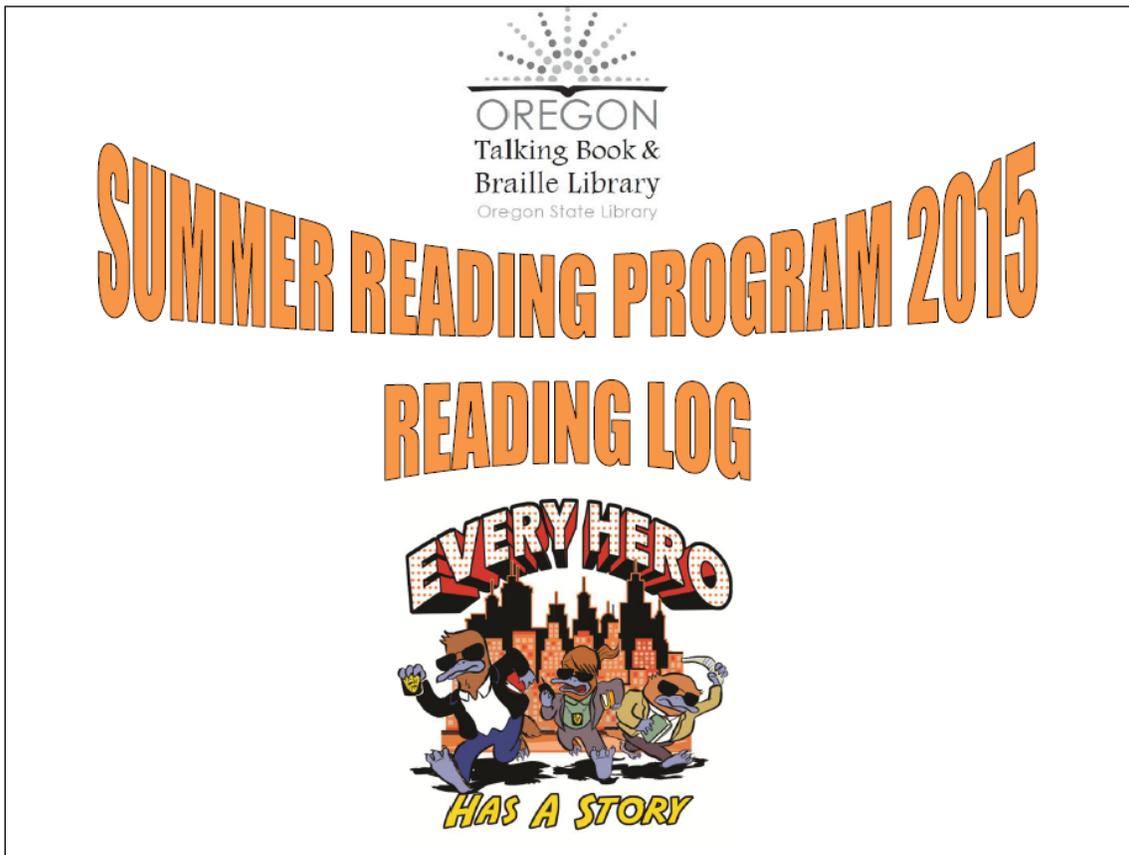


# OREGON STATE LIBRARY BOARD OF TRUSTEES

Agenda Packet



August 21, 2015  
Downtown Bend Library  
601 NW Wall St.  
Bend, OR



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# **Agenda and Meeting Minutes**



# Oregon

Kate Brown, Governor

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August 7, 2015

FOR IMMEDIATE RELEASE

The Oregon State Library Board of Trustees will meet at the Downtown Bend Library in Bend, OR on August 21, 2015 from 9:00 a.m. to 2:00 p.m. Aletha Bonebrake of Baker City will chair the meeting.

The Board will hear a progress report on the implementation of HB 3523 in addition to proposals for the Oregon Center for the Book and the evaluation of the state librarian. An open forum is scheduled for 12:30 p.m. Any one may address the Board on any topic at the open forum.

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

August 21, 2015

Downtown Bend Library

Aletha Bonebrake, Chair

*Agenda*

9:00 a.m.	Approval of the Minutes of the June 19, 2015 Meeting	Bonebrake
9:15	Reports of Board Chair and Trustees Executive Committee Report Other Board Reports	Bonebrake
9:45	Reports of the State Librarian Activities since the Last Meeting Operational Progress Update	Dahlgreen
10:30	Continuing Business: HB 3523 Implementation State Librarian Performance Management Proposal	Dahlgreen/Harrison Dahlgreen
11:30	Tour of Downtown Bend Library	Dunkelburg
Noon	Working Lunch	
12:30	**Open Forum	
1:00	New Business: Oregon Center for the Book Proposal Endowment Fund Account StORytime Project	Dahlgreen Westin/Range Dahlgreen
2:00	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**  
June 19, 2015  
Beaverton City Library, Beaverton

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

Guests present: None.

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

Chair Aletha Bonebrake called the meeting to order at 10:45 am.

### **APPROVAL OF MINUTES**

**Tucker moved to approve the minutes from the April 15, 2015, Board meeting. Malkin seconded. The motion passed unanimously.** Bonebrake complimented Rondema on creating tactful and comprehensive minutes.

### **REPORTS OF BOARD CHAIR AND TRUSTEES**

#### **Executive Committee Report**

Only one board member was present for the scheduled Executive Committee meeting. In lieu of minutes, the Board packet contained a document explaining that the Executive Committee may meet between Board meetings, but is not required to meet.

#### **Nominating Committee Report**

The Nominating Committee spoke with Ann Malkin about being nominated for Vice Chair and Aletha Bonebrake about continuing as Chair. This is the slate of candidates they presented. Tucker made a motion to accept the slate of Malkin and Bonebrake. Hicks seconded. The motion passed unanimously.

#### **Other Board Reports**

Bonebrake reported that our newest poet laureate, Peter Sears, visited Baker City and was very well-received.

Tucker is participating in a planning time for advanced end of life care. The team planned a workshop at La Grande that was incredibly well attended.

Hicks is excited about the start of summer reading. She also reported that Monmouth Public Library now has a seed library for people to check out seeds.

Malkin reported that Piper Kerman, author of *Orange is the New Black*, was the most recent author featured at Deschutes Public Library Foundation's Author! Author! series. There was a panel discussion with prison authorities as well as Kerman. This is the third year of the Author! Author! series, which has been improving every year.

Hall reported that Salem Public Library Administrator BJ Toewe as accelerated her retirement date to July 10<sup>th</sup>. The library is planning to hire a replacement immediately, but there is currently no Salem City Manager. Hall also reported that the Library Advisory Board has a new chair with

proactive ideas about promotion and marketing. The Book Mobile is going to Saturday Markets in order to sign people up for library cards and serve as a billboard. Opening the library on Sunday afternoons may be added into the budget.

Bell reported that Multnomah County Library's fiscal budget 2015-2016 passed. Her office will be returning to their original building on NE Russell Street.

Hathaway-Marxer arrived at 11:09 am.

Hathaway-Marxer gave a report about Multnomah County Library's involvement in the summer free lunch program, along with many additional partners.

## **REPORTS OF THE STATE LIBRARIAN AND STAFF**

### **Activities Since the Last Meeting**

As we approach the end of the biennium, we are making final purchases.

Our quarterly performance report has not changed significantly. We are looking to develop a few new key performance measures to present to the legislature for the next session.

Dahlgreen talked about the Talking Book and Braille Library donor board, which will be placed on a blank wall above the Talking Books front desk. It will contain Plexiglas pieces with donor's names on them, placed in a patchwork pattern. Robin Speer has been working with the vendor to design this very affordable donor board.

Hall brought up the topic of legislation regarding the Talking Books Endowment fund. He asked if a future board can undo what a previous board has decided about issues such as whether or not to touch the principle. There is a workgroup being put together to discuss the endowment, looking at the intentions of the fund and bringing recommendations to the Board. Hall was also added to the group being put together by Joel Henderson and Susan Westin in Talking Books. Tucker will be part of this group as well.

Our budget bill, SB 5519, was passed and signed by the Governor, giving us a full two years of funding. It also authorizes us to have an Answerland position. Our State Library Specialist 1 position will continue to be funded with donation funds for one more year, before being fund-shifted next year to be paid from general fund.

The Government Services staff are determining which electronic resources to purchase with savings earned from no longer renting Tier 5 or the Reference Room.

The Willamette Valley Genealogy Society has moved to the Salem Public Library. Dahlgreen mentioned what phenomenal work the Government Services staff did to accomplish this large task.

We will be determining if there is a way to integrate this room back into our library services. It costs about \$50,000 per biennium. We plan to have discussions about the use of this room with some of our partners.

The Government Services staff have worked hard to vacate Tier 5 and have weeded a large amount of materials. We have made about \$600 from state surplus for our discarded collections.

House Bill 3523, the reorganization bill, has been passed by the Legislature and signed by the Governor. It passed by a larger margin in the House than the Senate. It will go into effect in January 2016.

There has been no movement on House Bill 2479, the Reading for Success bill. The budget for Ready to Read is part of our budget bill.

House Bills 2650 and 2602 deal with Summer Libraries, Learning, and Lunch. We have been cooperating with Oregon Ask on this project which aims to keep school libraries open when summer lunch is occurring (in Woodburn, Salem, and Eugene). This bill requested state funds for this program. Early in the session there was a misunderstanding that the money would come out of Ready to read, which is incorrect. The Speaker of the House wanted to fund only one of these. An amendment was proposed that would create a workgroup to work on a plan over the summer that would combine the two bills.

Answerland statewide virtual reference service is moving to the State Library, although it took longer than anticipated. We are hiring a temporary staff person for the interim. Robin Speer and Darci Hanning have been helping with the transition. Cindy Gibbon from Multnomah County Library has been very helpful during this transition as well.

Harrison, manager of Government Information and Library Services, has hired a new Web Services Librarian, Claire Bolyard, who comes very highly recommended. She previously had a contract working with the State of Oregon Law Library.

Harrison has also opened a State Library Specialist 2, Digitization Specialist position. There is no MLS requirement for this position.

Dahlgreen recently attended a meeting of the Western Council of State Libraries in Bismarck, North Dakota. These meetings include a day of continuing education followed by a half-day business meeting. Our Youth Services Consultant, Katie Anderson, gave a virtual presentation to the group about Early Learning activities and collaborative projects. During the business meeting, the group had a very interesting discussion about national statistics and the idea that the Institute of Museum and Library Services (IMLS) should convene a data summit.

Dahlgreen was invited to a convening of state librarians, public librarians, and some partner agencies at the Los Angeles Public Library on June 2<sup>nd</sup>. The topic was building community and working with other communities. There are some very interesting partnerships at the national level.

Dahlgreen mentioned the recent project with Jessica Knieling through Enterprise Human Resource Services. Knieling helped us with our performance management process and coaching with the managers. She now works as the head of Human Resources for the Department of Corrections.

On May 5<sup>th</sup>, Dahlgreen attended American Library Association's National Library Legislative Day with several members of the Oregon Library Association. Rondema scheduled appointments for the members to meet with legislators or their staff. The group brought a handout about LSTA funds and another about school libraries. Dahlgreen then attended COSLA's business meeting. The organization is promoting state libraries and working with other organizations. It is also involved with ALA and net neutrality.

### **Operational Progress Update**

Dahlgreen will present a written progress report on our Operational Plan progress at the August meeting. The Build Awareness of the State Library group is beginning to work on the reputation audit. Two groups have decided to work together in order to avoid sending too many surveys or holding too many focus groups. The Partnerships group has developed a partnership list. Even

though timelines have been pushed back, there has been good progress moving through the operational plan.

## **OPEN FORUM**

No one was present to speak at the open forum.

## **NEW BUSINESS**

### **RECOMMENDATION OF THE LIBRARY SERVICES AND TECHNOLOGY ACT ADVISORY COUNCIL**

**Hall moved to approve the recommendation of the Library Services and Technology Act Advisory Council to add the following two products to the LearningExpress contract: Job and Career Accelerator and Computer and Internet Basics. Hicks seconded the motion.**

A document was distributed to the Board members containing summaries of the 2014 LSTA Competitive Grants including the project name, summary, highlights, and issues. The Board appreciated this summary report and would like to continue seeing it, before the Board meetings.

We are currently spending down the 2014 LSTA monies. We will wait until grants are completed before determining what to do with the remaining \$37,000.

The Board discussed the idea of a discretionary fund. This can be discussed in October when the Board discusses the new grant guidelines.

In addition to the base package of LearningExpress Library, the LSTA Advisory Council is requesting the Job and Career Accelerator and Computer and Internet Basics. The civil service test resources are incredibly valuable. They are also useful for people's continuing education in order to remain licensed. This resource should be promoted at the point of need.

We need to have broad conversations with the library community about our programs and services. The General Government Subcommittee of the Joint Ways and Means Committee has also requested a timeline and deliverables from Dahlgreen.

Dahlgreen has agreed to create a list of the important conversations for the Board to have. She will give this list to Bonebrake.

**Motion passed unanimously.**

### **RECOMMENDATIONS OF THE TALKING BOOK AND BRAILLE LIBRARY ADVISORY COUNCIL**

Westin reviewed the Talking Book and Braille Library Annual Donation Expenditure Plan for 2015-2016. The plan shows that the estimated costs for core services is no longer included for FY 2016/2017, because the State Library Specialist 1 position will be funded again with general fund.

We are doing a summer reading program for the first time and there are more participants than we anticipated. Dahlgreen recognized Erich Pepler's good work on the summer reading program. We are also looking into library cards for students.

**Tucker moved to approve the recommendations of the Talking Book and Braille Library Advisory Council to accept the Annual Donation Expenditure Plan for 2015-2016. Malkin seconded. The motion passed unanimously.**

## **HB3523 IMPLEMENTATION**

House bill 3523 was presented to us in April of this year and it was passed by the legislature and signed by the Governor. The Board is required to adopt administrative rules, which need to be in place by January when the law takes effect.

We need to be sure we follow the appropriate process with advisory groups, board oversight, and public hearings. Westin will be the project manager for this project. There will be a large amount of participation from State Library Staff, the Board, and the library community.

Dahlgreen went through the timeline for administrative rulemaking that Westin has created.

We need to create advisory committees for input. Dahlgreen and Harrison will be putting together groups with staff, other agency libraries, other agencies, and members of the Board. These meetings will discuss the language and substance of the rule, fiscal impact for state agencies, local governments, the public, and small businesses. These meetings will take place during July, August, and September. Hopefully drafts will be completed by the end of October.

Drafts will be distributed, notices will be sent to interested parties, and announcements will be posted of public hearings.

Dahlgreen will serve as the point person for defining reasonable access to the State Library and its resources, as well as defining State Library resources and reference services. Harrison will serve as the point person for establishing processes and procedures related to state agency use of the library, selecting and purchasing statewide subscriptions, and certifying state agency libraries that are maintained separate from the State Library. The goal of this is to reduce duplication and using our resources wisely.

If the Reading for Success bill passes, we will need to change the existing Ready to Read Administrative Rule.

Julie Yamaka from the Secretary of State's office is also on our Government Information and Library Services and she can serve as a resource for Administrative Rule creation.

The House Bill also mentions the State Reference Coordinating Council. A leader has not been identified for this group. Dahlgreen will be contacting her colleagues at the Archives and the Law Library.

Dahlgreen will talk with Judge Kemp from the Governor's Office about which category on the Board to fill our upcoming Board vacancy. We may recommend a state agency employee.

## **STATE LIBRARIAN PERFORMANCE MANAGEMENT PROCESS**

Jessica Knieling helped us create a new performance management process, which allows us to monitor performance while engaging the staff in working toward the strategic imperatives. This is a circular process in which each employee participates in planning, goal setting, and identifying how the goals relate to the strategic imperatives.

We are beginning with the planning portion of the process. Managers and employees will have discussions throughout the year. At the end of the year, a staff member will do a self-evaluation, in addition to a 360 evaluation from a few people that the employee works with. These will also be tied to our core values.

Dahlgreen is proposing to follow this same process for her evaluation by the Board. Feedback and discussions about plans for the upcoming year would be very valuable. This review will still incorporate feedback from the library community and the State Library staff.

The Board discussed whether or not conducting a performance review of the State Librarian is still a responsibility of the Board. Because Dahlgreen will be governor-appointed, there may be another process to follow. Dahlgreen will find out how other governor-appointed agency heads are evaluated. She will add this information and her plan to the August Board packet.

### **BOARD SELF EVALUATION**

Bonebrake reviewed the document of the Board roles. Some of these roles and responsibilities are already incorporated in the current work of the State Library. Bonebrake asked the Board members to look over this document, noting the individual responsibilities, and make notes or email Bonebrake any thoughts. It is important for the Board to relate their roles to the strategic imperatives.

Hall will assist Bonebrake with adjusting the timelines. This updated document will be included in the August packet.

Bonebrake went over the results of the Board Self Evaluation. There were many good scores of “Agree” and “Strongly Agree” in response to whether or not the Board is fulfilling its duties. The Board went over the questions that had an answer of “Not Sure.” There were no additional comments in the survey.

### **PLANS FOR THE NEXT MEETING**

The next Board meeting is scheduled for August 21, 2015 at the Downtown Bend Library.

The Board decided to hold the October 16<sup>th</sup> meeting at the State Library in Salem, rather than the Portland Community College South Campus.

The December Board meeting that was previously scheduled for December 10<sup>th</sup> and 11<sup>th</sup> is now scheduled for December 3<sup>rd</sup> and 4<sup>th</sup>. The first day will most likely be hearings for Oregon Revised Statutes.

The meeting adjourned at 2:34 p.m.

### **ACTION ITEMS**

- The Board will discuss the idea of a discretionary fund in October when the Board discusses the new grant guidelines.
- Dahlgreen will create a list of the important conversations for the Board to have and give to Bonebrake.
- Dahlgreen will look into who evaluates governor-appointed agency directors. She will include this information with a plan in the next Board packet.
- Board members will look over the document of Board roles and make notes or email Bonebrake any thoughts. Hall will work with Bonebrake to adjust the timeline.



# Oregon

Kate Brown, Governor

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State Library Board Executive Committee

Aletha Bonebrake, Chair

July 30, 2015

1:30 p.m. – 2:30 p.m.

Board members present: Bonebrake, Hall, Malkin

Recorder: Dahlgreen

## *Report of the State Librarian*

The quarterly all staff meeting was held on July 21<sup>st</sup>. The focus of this meeting was a review of the 2013-2015 biennium, progress on strategic plan implementation, and our core value of professionalism. The Charitable Activities Committee held an animal supply drive during July and wrapped it up at this meeting with a pet slide show. The staff recognized this quarter for “living” our core values: Alice Laviolette, Darci Hanning, and Robin Speer. We also congratulated Renata Pilotto on her 30 years with the State of Oregon and Michael Thommen for his 20 years with the State Library.

The managers are planning a retreat with a facilitator to integrate recently passed legislation with our 2014-2017 strategic plan. Answerland moved to the State Library on July 1<sup>st</sup>. We have a temporary librarian and will be hiring a permanent librarian and completing the RFP for a hosted chat solution in the near future. Susan Westin and Joel Henderson will be convening a Talking Book Endowment Task Force on Tuesday August 4<sup>th</sup> which will make recommendations to the Board about long term goals and strategies. Sam Hall and Jennie Tucker will be Board representatives on that Task Force. The following staff have recently been appointed or we will be recruiting soon:

- Web Services Librarian, Claire Bolyard
- Digital Services Specialist interviews will be held in August
- ISS 3 for IT services will begin recruitment soon
- Robin Speer has announced her retirement on September 30, 2015 so we will be working to recruit for her position. We plan to make some changes to the position so it will be volunteer coordinator and communications. Fund development activities are moving to Talking Book staff.
- Brandon Button resigned to take a job in his professional field. We will be recruiting and hiring an SLS 1 to replace him in Talking Books.

Dahlgreen reported that she had completed her second class in her work toward a Certificate of Public Administration. The class was Administrative Ethics. She will be beginning her third of four courses, Administrative Law, in late August. We will be dedicating a new donor acknowledgement board in the Talking Books area on October 16<sup>th</sup> so Board members can attend since that is the scheduled October Board meeting. The Library Advisory Council did a “check” in

July to evaluate effectiveness and there was general agreement that it is working well and the state librarian appreciated the advice provided.

*Approval of the Board Agenda for the August 21, 2015 Board meeting*

After discussion, the Executive Committee approved the agenda for the July 21, 2015 Board meeting to be held at the Downtown Bend Library of the Deschutes Public Library.

*Other Business*

There was no other business.

*Adjournment*

The meeting was adjourned at 2:28 p.m.

## **Reports of the State Librarian and Staff**

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

Report Period	Month Ending June, 2015						
Target Percentage	100.00%						
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	\$ 258,394	\$ 6,000,373	\$ 182,412	97.05%	\$ 250,016	\$ 182,412
SERVICES & SUPPIES	\$ 3,657,015	\$ 268,177	\$ 3,828,404	\$ (171,389)	104.69%	\$ 159,517	\$ (171,389)
SPECIAL PAYMENTS	\$ 4,294,885	\$ 58,007	\$ 3,485,902	\$ 808,983	81.16%	\$ 145,246	\$ 808,983
<b>TOTAL</b>	\$14,134,685	\$ 584,578	\$ 13,314,679	\$ 820,006	94.20%	\$ 554,778	\$ 820,006

Monday, July 27, 2015

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

Report Period		Month Ending June, 2015						
Target Percentage		100.00%						
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	\$ 41,434	\$ 940,598	\$ (11,322)	101.22%	\$ 39,192	\$ (11,322)
	SERVICES AND SUPPLIES	\$ 176,283	\$ 13,874	\$ 197,584	\$ (21,301)	112.08%	\$ 8,233	\$ (21,301)
	CAPITAL OUTLAY	\$ 2,342	\$ -	\$ -	\$ 2,342	0.00%	\$ -	\$ 2,342
	Total	\$ 1,107,901	\$ 55,308	\$ 1,138,182	\$ (30,281)	102.73%	\$ 47,424	\$ (30,281)
Library Development	PERSONAL SERVICES	\$ 1,003,535	\$ 51,247	\$ 1,182,493	\$ (178,958)	117.83%	\$ 49,271	\$ (178,958)
	SERVICES AND SUPPLIES	\$ 1,473,211	\$ 30,790	\$ 1,528,389	\$ (55,178)	103.75%	\$ 63,683	\$ (55,178)
	SPECIAL PAYMENTS	\$ 4,294,885	\$ 58,007	\$ 3,485,902	\$ 808,983	81.16%	\$ 145,246	\$ 808,983
	Total	\$ 6,771,631	\$ 140,044	\$ 6,196,784	\$ 574,847	91.51%	\$ 258,199	\$ 574,847
Talking Book and Braille Services	PERSONAL SERVICES	\$ 1,165,808	\$ 44,486	\$ 1,037,007	\$ 128,801	88.95%	\$ 43,209	\$ 128,801
	SERVICES AND SUPPLIES	\$ 512,267	\$ 33,533	\$ 399,175	\$ 113,092	77.92%	\$ 16,632	\$ 113,092
	CAPITAL OUTLAY	\$ 8,783	\$ -	\$ -	\$ 8,783	0.00%	\$ -	\$ 8,783
	Total	\$ 1,686,858	\$ 78,019	\$ 1,436,182	\$ 250,676	85.14%	\$ 59,841	\$ 250,676
Government Research Services	PERSONAL SERVICES	\$ 3,084,166	\$ 121,227	\$ 2,840,275	\$ 243,891	92.09%	\$ 118,345	\$ 243,891
	SERVICES AND SUPPLIES	\$ 1,473,436	\$ 189,979	\$ 1,697,559	\$ (224,123)	115.21%	\$ 70,732	\$ (224,123)
	CAPITAL OUTLAY	\$ 10,693	\$ -	\$ 5,697	\$ 4,996	53.28%	\$ 237	\$ 4,996
	Total	\$ 4,568,295	\$ 311,206	\$ 4,543,531	\$ 24,764	99.46%	\$ 189,314	\$ 24,764
Total		\$ 14,134,685	\$ 584,577	\$ 13,314,679	\$ 820,006	94.20%	\$ 554,778	\$ 820,006

Monday, July 27, 2015

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

		Report Period	Month Ending June, 2015							
		Target Percentage	100.00%							
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	\$ 98	\$ 1,895	\$ 5	99.74%	\$ 79	\$ 5	
		SERVICES AND SUPPLIES	\$21,709	\$ 1,521	\$ 25,326	\$ (3,617)	116.66%	\$ 1,055	\$ (3,617)	
		Total	\$23,609	\$ 1,619	\$ 27,221	\$ (3,612)	115.30%	\$ 1,134	\$ (3,612)	

Monday, July 27, 2015

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

Agency Title Report Date	OREGON STATE LIBRARY 6/30/2014	OREGON STATE LIBRARY 6/30/2015	OREGON STATE LIBRARY 7/2014 to 7/2015	
Accounts	Account Title	Cash Balance	Cash Balance	12 Month Change
TBABS ENDOWMENT FUND INTEREST	CASH ON DEPOSIT WITH TREASURER 0300	\$ 25,421.72	\$ 22,114.93	\$ (3,306.79)
TBABS ENDOWMENT FUND	CASH ON DEPOSIT WITH TREASURER 0301	\$ 1,403,715.03	\$ 1,922,742.76	\$ 519,027.73
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	\$ 32.20	\$ 37.38	\$ 5.18
MOSES FUND - EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0307	\$ 8,161.22	\$ 8,191.45	\$ 30.23
TBABS DONATION FUND	CASH ON DEPOSIT WITH TREASURER 0308	\$ 130,840.18	\$ 123,728.18	\$ (7,112.00)
DATABASE LICENSING RESERVE	CASH ON DEPOSIT WITH TREASURER 0321	\$ 40,253.88	\$ 40,462.95	\$ 209.07
<b>TOTAL</b>		<b>\$ 1,615,424.23</b>	<b>\$ 2,124,277.65</b>	<b>\$ 508,853.42</b>

Monday, July 27, 2015

## OREGON STATE LIBRARY QUARTERLY PERFORMANCE REPORT

**Quarter: April – June 2015** (Final Report for 2013-15)

	<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>
<b><i>Library Support &amp; Development Services</i></b>					
Average daily visits to OSLIS	2,398	2,404	2,635	-231	-8.8%
Average daily visits to LSTA-funded databases	15,739	14,243	13,536	707	5.2%
Average daily visits to Answerland	68	84	98	-14	-14.5%
Average daily visits to Plinkit websites	7,138	9,315	5,446	3,869	71.0%

### ***Oregon Talking Book and Braille Library***

Registered individuals*	5,208	5,208	5,173	35	0.7%
Registered institutions*	394	394	357	37	10.4%
Items circulated	105,195	848,517	860,461	-11,944	-1.4%
Percentage of circulated items that are digital cartridges	78%	78%	75%	3%	4.0%
Percentage of circulated items downloaded from BARD	21%	20%	18%	2%	11.1%
Volumes added	8,238	41,033	38,472	2,561	6.7%
Volunteer hours	327	2,503	3,588	-1,085	-30.2%

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

### ***Government Information & Library Services***

Research transactions for state government employees	1,911	16,183	17,425	-1,242	-7.1%
Contacts with state government employees	149,868	1,145,688	994,152	151,536	15.2%
Percentage of state employees registered for State Employee Information Center*	22%	22%	23%	-1%	-4.3%
Average daily visits to Oregon.gov search box	3,233	2,453	4,273	-1,698	-42.6%
Mailing list subscribers*	748,084	748,084	603,008	145,076	24.1%
Outreach and training presentations to state agencies	7	67	75	-8	-10.7%
Oregon documents archived	2,065	20,358	20,696	-338	-1.6%
Volunteer hours	329	6,554	8,382	-1,828	-21.8%

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

## Stacks Project



Tier 1 houses Federal Documents. We will begin a shifting project on tier 1 in mid to late Winter 2015.



Tier 3 houses the main Dewey collection and the Oregon History and Culture collections were shifted together the first part of 2015.



Tier 4 now houses periodicals and Oregon Documents. The periodical collection was shifted from tier 5 early Summer 2015. Oregon Documents are currently being shifted to make room for five years of growth.



Tier 5 is now vacant. It once housed the periodicals collection.



Special Collections will be inventoried and shifted in late summer in order to provide room for newly cataloged Oregon Documents.



The Map Room is going to be weeded and re-organized in late summer.

## Operational Planning Progress

### Strategic Imperative: Build Awareness of the State Library

#### Objectives and Performance

Metrics	Targets/ <u>Actuals</u>
Increase Awareness of the State Library	
Increase usage of State Library Services	

#### Highlights

- The staff work groups for Focus on the Customer and Build Awareness of the State Library have combined forces to gather customer data that can inform the work of both groups.

#### Look Forward

- Report will be delivered by end of April 2016 and will inform measurement our results. That will become our benchmark for future targets.

#### Response

- The combined work group will be submitting an RFP for the data gathering work.
- We are slightly behind our original timeline but believe this approach will be more efficient.

## Strategic Imperative: Cultivate Staff Strengths

### Objectives and Performance

Metrics	Targets/ <u>Actuals</u>
Current Position Descriptions	100%
Professional Development Plans	100%
20 hours of training per year for each staff member	100%

### Highlights

- We have developed a performance management process and program managers have begun working with individual staff on planning their work for the next year. Staff are expected to base their goals on the agency strategic imperatives.

### Look Forward

- Training staff to track all training hours on iLearn by December 2015
- Continue bringing staff into new performance management process.

### Response

- We have set the targets quite high and will be measuring in July of 2016 since we began our process in July of 2015.

## Strategic Imperative: Enhance Partnerships

### Objectives and Performance

#### Metrics

#### Targets/Actuals

Increase efficiency through reduction of duplication, overlap, and fragmentation	

### Highlights

- The passage of HB 3523 has provided a number of opportunities for enhancing partnerships.
- Staff has completed creation of a list of current partners as well as status of cooperation.

### Look Forward

- HB 3523 will take effect in January 2016 so new administrative rules will be in place by then. Board will review and approve administrative rules by end of December 2015.

### Response

- Rather than developing partnerships in addition to those outlined in HB 3523 we are using the administrative rule writing process as a springboard for enhancing partnerships

## Strategic Imperative: Focus on the Customer

### Objectives and Performance

#### Metrics

#### Targets/Actuals

Improve Customer Satisfaction	
Prioritize services by customer segment	

### Highlights

- The staff work groups for Focus on the Customer and Build Awareness of the State Library have combined forces to gather customer data that can inform the work of both groups.
- Customer standards have been developed
- Current and potential customers have been identified.

### Look Forward

- Customer service training for all staff will be held in September 2015.
- Final report will be delivered in April 2016 and will inform our activities to improve customer satisfaction and prioritize services.

### Response

- The combined work group will be submitting an RFP for the data gathering work.
- We are slightly behind our original timeline but believe this approach will be more efficient.





## Oregon State Library Customer Satisfaction Survey Report

**DIVISION:** Library Support and Development Services

**FISCAL YEAR:** FY2015 **DATES CONDUCTED:** May 4 – May 29, 2015

### Survey Information

- Survey Coordinator: Ann Reed, (Arlene Weible prepared report)
- Population Surveyed: Wide range of Library Support customers (see below)
- Sampling Frame: Discussion by the Library Support staff to identify appropriate customers
- Sampling Procedure: Full population
- Sample Characteristics: 551 received an email to the survey link, 140 responded, resulting in a 25% response rate.

### Background

As we have done for the past eight years, Library Support and Development Services provided an opportunity for our customers to rate their use of and satisfaction with our services. We used the five questions concerning customer satisfaction that are included in the state agency implementation of standard customer satisfaction performance measures.

In addition to the five standard questions, we also asked questions about specific services, programs, and needs that Library Support staff wished to learn more about.

### Methodology

Library Support administered the survey via the Internet using Survey Monkey, and the survey was open from May 4 – May 29, 2015. Groups surveyed include: public library directors, academic library directors, tribal library directors, the Oregon Association of School Librarians Board, Ready to Read key contacts, Plinkit users, OYAN Board members, OLA Intellectual Freedom Committee members, Statewide Database Licensing Advisory Council members, and LSTA Advisory Council members and grantees. In total, we sent a request to approximately 551 email addresses and we received 140 responses, a 25% response rate. These were not 551 unique individuals, however, as some recipients are on more than one mailing list and/or are a member of more than one group. The following table categorizes the type of organizations responders represent:

Organization Type	Number of Respondents	Percentage of Respondents
Public Library	105	75%
Academic Library	13	9%
Tribal Library	1	<1%
School Library	20	14%
Public/School Library	1	<1%

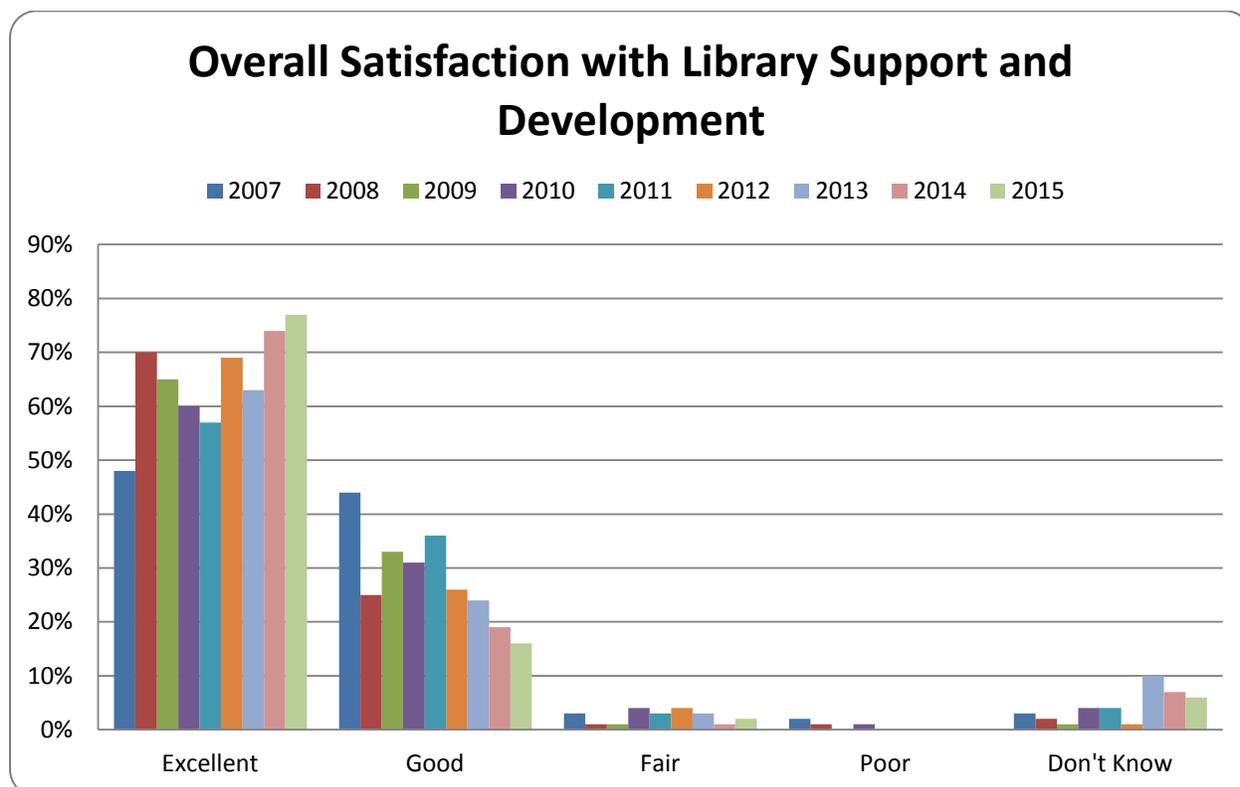
## Results

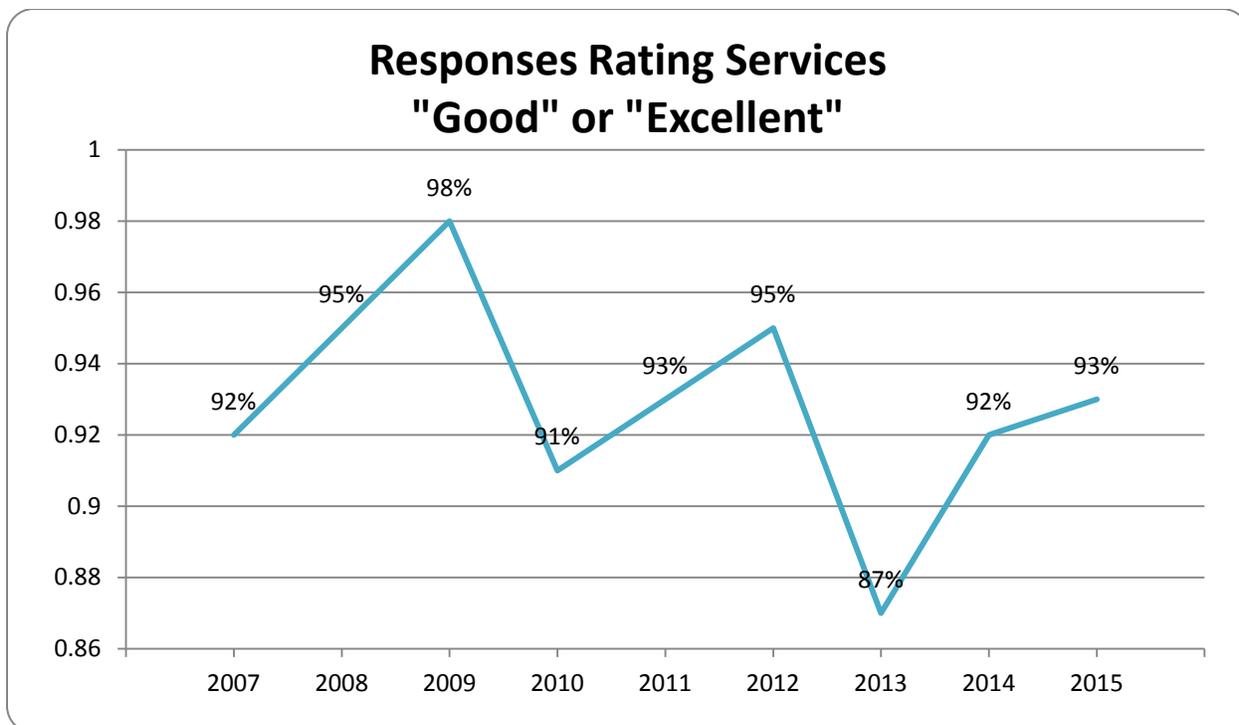
Category	% Excellent	% Good	% Fair	% Poor	% Don't Know
<b>Timeliness</b>	72.9%	19.3%	2.1%	0%	5.7%
<b>Accuracy</b>	73.6%	16.4%	2.9%	0%	7.1%
<b>Helpfulness</b>	80.0%	12.1%	2.1%	0%	5.7%
<b>Expertise</b>	81.4%	12.1%	0.7%	0%	5.7%
<b>Availability of Information</b>	71.4%	21.4%	2.1%	0%	5.0%
<b>OVERALL</b>	77.1%	15.7%	2.1%	0%	5.0%

Of the 140 respondents answering the question regarding the overall satisfaction with services received from Library Support, **just over 77%** rated their satisfaction as Excellent, while **nearly 16%** rated their satisfaction as Good. Therefore, a total **92.8%** of the respondents gave staff an overall satisfaction rating of either Good or Excellent.

While this number is slightly higher than last year, there is not a significant change (**92.4% vs 92.8%**). This is likely due to the lack of significant changes to services over the last fiscal year.

## Comparisons





#### Summary of Comments

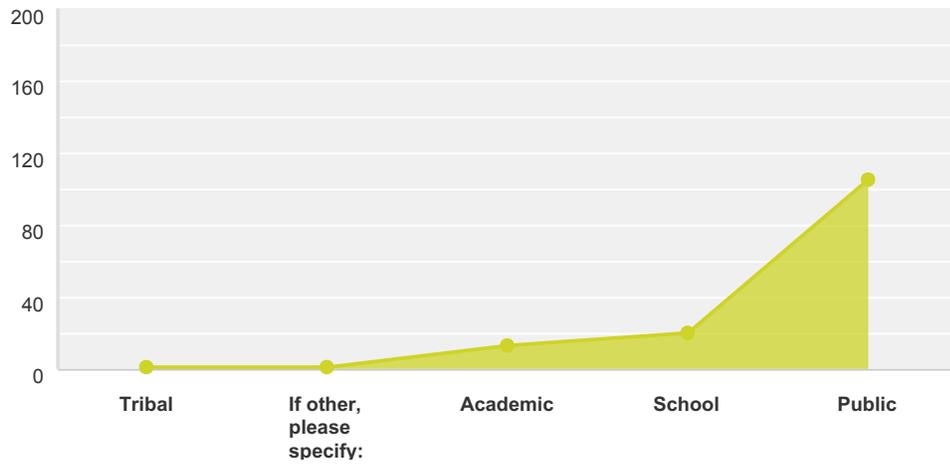
There were 28 general comments provided by respondents, 24 of which were overwhelmingly complimentary. Many expressed thanks for our services and complimented the direct customer service provided by staff. The remaining comments were typically requests for additional or different services.

**ADDENDUM**

See the next pages for complete survey results, including the questions asked in addition to the standard customer service questions.

### Q1 Which type of library are you most closely associated with?

Answered: 140 Skipped: 0



Answer Choices	Responses
Tribal	0.71% 1
If other, please specify:	0.71% 1
Academic	9.29% 13
School	14.29% 20
Public	75.00% 105
<b>Total</b>	<b>140</b>

#	If other, please specify:	Date
1	Public/School	5/6/2015 3:55 PM

### Q2 How do you rate the timeliness of services provided by Library Support & Development staff?

Answered: 140 Skipped: 0



Answer Choices	Responses	
Poor	0.00%	0.0
Fair	2.14%	3.0
Good	19.29%	27.0
Excellent	72.86%	102.0
Don't Know	5.71%	8.0
<b>Total</b>		<b>140</b>

### Q3 How do you rate the ability of Library Support & Development staff to provide services the first time you request service?

Answered: 140 Skipped: 0



Answer Choices	Responses	
Poor	0.00%	0
Fair	2.86%	4
Good	16.43%	23
Excellent	73.57%	103
Don't Know	7.14%	10
<b>Total</b>		<b>140</b>

### Q4 How do you rate the helpfulness of Library Support & Development staff?

Answered: 140 Skipped: 0



Answer Choices	Responses
Poor	0.00% 0
Fair	2.14% 3
Good	12.14% 17
Excellent	80.00% 112
Don't Know	5.71% 8
<b>Total</b>	<b>140</b>

### Q5 How do you rate the knowledge and expertise of Library Support & Development staff?

Answered: 140 Skipped: 0



Answer Choices	Responses	
Poor	0.00%	0
Fair	0.71%	1
Good	12.14%	17
Excellent	81.43%	114
Don't Know	5.71%	8
<b>Total</b>		<b>140</b>

### Q6 How do you rate the availability of information from Library Support & Development staff?

Answered: 140 Skipped: 0



Answer Choices	Responses	
Poor	0.00%	0
Fair	2.14%	3
Good	21.43%	30
Excellent	71.43%	100
Don't Know	5.00%	7
<b>Total</b>		<b>140</b>

**Q7 Please rate your overall satisfaction with the services you received from Library Support & Development staff:**

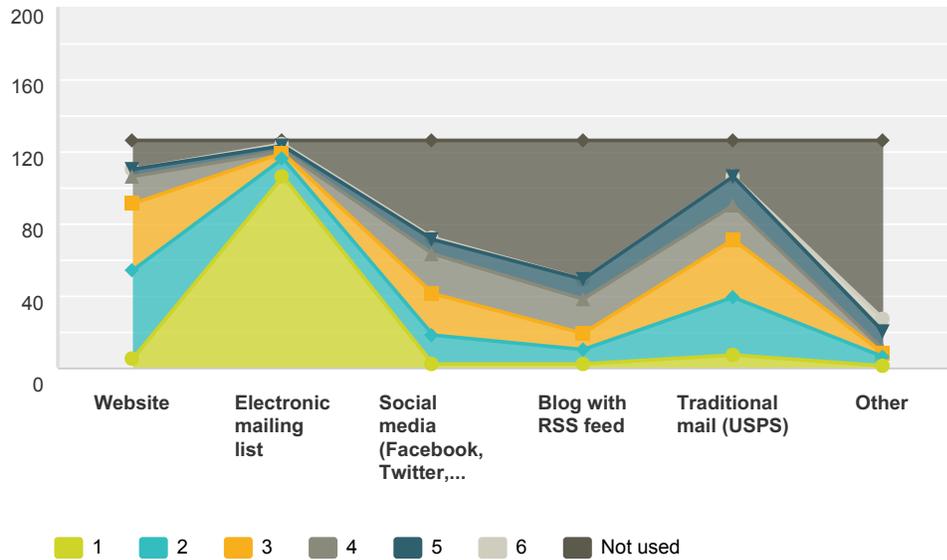
Answered: 140 Skipped: 0



Answer Choices	Responses	
Poor	0.00%	0
Fair	2.14%	3
Good	15.71%	22
Excellent	77.14%	108
Don't Know	5.00%	7
<b>Total</b>		<b>140</b>

**Q8 Which method do you prefer to receive communications from Library Support & Development regarding announcements, training, resources and other information? Please rank your preferences from most preferred (1) to least preferred (6). You may also choose "not used" for any that you do NOT use.**

Answered: 126 Skipped: 14



	1	2	3	4	5	6	Not used	Total	Score
Website	3.97% 5	38.89% 49	29.37% 37	11.90% 15	3.17% 4	0.00% 0	12.70% 16	126	4.33
Electronic mailing list	84.13% 106	7.94% 10	2.38% 3	0.79% 1	2.38% 3	0.79% 1	1.59% 2	126	5.71
Social media (Facebook, Twitter, etc.)	1.59% 2	12.70% 16	18.25% 23	17.46% 22	6.35% 8	0.79% 1	42.86% 54	126	3.71
Blog with RSS feed	1.59% 2	6.35% 8	7.14% 9	15.08% 19	8.73% 11	0.00% 0	61.11% 77	126	3.41
Traditional mail (USPS)	5.56% 7	25.40% 32	25.40% 32	15.08% 19	12.70% 16	0.00% 0	15.87% 20	126	3.95
Other	0.79% 1	3.97% 5	1.59% 2	1.59% 2	7.94% 10	5.56% 7	78.57% 99	126	2.67

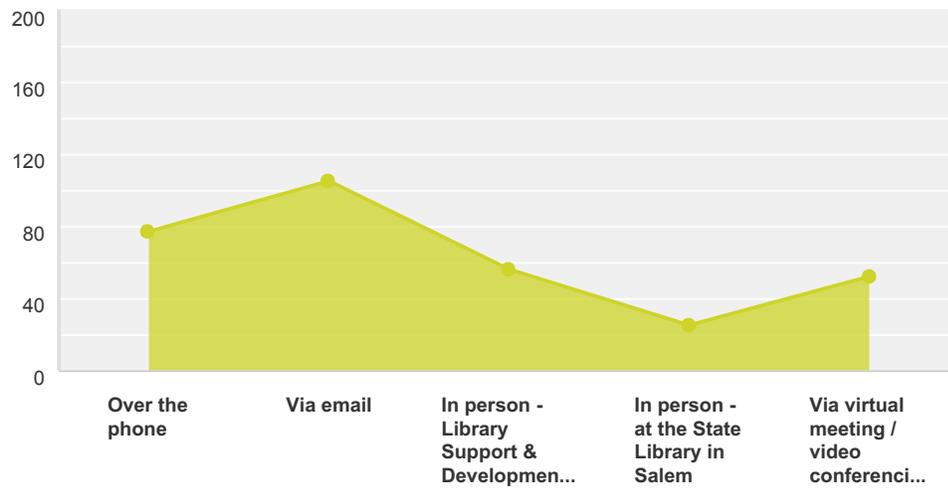
**Q9 If you selected/ranked "Other" in the above question, please specify:**

Answered: 14 Skipped: 126

#	Responses	Date
1	direct email request	6/1/2015 2:56 PM
2	N/A	5/27/2015 1:04 PM
3	telephone	5/26/2015 12:32 PM
4	NA	5/26/2015 9:38 AM
5	One-on-one, such as on the phone, or through in-person presentations.	5/22/2015 2:49 PM
6	Phone?	5/22/2015 12:36 PM
7	Direct email	5/13/2015 3:02 PM
8	Direct one-on-one email	5/12/2015 10:14 AM
9	???	5/11/2015 3:24 PM
10	no response	5/7/2015 5:57 PM
11	Telephone	5/7/2015 12:08 PM
12	Telephone contact	5/7/2015 7:58 AM
13	I don't know--what is Other?	5/6/2015 4:29 PM
14	In person at workshops/conferences, etc.	5/6/2015 2:22 PM

### Q10 How would you prefer to receive consulting services from Library Support & Development staff? Check all that apply.

Answered: 124 Skipped: 16



Answer Choices	Responses
Over the phone	62.10% 77
Via email	84.68% 105
In person - Library Support & Development staff travel to you	45.16% 56
In person - at the State Library in Salem	20.16% 25
Via virtual meeting / video conferencing (over the internet)	41.94% 52
<b>Total Respondents: 124</b>	

#	Other (please specify)	Date
1	I have used all the ways. it depends on the topic.	5/29/2015 3:11 PM
2	None	5/26/2015 9:38 AM
3	Not applicable	5/12/2015 10:45 AM
4	direct message/text/online chat	5/12/2015 10:14 AM
5	what makes sense to the situation	5/6/2015 2:38 PM

**Q11 If you have had success communicating the value of school libraries in your area, please share what worked - process, resources, etc. Include your name and email address if you are willing to be contacted for a follow-up.**

Answered: 16 Skipped: 124

#	Responses	Date
1	N/A	5/27/2015 1:04 PM
2	Not sure what this means. We don't promote school libraries, but we partner with both school librarians in our area.	5/26/2015 11:39 AM
3	What has worked the most have been extra curricular and/or after school programs	5/26/2015 9:38 AM
4	No success at all!	5/22/2015 12:36 PM
5	We just received a grant to improve local school libraries by automating and bringing them into our system.	5/22/2015 12:19 PM
6	As a school librarian, I found that regular communication with parents, public librarians and the media were my best options. Despite communication and good relationships with the Board members, those efforts did not translate into results. The advocacy seemed to need to come from people other than the librarians, so my efforts were best spent with those who could speak for us.	5/12/2015 10:45 AM
7	The Indistar/Division 22/Continuous Improvement Plan inclusion of school libraries has started a conversation.	5/11/2015 2:03 PM
8	I raised a ruckus about two years ago when our school district was in the process of building a new elementary/middle school (K--8) that would include NO school library for kids in grades 3 to 8. Grades K to 2 would only have a tiny story-time room with a tiny collection of books.. I emailed our library board members about this and other community members who might have a stake in this. Some members of our library district board along with the school district librarian tried to advocate for the inclusion of a school library in the building plans, but the school superintendent wouldn't budge. The new school has now been operational for one year...with no library. As one library board member shared with me, the superintendent intimated in private conversation with him that the school district was saving a bundle by not putting a library in this school. This school is located in the most poverty-stricken part of the Jefferson County Library District and 509J School District. It is the new Warm Springs K--8 Academy and it is located on the Warm Springs Indian Reservation. The children in Warm Springs have consistently had the lowest reading test scores in all of Central Oregon. If ever a school library were needed, this would be the place of greatest need. Sorry, I guess this is actually a non-success story..... Except, I must point out that our 509J librarian, Catherine Sergeant, who is both the Madras High School librarian and the librarian for ALL of the 509J schools....somehow....is AMAZING. She has been a superhero advocate for reading in all the schools and has made our Madras High School Library into a place where students love to come to read, to hang out, to do homework, to feel safe, etc. She opens the library at 7:00 a.m. and doesn't close it until 5:00 p.m., even though she is not obliged to by contract. She does it for the kids. She, sadly, is retiring at the end of this school year. I should have nominated her for an OLA award. She absolutely deserves it.	5/11/2015 12:32 PM
9	I met with the Superintendent and explained the standards, how far we are from meeting them, the Continuous Improvement Plan rubrics relating to information literacy and libraries, and how the public library is helping to fill in some of the many holes. He built into the new budget (in committee now) a full time certified teacher librarian for the district, to begin the process of assessing and rebuilding school library programs. <b>Personal information deleted</b>	5/8/2015 7:48 AM
10	Not at this time	5/7/2015 5:57 PM
11	n/a	5/7/2015 12:08 PM
12	Nothing to share.	5/7/2015 9:59 AM
13	Conversations/discussions with teachers and administrators about what resources are available in the library, and how I can help them implement them.	5/6/2015 4:29 PM

14	We simply don't have time.	5/6/2015 3:58 PM 5/6/2015 3:56 PM
15	Thus far, we have been very lucky in our school district to have two Library Media Specialists (and several paraprofessional staff), with good support from their administration. I have personally talked with the Superintendent at different community meetings about their importance, and frequently try to mention how they are helping the public library work with the schools. While their budgets are not overwhelming, their positions are well funded and their collection is good for a community of our size. The message we try to get out to our community is that the school library serves students during the school day, while our public library serves children and teens both after school, and during summer vacation - that the public and school libraries work together in order to provide library service to the children in our community all year long. <del>Personal info</del>	deleted
16	OSLIS mailing to ALL schools in Oregon about the Resources provided for teachers, students, schools.	5/6/2015 12:40 PM

### Q12 What can Library Support & Development staff do to help you and/or your staff learn more about the statewide databases (Gale and LearningExpress Library)? Check all that apply:

Answered: 119 Skipped: 21



Answer Choices	Responses
Provide in-person training at a location no more than a one-hour drive (two-hours round trip) from my library	41.18% 49
Provide in-person training at a location no more than a two-hour drive (four-hours round trip) from my library	18.49% 22
Provide online/virtual training on specific topics	68.91% 82
Provide training resources (handouts/exercises) to be used by local staff to provide staff training	64.71% 77
Other (please specify)	9.24% 11
<b>Total Respondents: 119</b>	

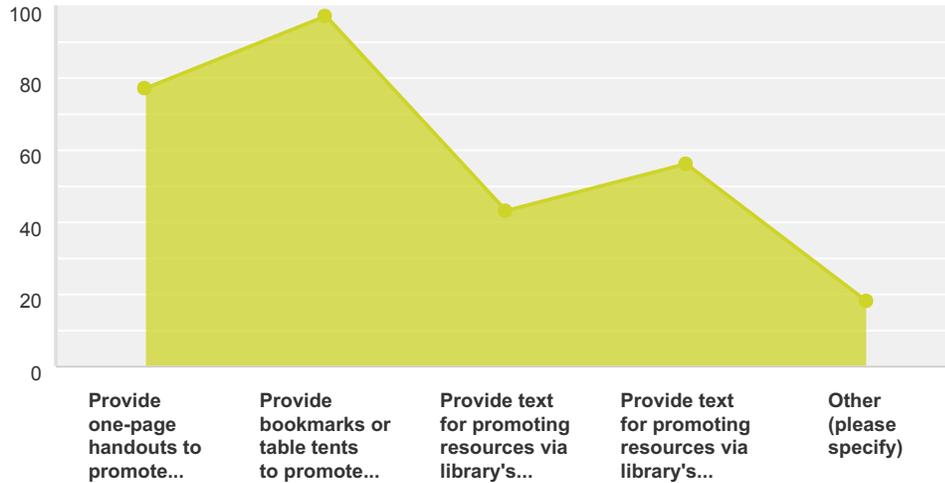
#	Other (please specify)	Date
1	Provide downloadable/printable or printed quick reference guides that staff can use as training pieces as well as to help patrons.	6/1/2015 3:09 PM
2	NA	5/26/2015 9:41 AM
3	Some of our libraries are so small that it is difficult to attend any training, including online. However, online at a time that they can choose works best. That way they can stop and start as needed.	5/22/2015 12:43 PM
4	Develop a digital badges (or actual cloth badges) program for skills achievement <a href="http://www.nytimes.com/2011/11/20/business/digital-badges-may-highlight-job-seekers-skills.html?_r=0">http://www.nytimes.com/2011/11/20/business/digital-badges-may-highlight-job-seekers-skills.html?_r=0</a>	5/19/2015 9:35 AM
5	provide online/virtual training that is not dependent on a specific day and time.	5/14/2015 2:53 PM
6	Communicate changes and features via e-mail (already being done)	5/12/2015 10:49 AM
7	Demonstrate to students (& teachers) in the schools and community colleges so they know how when they are at public libraries. These students would make good mentors for other kids/ adults in the public libraries	5/11/2015 3:30 PM
8	Help us understand the specific applications of the business databases. We are promoting the others successfully.	5/8/2015 7:53 AM

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9	The choices above are already offered when needed. I thought.	5/7/2015 9:53 AM
10	Library Support & Development staff are already doing a fine job helping libraries learn about the statewide databases. Our staff is all fairly well versed on our databases, and regularly communicates this to our patrons. While I would like to offer suggestions for improvement, I do not think it is necessary at this time.	5/6/2015 4:16 PM
11	ola conference	5/6/2015 2:40 PM

### Q13 What can Library Support & Development staff do to help you and/or your staff do more to promote the statewide databases (Gale and LearningExpress Library)? Check all that apply:

Answered: 117 Skipped: 23



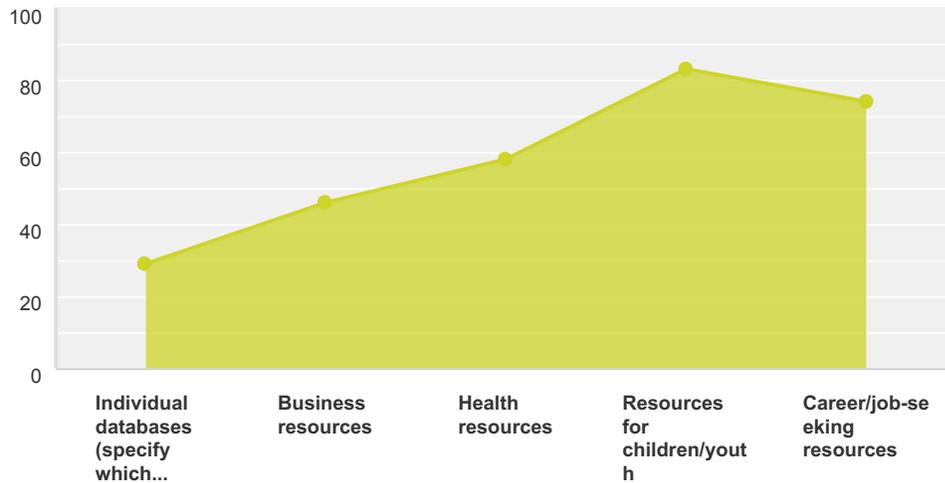
Answer Choices	Responses
Provide one-page handouts to promote resources with library patrons	65.81% 77
Provide bookmarks or table tents to promote resources with library patrons	82.91% 97
Provide text for promoting resources via library's local newsletter	36.75% 43
Provide text for promoting resources via library's social media outlets	47.86% 56
Other (please specify)	15.38% 18
<b>Total Respondents: 117</b>	

#	Other (please specify)	Date
1	Provide sample text to libraries to use in press releases for local newspapers, news websites, etc.	6/1/2015 3:09 PM
2	appreciate the tutorials online	5/27/2015 6:41 AM
3	A tri-fold brochure that has step-by-step user instructions & highlights of OSLIS	5/26/2015 11:39 AM
4	NA	5/26/2015 9:41 AM
5	Provide advertisement templates for promoting resources in local newspapers	5/19/2015 9:35 AM
6	provide electronic versions of handouts to be used on library website	5/14/2015 2:53 PM
7	videos we can embed in subject guides	5/13/2015 2:44 PM
8	Would prefer handouts, bookmarks, and table tents that are adaptable to our library system's branding.	5/12/2015 4:15 PM
9	On handouts and bookmarks, provide an option to locally brand with the library information	5/12/2015 10:49 AM
10	demonstrate to students in the schools and community colleges so they know how when they are at public libraries. These students would make good mentors for other kids/ adults in the public libraries.	5/11/2015 3:30 PM

11	work with Gale and LearningExpress to brand the look of these resources for Oregon so that our users feel they are using something meant for them.	5/11/2015 9:09 AM
12	These MUST be customizable to our branding or we cannot use them.	5/8/2015 7:53 AM
13	Assess the relevance and value of each database for the constituents.	5/8/2015 6:59 AM
14	Already done	5/7/2015 9:53 AM
15	more engaging tutorials for students	5/6/2015 4:31 PM
16	I really like the table tent idea above	5/6/2015 3:57 PM
17	Half-page handouts are better than full-page. It's always about space & clutter.	5/6/2015 3:09 PM
18	editable publications	5/6/2015 2:40 PM

**Q14 Please specify the topics for training or promotional resources that would be most helpful for your library. Check all that apply:**

Answered: 114 Skipped: 26



Answer Choices	Responses
Individual databases (specify which databases in Other box below)	25.44% 29
Business resources	40.35% 46
Health resources	50.88% 58
Resources for children/youth	72.81% 83
Career/job-seeking resources	64.91% 74
<b>Total Respondents: 114</b>	

#	Other (please specify)	Date
1	Novelist; Mango Languages; Infotrac; Auto repair database; how to navigate GVRL	6/1/2015 3:09 PM
2	GALE	5/26/2015 11:39 AM
3	Literature Resource Center	5/26/2015 9:41 AM
4	Not sure	5/22/2015 12:43 PM
5	software tutorials, OSLIS	5/19/2015 4:44 PM
6	We are fine with the Gale and LearningExpress access.	5/19/2015 9:54 AM
7	The promotion of health resources has met with good success. I would appreciate a better understanding of the three indicated.	5/8/2015 7:53 AM
8	Legal resources with how to provide legal information	5/6/2015 3:57 PM



### Q16 If you like, you may leave any comments you would like to share with Library Support & Development staff:

Answered: 28 Skipped: 112

#	Responses	Date
1	I think Library Support and Development staff does a great job, especially given the budget constraints and the challenges that the organization has faced in the last few years. I greatly appreciate the willingness of staff to help. Having the annual statistical report, the support for the Ready to Read Grant and all the other services that you provide are proof that the LS&D Division and the entire Oregon State Library are essential to the well-being of libraries all over the state. Thank you!	6/1/2015 3:32 PM
2	I am an outgoing plinkit facilitator at our library. I have enjoyed working with Darci. The biggest drawback was the server of Plinkit and slow response in loading. I would have greatly appreciated more hands on learning initially with other Plinkit library facilitators. It was a good place to begin our web presence.	5/30/2015 11:41 AM
3	I am ever so grateful for the information, content, tutorials and promotions. I could not do my job without all the help	5/26/2015 9:42 AM
4	Thanks for all you do!	5/22/2015 2:58 PM
5	Thank you for all the work you do, and for the high quality of information and service your provide. You already make our jobs easier!	5/22/2015 2:28 PM
6	I need, need, need help building a library web page once plinkit is not available. It may involve some getting-started motivation to a seemingly daunting task. I have relied on great relationship the small libraries have with Springfield PL, and have been given a little guidance in building on the Sirsi/Dynix platform by them. As an almost stand-alone library I say: Augh! Lynn Frost Junction City Public Library 541-998-8942	5/19/2015 10:00 AM
7	Darci Hanning rules the world!	5/14/2015 9:43 AM
8	I have found them to be very approachable and willing to help.	5/14/2015 9:03 AM
9	Katie Anderson is always a great resource. Always available for consulting and brainstorming when needed. I also appreciate the way she keeps us up-to-date on trends and news in the field.	5/12/2015 4:07 PM
10	The Library Support and Development team is an essential resource, especially for small, rural public libraries. I appreciate all that you do and the great service you provide.	5/11/2015 3:29 PM
11	Jennifer Maurer is a treasure! She always returns calls/emails in a very timely manner and always goes above and beyond to provide a complete answer. She's surprisingly knowledgeable about a huge variety of school library topics and provides great info and resources through the OASL listserv and the OSLIST.	5/11/2015 2:06 PM
12	Thank you for all you do for us!	5/11/2015 12:37 PM
13	Bookmarks for specific databases would be great! Table tents not so much.	5/10/2015 3:38 PM
14	Great work - thanks for all you do.	5/9/2015 11:31 AM
15	Very helpful and service oriented unit	5/8/2015 8:57 AM
16	I feel very well supported by your team. Thank you.	5/8/2015 7:54 AM
17	The staff are "rock stars"!	5/7/2015 5:59 PM
18	I'm new to the world of public libraries and haven't used the Library support or development at all.	5/7/2015 1:51 PM
19	All those 'excellent' check marks on the first page were honestly meant! Never had a question or issue that was not answered or addressed.	5/7/2015 8:00 AM
20	The State Library Staff are great! They have always been very easy to talk to, knowledgeable, and very quick to respond and follow up.	5/6/2015 5:31 PM
21	I think all of you are wonderful--knowledgeable, helpful, patient.	5/6/2015 4:33 PM

22	Friends, I am sure that the biggest impediment to our talking advantage of the resources of the State Library is that we are not tuned in to the possibilities. You have shared a great amount of information, but it is just so plentiful!!	5/6/2015 3:58 PM
23	Thank you for always being a helpful and efficient resource when I have questions about library matters.	5/6/2015 3:24 PM
24	You folks rock!	5/6/2015 3:09 PM
25	Library Support and Development staff have always been helpful to this library. THANK YOU!	5/6/2015 2:59 PM
26	Katie Anderson is so extremely helpful and knowledgeable. Thanks for all you do!	5/6/2015 2:58 PM
27	I know that the State Library is trying to do a lot with limited resources and that Gale is probably the most (or only) financially viable option right now. That said: The Gale search interface is a nightmare. I'm a very savvy database searcher (I used to work as a reference assistant in an academic library focused on graduate-level research) but rarely use Gale with my patrons. Even though there is lots of great information available in the database, it's impossible to find! I would much prefer a database package provided by EBSCO. In my experience, their search interface is easier to use and returns more accurate results. That said, thank you for everything you do! I've always found State Library staff (ESPECIALLY KATIE) to be super helpful.	5/6/2015 2:31 PM
28	Working with Jen Maurer, Ann Reed, Darci Hammond and Ferol Weyand is always a pleasure. I wouldn't put in the many hours I do on the OSLIS Committee or have agreed to be the chair of the committee if it wasn't for working with these staff members!	5/6/2015 12:43 PM

## **HB 3523 Implementation**



***Agenda Item***

HB 3523 Implementation

***Background and Summary***

HB 3523 was introduced by the Joint Ways and Means Committee during the 2015 Legislative Session and was passed by both the House and the Senate. The legislation will take effect in January of 2016. This bill makes changes to the State Library Board and appointment of the State Librarian, as well as creating programs that will reduce duplication and increase efficiency.

The State Library Board will be expected to create administrative rules for a number of the sections of the legislation which will require a timeline and plan for stakeholder engagement.

***Recommendation of the State Librarian***

Continue the discussion of the work that will be required for implementation.



# **State Librarian Performance Management Proposal**

***Agenda Item***

State Librarian Performance Management

***Background and Summary***

The Oregon State Library has instituted a new process for planning and evaluation of staff performance. The State Librarian currently serves at the pleasure of the State Library Board of Trustees but that will change in January of 2016 when the State Librarian will serve at the pleasure of the Governor. After the change is made, the State Librarian will continue to be evaluated on an annual basis. The State Librarian has not been evaluated since October 2013.

***Recommendation of the State Librarian***

The State Librarian recommends that the State Library Board of Trustees review and accept the following goals (see attachment #1) for the 2015-2016 fiscal year and in September of 2016 evaluate the State Librarian based on her performance of those goals.



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# Oregon

John A. Kitzhaber, MD, Governor

**State Library**  
250 Winter St. NE  
Salem, OR 97301-3950  
(503) 378-4367  
FAX (503) 585-8059

## **MaryKay Dahlgreen 2015-2016 Goals**

### **Agency Strategic Imperative: Focus on the Customer**

- Improve customer satisfaction in State Library services

### **Agency Strategic Imperative: Build Awareness of the State Library**

- Regular communication with state agency staff, legislature and Governor's office

### **Agency Strategic Imperative: Cultivate Staff Strengths**

- Complete Graduate Certificate of Public Administration
- Fully implement agency performance management system

### **Agency Strategic Imperative: Enhance Partnerships**

- Fully participate in the State Reference Coordinating Council to improve efficiency



## **Oregon Center for the Book Proposal**



***Agenda Item***

Recommendation Oregon Center for the Book Designation

***Background and Summary***

In 1987 the Oregon State Library was designated as the Oregon Center for the Book affiliate of the Center for the Book in the Library of Congress. Over the years a variety of projects were undertaken as the Oregon Center for the Book, both independently and in partnership with other organizations.

In 2012 the State Library began a reorganization process that is coming to fruition. One of the recommendations during this process was to hand the Oregon Center for the Book to an appropriate Oregon organization. Over the last several years we have been in conversation with a variety of possible organizations and none of those organizations is interested in taking this on. We have moved responsibility for several of the programs of the Oregon Center for the Book to more appropriate homes: Oregon Poetry Collection to the University of Oregon Libraries Special Collections; Letters About Literature Contest to Willamette Writers; Oregon Intellectual Freedom Clearinghouse to Library Support and Development Division. There are no projects currently under the auspices of the Oregon Center for the Book but there is concern about Oregon not having a designated affiliate. There are often opportunities to partner with other organizations and lend the support of the Oregon Center for the Book to literary projects.

The State Library would no longer staff the Oregon Center for the Book in the Library Support and Development Division but the State Librarian's office would be open to opportunities to partner with other organizations to promote books and reading in Oregon.

***Recommendation of the State Librarian***

The State Librarian recommends the State Library retaining the Center for the Book in the Library of Congress designation as the Oregon Center for the Book.



## **Endowment Fund Account**



***Agenda Item***

Endowment Fund Account

***Background and Summary***

During the 2015 Legislative session, ORS 357.195 (see Attachment #1) was amended to allow the Board to invest State Library Donation Fund moneys as provided in ORS 293.701 to 293.857. With this amendment, the Board is able to invest in the Oregon Intermediate Term Pool. A task force was convened to review the Talking Book Endowment Fund, both current policies and past history. The task force will be providing a recommendation to the Talking Book and Braille Library Advisory Council on investing in the Oregon Intermediate Term Pool at their September 2015 meeting. The Advisory Council will be bringing a recommendation to the State Library Board at the October 2015 Board meeting.

July 1, 2015  
Legislative Action:

### State Library Donation Fund

SECTION 23. ORS 357.195, as amended by section 20, Chapter 328, Oregon Laws 2015 is amended to read:

357.195. (1) The State Library Donation Fund is established in the State Treasury, separate and distinct from the General Fund. The following moneys shall be placed in the fund:

- (a) Gifts and donation to the State Library;
- (b) The interest, income, dividends or profits received on any property or funds of the State Library derived from gifts, legacies, devises, bequests, endowments or other donations;
- (c) Other interest earned by the fund; and
- (d) Any other moneys placed in the fund as provided by law.

(2) Moneys in the fund that are derived from profits, interest or other earnings traceable to a specific gift, legacy, devise, bequest, endowment or other donation shall be used in the same manner as the principal or corpus of the gift, legacy, devise, bequest, endowment or other donation.

**(3) Moneys in the fund, including moneys in the Talking Book and Braille Library Endowment Fund subaccount if established pursuant to subsection (5) of the section, may, at the discretion of the State Library board, be invested as provided in ORS 293.701 to 293.857.**

(4) The State Treasurer shall credit monthly to the fund any interest or other income derived from the fund or the investing thereof.

(5) The board may establish a Talking Book and Braille Library Endowment Fund as a subaccount of the State Library Donation Fund.

(6) Moneys in the State Library Donation Fund are continuously appropriated to the State Library for use by, and support and maintenance of, the State Library. Claims against the fund shall be approved and warrants issued in the manner provided by law.

### Talking Books Endowment Fund Contributions Through June 30, 2015

<b>Fiscal Year</b>	<b>Memorials</b>	<b>Honorariums</b>	<b>Patron Instructed</b>	<b>Bequests</b>	<b>Total</b>
1997-1998	\$3,375.00	\$420.00	\$0.00	\$53,083.89	\$56,878.89
1998-1999	\$0.00	\$0.00	\$40.00	\$0.00	\$40.00
1999-2000	\$0.00	\$0.00	\$0.00	\$35,365.26	\$35,365.26
2000-2001	\$7,569.00	\$0.00	\$15,205.00	\$50,044.30	\$72,818.30
2001-2002	\$2,580.00	\$100.00	\$21,813.00	\$0.00	\$24,493.00
2002-2003	\$5,617.00	\$1,155.00	\$4,645.00	\$11,314.34	\$22,731.34
2003-2004	\$5,805.00	\$310.00	\$10,895.00	\$50,358.59	\$67,368.59
2004-2005	\$7,753.00	\$300.00	\$6,185.00	\$5,700.00	\$19,938.00
2005-2006	\$5,393.51	\$2,060.00	\$4,040.00	\$5,093.66	\$16,587.17
2006-2007	\$5,035.00	\$275.00	\$2,833.27	\$25,000.00	\$33,143.27
2007-2008	\$2,100.00	\$80.00	\$2,720.00	\$85,000.00	\$89,900.00
2008-2009	\$4,603.00	\$1,255.00	\$27,950.00	\$97,228.26	\$131,036.26
2009-2010	\$4,455.00	\$0.00	\$1,635.00	\$108,915.04	\$115,005.04
2010-2011	\$2,750.00	\$125.00	\$1,435.00	\$16,944.00	\$21,254.00
2011-2012	\$2,995.00	\$120.00	\$1,725.00	\$5,000.00	\$9,840.00
2012-2013	\$5,960.00	\$100.00	\$1,000.00	\$255,518.56	\$262,578.56
2013-2014	\$7,630.00	\$445.00	\$3,259.00	\$286,083.83	\$297,417.83
2014-2015	\$7,637.00	\$275.00	\$4,550.00	\$505,841.73	\$518,303.73
<b>Total</b>	<b>\$81,257.51</b>	<b>\$7,020.00</b>	<b>\$109,930.27</b>	<b>\$1,596,491.46</b>	<b>\$1,794,699.24</b>



## **StORytime Project**



***Agenda Item***

StORytime Project

***Background and Summary***

In the fall of 2014 the Oregon Department of Education Office of the Chief Education Officer launched a promotional campaign to promote activities that lead to third grade reading readiness. In July of 2015 ODE has approached the State Library to increase their participation in the promotional campaign, StORytime.



## Miscellaneous

## [Interview with Jackie Ray, Blue Mountain Community College](#)

Posted on July 14, 2015 by Jennifer

In an effort to help OR ACRL members to get to know our colleagues from around the state, Board Member Arlene Weible recently interviewed two community college library directors who are new to their positions.

In this second of two posts, meet **Jackie Ray**, Director of Library and Media Services at [Blue Mountain Community College](#) in Pendleton, Oregon.

### **1. Tell us a little bit about your work background.**



Personal picture submitted by Jackie Ray

Jackie has a work history that has taken her both near and far from the Northwest. Originally from Washington State, she started at UW-Bothell as a library technician, and then moved to Oregon where she took a summer gig as a park ranger at Heceta Head Lighthouse in Oregon. She then worked as a Reference Assistant at Linn-Benton Community College and as an adjunct Librarian at Lane Community College before moving on to become the Learning Resources Center Director at Klamath Community College. Jackie decided to adventure around the country and left the state for several years with stints as the Head of Access Services in universities in New Hampshire and San Francisco. She has landed back in Oregon at Blue Mountain Community College about six months ago where she assumed the role of Director of Library and Media Services. She and her husband, both native Northwesterners, are happy to be back in Oregon.

### **2. What has been the best thing that has happened to you since you started your position?**

Jackie is very proud of the library's increased awareness in the library's role in projects from Achieving the Dream to Assessment. Blue Mountain was selected to be a participant in the [ACRL Assessment in Action program](#). This program provides training and grant support for the promotion of assessment activities on campus. It has been a great opportunity to work with faculty and administration across the college to develop an assessment program that specifically targets Information Literacy outcomes across the curriculum and delivery of IL instruction both for on-campus and distance education students. Having recently passed accreditation, Blue Mountain is using their involvement in Assessment in Action tools as one of the tools leveraging their strategic

planning activities. The outcome of this project will be presented at a poster session at the ALA Annual Conference 2016 in Orlando, Florida.

Blue Mountain also hosted an OER conference earlier this spring and along with other community colleges has made great strides in expanding OER in the academic community. Jackie, with help from a grant from [Openoregon.org](http://Openoregon.org), is also working closely with Eastern Promise faculty to develop an OER textbook for U.S. History courses that can be used both in the local high schools and at the community college.

### **3. What is the biggest challenge facing your library in the upcoming year?**

After replacing a long-term director, Jackie has been challenged by upgrading and promoting the library's image and services on campus. Blue Mountain has a great old building, but it needs upgrading to reflect the needs of local students. Jackie has observed that students still rely on college-provided technology rather than personal devices, and is optimistic in the Blue Mountain's investment into an Academic Resource Center (ARC) in the library, equipped with laptops and other media production tools that will be open to both students and faculty. Jackie successfully lobbied for increased funding to acquire more library databases and will be collaborating with other departments to create a more learner-driven environment in the library and in other departments.

### **4. What would you like Oregon academic librarians to know about your institution?**

Blue Mountain has a lot of potential and because of recent funding is in a great position to improve on all that we have, along with a vital "students first" attitude that is constantly being reinvigorated in our campus culture. Blue Mountain is at this time the only community college involved in the [WICHE Interstate Passport](#) program whose intent is to develop a two-year degree that is transferrable among seven states. Jackie served on a development team for establishing IL and Critical Thinking Outcomes. The [Blue Mountain Community College Library](#) strives for outreach, and hosts events that include a local artist gallery and writers' readout which is a great resource for the Pendleton community.



Personal picture submitted by Jackie Ray

## 5. What would you like Oregon academic librarians to know about you?

Jackie's professional interests include assessment, information literacy and instructional design and equity, particularly in distance learning.

She loves the outdoors, cooking, and dreams of owning a petting zoo. In the meantime she is a more regular animal lover and volunteers at the local animal shelter, PAWS.

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~Arlene Weible, ACRL-Oregon State Library Representative (2013-2015)  
Electronic Services Consultant  
Library Development Services  
Oregon State Library

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### [Interview with Mark Petersen, Klamath Community College](#)

Posted on July 8, 2015 by Jennifer

In an effort to help ACRL-Oregon members to get to know our colleagues from around the state, Board Member Arlene Weible recently interviewed two community college library directors who are new to their positions.



Personal picture submitted by Mark Petersen

In this post, meet **Mark Petersen**, Learning Resource Center Director at [Klamath Community College](#) in Klamath Falls, Oregon.

### ***1. Tell us a little bit about your work background.***

Like many people, I started out as a child. I am originally from Springfield, Oregon, and graduated from the University of Oregon in 1998 with a Bachelor's degree in history and absolutely no idea what to do with the rest of my life.

I spent the next 9 years working a wide variety of jobs (dishwasher, line cook, graveyard shift at 7-11, welder...) before returning to graduate school to earn my MLS in 2009.

### ***2. How long have you been in your position?***

I have been library director at Klamath Community College since October of 2014. Prior to that I worked as a reference and instruction librarian at Linn-Benton Community College in Albany, and as a part-time reference librarian at Oregon State University in Corvallis.

### ***3. What has been the best thing that has happened to you since you started your position?***

I'd have to say the best thing professionally that has happened to me in the past year has been adding Robin Jeffrey to the staff at the [KCC Library](#).

The library at KCC has only 2 full-time employees, and when I took over directorship the other position was still vacant. I spent the first 6 months or so working solo, trying my best to fulfill the duties of both positions while searching for the right person to fill the vacant position, and as soon as I met Robin for her interview I knew that she was that "right" person.

Robin is an absolute rock star, and I don't know what I'd do without her. She has a natural gift for the profession, and it's often hard for me to believe that this is her first job out of her MLS program. I think she's going to do great things!

### ***4. What is the biggest challenge facing your library in the upcoming year?***

The biggest challenge facing this library has been its lack of presence on campus. There has been an enormous turnover in library staff, including multiple directors, during the past ten years that has resulted in the library being seriously neglected. When I took over in October, neither students nor staff were used to coming into the library for help, and that is a difficult pattern to change.

Both myself and Robin, the other librarian here at KCC, have been working very hard this past year to change this with, I am happy to say, great success. We have developed an information literacy instruction program from scratch that has been growing by about 200% a term, we have increased traffic and use of the library by about 400%, increased hours of operation by 10%, grown the print collection by over 30% and have seen great progress in developing faculty interest and use of Open Educational Resources.

***5. What would you like Oregon academic librarians to know about your institution?***

KCC has such an incredible diversity! I never would have expected it before I moved down here, but there is an amazingly broad spectrum of society represented by the student body both in terms of racial and cultural diversity, as well as socio-economic diversity.

***6. What would you like Oregon academic librarians to know about you?***

When I'm not practicing librarianism, I spend my time Cuban salsa dancing, cooking and, more to the point, eating amazing food and riding bikes.

~Arlene Weible, ACRL-Oregon State Library Representative (2013-2015)  
Electronic Services Consultant  
Library Development Services  
Oregon State Library

## Correspondence



## just a note

June 7, 2015

To say how much I  
appreciate <sup>my</sup> "Talking Books"

I have always been  
a reader. I am very limited  
in what I can see to read  
now.

Also "thanks" for the  
write up about Ardya  
Swift. I have admired  
her for a long time. She  
makes me feel happy.

I passed the letter  
 on to another long time  
 friend of the Swift family.  
 She enjoyed it too.

In case you didn't  
 know, her husband, Jim,  
 is my cousin.

Louise Swift Maddox

---

From: Korie Jones Buerkle  
 Sent: Wednesday, June 10, 2015 8:49 AM  
 To: Katie Anderson  
 Subject: Outcomes based evaluation

Hi Katie,

You know, it's more work than counting heads, but I can't believe how incredibly useful it is. I can't believe we weren't doing it earlier. In the last week I learned that one of the county counseling offices we take book donation to is handing out our Summer Reading flyers and personally telling people to go. One of our childcare centers we deliver monthly library books to has made a display and is passing out registration forms. Also, I found a gap in early literacy knowledge in storytime, so I'm working on that now too.

So I just wanted to say thanks.

Korie Jones Buerkle  
 Children's Librarian | Assistant Library Director Newberg Public Library

---

**From:** Helix Library  
**Sent:** Monday, June 15, 2015 2:17 PM  
**To:** Katie Anderson  
**Subject:** RE: Video games in libraries: do we need a public performance license?

Thanks, Katie, for checking into these things for me. It was so exciting to have you here last week. Dan is working on a press release to give to the East Oregonian. Your comments were wonderful, and I think they really emphasized the need to validate what we are doing and what we are achieving. I'm not sure that was clear to my staff before you came.

Thanks, again. It was great to see you again, and your workshop on Wednesday was very helpful.

Darlene  
Helix Public Library

---

6-16-2015

Dear Talking Books

Many Thanks to all  
the volunteers and persons  
involved making us -

the vision impaired  
a part of the wonderful  
world of books and  
all other material  
available.

My life is so enriched  
again because of your  
dedication. Sincerely,

Donna Marcus

**From:** Katie Anderson  
**Sent:** Thursday, June 18, 2015 11:07 AM  
**To:** AllStateLibrary  
**Subject:** 658.3142 Dewey Salute - Ferol is open to opportunity!

For the 2016 Ready to Read/Reading for Success grant, libraries will have the options to receive their money via direct deposit. Renata, Ferol, Susan, and I had a few meetings to figure out what we need to do to make this option available (Thanks Renata and Susan!). Ferol then did most of the work with 133 libraries to find out if they want direct deposit or not, and provide them with the instructions and forms to sign-up. This sounds simple, but it's really lots and lots of time tracking who has and who hasn't responded, and then calling/emailing them until they respond.

Ferol provided excellent customer services as usual, but it's really being open to opportunity that I want to recognize. **Ferol could have said 'no' and saved herself hours and hours of work, but she said 'yes' to this new opportunity and did the work with a positive attitude.** We've heard from all 133 libraries and 46 of them chose direct deposit! In addition, Ferol is already planning how to improve the process for this task in future years 😊

Thank you Ferol!



Summer Reading 2015 at [Oregon libraries!](#)  
 Find a [summer food site.](#)

Katie Anderson, Youth Services Consultant  
[Library Support and Development Services](#)  
 Oregon State Library, 250 Winter St. NE, Salem, OR 97301

**From:** Margie Harrison  
**Sent:** Thursday, June 25, 2015 11:48 AM  
**To:** Robby Pietz; AllStateLibrary  
**Subject:** RE: Periodicals shift is done!

What a great job! Thank you!

Margie

**From:** MaryKay Dahlgreen  
**Sent:** Thursday, June 25, 2015 10:28 AM  
**To:** Robby Pietz; AllStateLibrary  
**Subject:** RE: Periodicals shift is done!

Hear! Hear! And to Robby for keeping everyone on task!

MaryKay Dahlgreen  
Oregon State Librarian



Summer Reading 2015

**From:** Robby Pietz  
**Sent:** Thursday, June 25, 2015 10:16 AM  
**To:** AllStateLibrary  
**Subject:** Periodicals shift is done!

Big thank you to Deanne, Kate A., Nathan, and Max (volunteer) for helping complete the periodicals shift to tier 4.

Robby

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REC'D JUN 26 2015



Willamette Valley Genealogical Society  
P.O. Box 2083  
Salem, Oregon 97308-2083  
June 22, 2015

Library Staff  
250 Winter St NE  
Salem, Oregon 97301

Dear Staff:

On behalf of Willamette Valley Genealogical Society, I would like to thank you for your generous donation of \$75 in memory of Susan Niggli. Susie was a friend to many of our members and a treasured member of our society. Your donation had been deposited in our Book Fund. We will be purchasing books on Swiss immigrants, as Susie's grandparents emigrated from Switzerland to Polk County. We also will be purchasing military books in her name.

Last fall, the Oregon State Library offered some of their collection to us. Thanks to Susie for selecting books for us, we have a wonderful military collection covering the Revolutionary War to World War I. We will also put a memorial label in these books in Susan Niggli's name.

Thank you again for your generous donation. We'll miss her. Willamette Valley Genealogical Society is a 501 (c) 3 non-profit organization.

Warmly,

Liz

Elizabeth Tice  
WVGS President

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**From:** Christopher Claire  
**Sent:** Monday, June 29, 2015 12:50 PM  
**To:** Sara Belousek  
**Subject:** RE: State Library Transaction #TNXXXXXX

Firstly,

Let me say that your efforts at the Oregon State Library are diligent and invaluable for providing information to remote field offices. There would be no problem with waiting several weeks for the material. <Omitted>

Best,

Chris,

Christopher W. Claire  
Habitat Protection/Conservation  
Oregon Dept. of Fish and Wildlife  
Charleston, OR 97420

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**From:** THIEBES Carolyn  
**Sent:** Wednesday, July 01, 2015 9:12 AM  
**To:** Jerry Curry  
**Subject:** RE: Request

Jerry! You're still there. You helped me when I set up the TPL group several years ago. I can't tell you how much it's meant nationally. We have representatives from every state and the distribution group has become the gold standard for communication among state Medicaid programs. If you guys ever need consumer feedback, I'm your girl.

Yes, a second list was what I need. Thanks for sending the info. I'll get that back over to you today.

Thanks for all you do,  
Carolyn

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**From:** Arwen Ungar  
**Sent:** Friday, July 10, 2015 12:54 PM  
**To:** Katie Anderson  
**Subject:** RE: Kids-lib Digest, Vol 149, Issue 6

Although I'm in Washington now, I'm sad to hear that Reading for Success didn't pass! I know you worked really hard on that. **Now that I am in another state it's become even more evident how supportive Oregon's state library is.** So thank you!

Arwen Ungar  
Early Learning Librarian  
Vancouver Community Library

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**From:** Jodi Allison-Bunnell  
**Sent:** Tuesday, July 14, 2015 2:27 PM  
**To:** Trevor Bond; Arlene Weible; Franky Abbott; Amy Rudersdorf  
**Subject:** Thanks for presenting at the Alliance's Summer Meeting

Hi all:

Many thanks for being part of the Orbis Cascade Alliance's summer meeting last week! I'm just catching up on a number of tasks, including thanking all of you for your time and skillful presentations.

The DPLA session was of particular importance in educating and informing our Council on this initiative. Your presentations made an important difference in the discussions that followed.

Amy and Franky, thank you in particular for your graceful adaptation to our technical difficulties. (I once presented remotely at an event where they forgot I was there and wandered off to lunch, leaving me saying, hello....hello?)

I would like to post presentations on the Summer meeting site. I have Trevor's and Franky's; Arlene, if you'd send me yours I'd appreciate it.

Thanks again to you all!

Best, Jodi

Jodi Allison-Bunnell  
Program Manager, Content Creation & Dissemination  
Orbis Cascade Alliance

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**From:** Stephanie Lind  
**Sent:** Thursday, July 16, 2015 5:17 PM  
**To:** Katie Anderson  
**Subject:** RE: WCCLS's 2015 Ready to Read Grant

Thanks for this informative and comprehensive email Katie. You are making my training job much easier! ☺

**Stephanie Lind** | *Program Supervisor for Outreach & Youth Services*  
Washington County, Oregon | Washington County Cooperative Library Services

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**From:** Ferol Weyand  
**Sent:** Wednesday, July 22, 2015 2:21 PM  
**To:** Arlene Weible; AllStateLibrary  
**Subject:** RE: Results of Pet Supply Drive

Make that \$90 dollars☺

**From:** Arlene Weible  
**Sent:** Wednesday, July 22, 2015 1:18 PM

**To:** AllStateLibrary  
**Subject:** Results of Pet Supply Drive

Thanks to everyone that participated in the 2015 Pet Supply Drive. We will donate a total of \$70 dollars and 2 boxes of supplies to the Willamette Humane Society today.

If you forgot to donate and still want to contribute, feel free to donate directly to the Society at their web site:

<https://whs4pets.org/donate/>

Arlene Weible  
Electronic Services Consultant  
Oregon Federal Regional Depository Coordinator  
Library Support and Development Services  
Oregon State Library

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**From:** John Amond  
**Sent:** Wednesday, July 29, 2015 8:25 AM  
**To:** MaryKay Dahlgreen  
**Subject:** Thank You!

Ms. MaryKay Dahlgreen,

Dear MaryKay,

In behalf of East Portland Rotary, thank you for the entertaining and informative presentation you made to our club. Your presentation was very well received, as evidenced by the comments our members made after your talk. We appreciate the support you have given our members by sharing your knowledge and experience. We hope you also enjoyed your experience with East Portland Rotary.

It was my pleasure to meet you. I'm sorry it has taken so long to express our appreciation. I just moved and am now catching up.

Sincerely,  
John Amond  
Program Coordinator  
East Portland Rotary

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