's participation in the Gold Star Certificate program is important in meeting statewide fiscal performance goals and key to the timely preparation of Oregon's Comprehensive Annual Financial Report (CAFR) and the statewide Schedule of Expenditures of Federal Awards. Your agency's success in accounting and financial reporting is also critical to Oregon's success in receiving a favorable audit opinion on both statewide documents.

The Chief Financial Office's Gold Star Certificate is Oregon's equivalent to the nationally recognized GFOA Certificate of Achievement for Excellence in Financial Reporting. Through the collaborative team effort of state agencies and the Chief Financial Office, Oregon has earned the GFOA Certificate every year since 1992. *Gold Star agencies* are key to making this possible.

The Gold Star Certificate was delivered to your agency's lead CAFR accountant, **Renata Pilotto**. Congratulations to your agency and your fiscal team for this outstanding work!

Sincerely,

George Naughton, Chief Financial Officer
 Chief Financial Office

Robert W. Hamilton, Manager
 Statewide Accounting and Reporting Services

Chief Financial Office's Gold Star Certificate



Awarded to

Oregon State Library

*For Achieving Statewide Accounting Goals
and Excellence in Financial Reporting
Fiscal Year Ended June 30, 2014*

January 30, 2015
Date

George Naughton, Chief Financial Officer

Robert W. Hamilton, SARS Manager



State of Oregon
*Department of Administrative Services
Chief Financial Office*



Oregon

John Kitzhaber, Governor

State Library
 250 Winter St. NE
 Salem, OR 97301-3950
 (503) 378-4243
 FAX (503) 588-7119
 TTY 1-800-735-2900

February 2015

Dear State Library Volunteer,

"With realization of one's own potential and self-confidence in one's ability, one can build a better world." –The Dalai Lama

Look at what you have done in 2014 for the citizens of Oregon!

You, as an Oregon State Library volunteer make a difference – **5,602** collective hours of difference! You have contributed valuable time and skills to help improve Oregon Library services. And we, the staff, extend our thanks and appreciation.

Many of you also send donations for our Talking Book and Braille Library. Your contributions have made such a difference for Oregonians who are print disabled and rely on Talking Books for improving a quality of life. Our annual total donation for 2014 is **\$116,207**. This fund helps to provide NEWSLINE, descriptive videos, record Oregon books and reach out to the thousands of qualified Oregonians who may not be aware of these wonderful free services. In addition, some of you sent donations specifically for our Endowment fund – **\$280,404** last year! (Our total balance for the endowment fund is now over 1.6 million dollars.) This fund will ensure that Talking Books will continue long into the future.

Thank you for your generosity in your gifts and your time!

Enjoy this list of what you and **165** volunteers accomplished for the State Library in 2014...

-
- **48,279** digital audio books were inspected
 - **476** Fragile books and documents were repaired
 - **1,020** Talking Book and Braille Services patrons were called to update information
 - **6596** Talking Book Newsletters on print and Braille formats were mailed
 - **69** hours of administrative tasks were accomplished for Operations and Library Support
 - **465** collective hours were provided by the Delta Gamma Sorority at Willamette University for projects in TBABS.
 - **1,360** audio books were downloaded from BARD
 - **1,390** patrons were provided with Genealogy materials and assistance in the Reference Room

- 424 responses were given to specific Genealogy research requests
- 72 Talking Book player batteries were reconditioned
- 14,996 new digital books were presorted and prepared to be inventoried
- 1,500 audio books were print labeled
- 30 hours were dedicated to assisting Talking Books in marketing and outreach
- 3,634 cassette books were withdrawn from the collection and prepared for disposal
- 708 hours spent weeding and boxing the WVGS collection for moving to Salem Public Library
- 3,000 library materials were identified and stamped “Discard” and recycled
- 4,000+ audio books were labeled with I.D. stickers
- 195 vertical file records were assigned subject headings, numbered, and contents were recorded
- 226 brief catalog records for the Oregon Collection were entered
- 61 contents notes for Vertical File records were added to the catalog
- 403 hours were donated by volunteers who serve on one of the three advisory councils for the State Library
- 525 books were mailed to 24 libraries
- 12 *OPB Primetime* publications were read and recorded for distribution
- 245 hours were donated by seven volunteers who serve as the Board of Trustees to the State Library
- 12 *Lion's Magazine* publications were read and recorded for distribution
- 69 Internship to create best practices for a Library Trustee Orientation Handbook

We are grateful for your endless support and commitment that helps us to be one of the best volunteer programs in state government. We look forward to the wonderful deeds in store for 2014.



Hi Susan,

I made a small donation to the library in December as a birthday present to my dear friend Penny Hayes, one of your patron's who relies on audio books as a means of survival. She has been disabled for a long time and lives alone. This stories and information in audio form help her maintain her sanity and connection to the greater world.

Please let her know I made this gift in her name. I think it will bring her additional comfort.

Thank you,

Debra

--

Debra Hastings
Enosburg, VT

From: Judy Treanor
Sent: Tuesday, February 03, 2015 10:07 AM
To: Katie Anderson
Subject: Hello Katie - Thank You

Hi Katie wanted to connect and say - Thank You Katie for all of your support and excellent information so that we can support families. Many Blessings to you! Have a great day !

Judy Treanor

From: Bruce Anderson
Sent: Friday, February 06, 2015 3:57 PM
To: Talking Books
Subject: Aunt Dorothy

I just wanted to take a moment to thank you folks for the service you provide. I went over to Aunt Dorothy's today to take her shopping and she was all excited that you had called to see how she was doing with her new book reader. I asked if she had gotten a name. "No, but she was the nicest young lady (everybody's young when you're 94) and I told her what kind of books I liked."

Not only do you provide a wonderful service, but to follow through with such excellent personal service is above and beyond. You've managed to make an old lady feel special. And I do believe that my Aunt Dorothy has placed you right up there with the Pope.

Thank you for helping to expand her world a bit more.

Bruce Anderson
Hermiston, OR

From: Jennifer Maurer
Sent: Friday, February 13, 2015 3:42 PM
To: Sarah Cunningham; AllStateLibrary; 'jennifer.bittel@state.or.us'
Subject: RE: Thank yous and Totals

Impressive!

Yes, thanks to everyone who donated and who purchased.

And a big THANKS to you, Sarah, for suggesting the craft idea last year and again this year. That has been a big part of the increased proceeds.

Jen

Jennifer Maurer
School Library Consultant
Oregon State Library

From: Sarah Cunningham
Sent: Friday, February 13, 2015 3:28 PM
To: AllStateLibrary; 'jennifer.bittel@state.or.us'
Subject: Thank yous and Totals

Thank you *very* much to all the bakers, crafters, and consumers!

I know everyone likes to know how much money we made, so here is a preliminary total of the sale (not including what is made off the 50% sale)

2014 total = \$269

2015 total = \$396.50

And once all of the commissioned mice are paid for the total will be **\$444.50!!**

\$175.50 more than last year. That is amazing!

Great job everyone!

The [Oregon Food Bank](#) is such a worthy cause and the money we raise will feed a lot of hungry Oregonians.

Sarah M. Cunningham
Oregon State Library
Government Information and Library Services
Assistant Cataloger

From: Shawn Range
Sent: Wednesday, February 18, 2015 3:50 PM
To: AllStateLibrary
Subject: Dewey Salute

I would like to send a Dewey Salute to Katie who did a great job today presenting to the House policy committee on Education.

She really showed off our core value of [professionalism](#) and show cased the State Library for our commitment to [strong community](#).

Shawn Range
Oregon State Library
Business Manager

From: Katie Anderson
Sent: Wednesday, February 18, 2015 4:04 PM
To: allLibrarySupport
Subject: Kudos about our OBE website

Hi! We just got a kudos from Washington State Library about the **OBE website Ann put together** 😊 Good work Ann!

Katie Anderson, Library Support and Development Services
* Youth Services Consultant * Oregon Center for the Book Coordinator *
Oregon State Library, 250 Winter St. NE, Salem, OR 97301

From: Renata Pilotto
Sent: Thursday, February 19, 2015 8:39 AM
To: MaryKay Dahlgreen; AllStateLibrary
Subject: RE: Dewey Salute!

Since 1993...

Renata

From: MaryKay Dahlgreen
Sent: Wednesday, February 18, 2015 5:34 PM
To: AllStateLibrary
Subject: Dewey Salute!

Congratulations to Renata for making sure the State Library received the Chief Financial Office's Gold Star Award for 2014. I'm not sure how many years in a row the State Library has received it but it is excellent evidence of Renata's Professionalism: We are honest, good stewards, keep our commitments, and are responsible for our actions.

MaryKay

MaryKay Dahlgreen
Oregon State Librarian

Sent: Tuesday, March 03, 2015 5:07 PM
To: Katie Anderson
Cc: MaryKay Dahlgreen
Subject: North Bend PL Visit

Dear Katie,

Many thanks for taking the NBPL tour with me, and especially for being so generous with your time in meeting with Sara Simpkins and I. We greatly appreciate your getting your excellent, very detailed overview of the Reading for Success grant guidelines and the program options. I think these upcoming changes are very well designed and will make this program even more fun and successful for young readers throughout Oregon.

Again, thanks a lot for meeting with Sara and I today, and for all your terrific work that's having a very positive impact on services to youth in Oregon!

Sincerely,
Gary

--

Gary Sharp

Director of Library Services

North Bend Public Library

From: Robin Speer

Sent: Wednesday, March 04, 2015 9:46 AM

To: AllStateLibrary

Subject: Congratulations - we did it!

We really did well this year with the food drive \$\$\$.

This year we collected **74 lbs** of food and **\$1,180.25** in cash, checks, and payroll deduction. (Dollars go much further than pounds of food because they can buy food in bulk).

All of this equals 4,795 pounds of food!

Special interest story...

One of our employees donated a \$100 Benny bill. They found it in a department store over the weekend. The \$100 bills are placed at random in stores by someone who signs the name "Benny" on the bill. Our employee was shopping and ran across the bill placed in a container. They paid the kindness forward by donating it to the food drive.

Jen and I delivered the food and cash to the Marion Polk Food Share yesterday. Upon learning the story about the "Benny Bill" the staff suddenly treated us like celebrities! The agency director and marketing manager interviewed us, took a picture of the bill, and told us the \$100 will fund 300 meals! Our employee asked to remain anonymous so we said the donation is from **"a generous state employee from the State Library."**

We had two staff qualify and achieve the Governor's Challenge.

Here's a chart of what we have done in the past few years. It is important to note that we only had one special event this year. The previous years had at least two events. We did very well!

Year	Pounds of Food	Payroll Deduction	Cash	Total \$	Total Pounds Equivalent	Total Pounds per Employee
2015	74	\$504	\$676	\$1,180	4,795	120
2014	268	\$749	\$679	\$1,428	5,980	146
2013	248	\$540	\$503	\$1,044	4,423	108

Thank you to all of you who have participated by baking, sewing, crafting, selling, delivering, **BUYING**, and serving on the CAC committee. A special thanks to Sarah C. for organizing and promoting a very successful *Bake & Craft Sale*.

Robin Speer

Volunteer Program Coordinator

Oregon Talking Book and Braille Library Fund Development Coordinator

Oregon State Library

From: Becky A. McKeag

Sent: Wednesday, March 04, 2015 11:25 AM

To: Darci Hanning

Subject: RE: Plinkit question

Thanks Darci, I've given him your email.

I've truly enjoyed working with you and have appreciated your support over the years. I can't even imagine what our web presence would've been without you and your efforts with Plinkit. You are such an asset to the Oregon State Library and the Oregon library community.



Becky