

111 NE Lincoln Street, #230-L,
Mail Stop 58
Hillsboro, Oregon 97124-3036



503.846.3222
fax 503.846.3220
www.wccls.org

Washington County Cooperative Library Services Long Range Service Plan, 2010 to 2020

This service plan was initiated through strategic planning work with the assistance of the Consensus consulting firm in 2008-09. It was completed by the WCCLS Policy Group with input from the WCCLS Executive Board and various WCCLS committees. The intent is for this to be the guiding plan for service for both WCCLS Central Support and Outreach and WCCLS member libraries for the next ten years. Activities to support the goals and objectives will be reviewed and revised annually by the Policy Group.

Definitions:

- **The Cooperative:** includes everybody – member libraries and central support and outreach services
- **Member libraries:** Banks, Beaverton, Beaverton – Murray Scholls, Cedar Mill, Cedar Mill – Bethany, Cornelius, Forest Grove, Garden Home, Hillsboro Main, Hillsboro Shute Park, North Plains, Sherwood, Tigard, Tualatin, West Slope; Oregon College of Art & Craft and Tuality Health Information Center as appropriate; any other member library that may open during this 10 year window
- **Central Support:** County provided support services including Automation, Courier, Reference & Interlibrary Loan, Youth Services, and Administration support
- **Central Outreach:** County provided outreach services to homebound, jail, Spanish-speaking, early literacy
- **Residents:** The residents of Washington County including current patrons and potential patrons

Technology goals and objectives

2011 updates in Blue

<i>Goal One</i>	<i>2010 – 2012 Activities</i>	<i>2010-2012 Updates</i>
<p>All residents have sufficient access to library technology.</p> <p><i>Objective A:</i> The Cooperative will maintain and increase technology infrastructure and public computing capacity to meet growing needs.</p> <p><i>Objective B:</i> Central support and member libraries will create or update technology plans.</p>	<p>Aa. Central support will expand wireless options for users.</p> <p>Ab. Central support will explore thin client options for delivering services.</p> <p>Ac. Central support will explore smart device appliances for library use.</p> <p>Ad. Central support will monitor bandwidth needs and plan accordingly.</p> <p>Ba. Member libraries will upgrade equipment for staff and public use on a planned schedule.</p> <p>Bb. The Cooperative will address IS/IT policies that are barriers to staff use of technology and social networking software that are necessary for the provision of library services.</p>	<p>Aa. Done</p> <p>A.b. not yet started, but there is still interest; not in FY11-12 project list.</p> <p>A.c. Added July 2010; mobile app in Polaris release 4.0.</p> <p>A.d. Added July 2010; bandwidth and speed to increase by 50mb in summer 2011.</p> <p>Ba. OK; member libraries are upgrading as local funds allow.</p> <p>Bb. On-going; Central support wrote a social networking policy that others can adapt for local use, too; Central support expanding and monitoring use of social applications, have made suggestions particularly in utilizing the wireless network for access to websites.</p>
<i>Goal 2</i>	<i>2010 – 2012 Activities</i>	<i>2010-2012 Updates</i>
<p>Residents will have a consistent online experience wherever they are and whenever they want access to library resources.</p>	<p>Aa. Member libraries will implement changes to make the shared online catalog look the same in libraries as it does from home.</p>	<p>Aa. To be completed by October 2010 Complete. All libraries have one, shared PAC.</p> <p>Ab. Four libraries are actively using and two more have been trained as of 6/30/2010. More are using the electronic newsletter, WCCLS Central staff providing training and limited support.</p>

<p><i>Objective A:</i> The Cooperative will have a strong virtual presence.</p> <p><i>Objective B:</i> The Cooperative websites will be content-rich with intuitive patron interfaces.</p>	<p>Ab. Member libraries will write and post regular “bookletters” electronic newsletters that reach their patrons and community leaders.</p> <p>Ac. Member libraries will update their websites to make them more intuitive for patrons.</p> <p>Ba. Central support will implement software that allows a single point of discovery for diverse resources.</p> <p>Bb. Central support will update the wccls.org website to make it more intuitive for patrons.</p> <p>Bc. Central support will explore options for additional online content for wccls.org.</p>	<p>Ac. On-going; some member libraries have updated their websites.</p> <p>Ba. Not yet implemented. (used to be called Federated Search) Exploration of product in FY11-12 in Reference and Automation project plans.</p> <p>Bb. Transition to DRUPAL Content Management System in progress 6/30/2010. Revised website rollout in Sept 2011. Includes more streamlined Online Resources page.</p> <p>Bc. On-going – new additions include Mango and Learning Express. Patron account videos have been added for online catalog users; Library2Go pages in revision 2011.</p>
<p>Goal 3</p>	<p>2010 – 2012 Activities</p>	<p>2010-2012 Updates</p>
<p>Residents will receive support from member library staff on use of information technology.</p> <p><i>Objective A:</i> Central support will develop and deliver training for member library staff</p>	<p>Aa. Central support will provide training for central staff on information technology and in training techniques.</p> <p>Ab. Central support will develop and provide training for member library staff to use social media to extend library services.</p> <p>Ac. Central support will provide a trainer who travels to libraries to train member</p>	<p>Aa. Not yet implemented.</p> <p>Ab. Not yet implemented.</p> <p>Ac. Implemented: some examples include training on Overdrive, use of Digital Cameras and Flip recorders, website testing/surveying. Training provided on social media, screen casting; Polaris catalog training which could be used with patrons.</p> <p>Ad. On-going; member library responsibility.</p> <p>Ae. On-going; E-Book reader training offered at multiple libraries. Cedar Mill will circulate e-readers beginning Fall 2011. HPL added iPads for staff to use while assisting patrons on the floor.</p> <p>Af. Cedar Mill has purchased various “toys” for testing and sharing. Hillsboro – staff from Best Buy and Barnes & Noble are</p>

<p><i>Objective B:</i> Cooperative staff will share technology and media expertise with each other.</p>	<p>library staff on technology applications Ad. Members libraries will designate staff to receive training from Central Services on information technology and training techniques. Ae. Member libraries will offer on-going training opportunities for patrons on using information technology. Af. Member libraries will purchase new information technology equipment so staff is well versed in their use.</p> <p>Ba. Central support will organize regular gatherings for staff from member libraries to share and learn together.</p>	<p>teaching classes for patrons. Forest Grove – librarians from Pacific University are teaching computer classes for public.</p> <p>Ba. Implemented and on-going. Examples include: Digital camera/photography classes, various “gatherings” on using databases, creating online training videos, using e-books, usability testing. Gathering of Chairs, Diversity training, Dealing with Patrons with Mental Health issues, etc.</p>
<p>Goal 4</p>	<p><i>2010 – 2012 Activities</i></p>	<p><i>2010-2012 Updates</i></p>
<p>Residents can access library materials in a timely manner where and when they want them.</p> <p><i>Objective A:</i> The Cooperative will continue to implement circulation policy changes and plan implementation of automated materials handling</p>	<p>Aa. The Cooperative will review consultant recommendations regarding automated and manual materials handling improvements. Ab. The Cooperative will implement identified manual circulation policy changes that will streamline materials</p>	<p>Aa. Implemented and on-going; RFID conversion slated for FY11-12. Ab. Implemented and on-going.</p>

<p>in order to improve access to materials.</p>	<p>handling, improve use of staff resources, and decrease turn-around time for patron access.</p>	
<p>Goal 5</p>	<p><i>2010 – 2012 Activities</i></p>	<p><i>2010-2012 Updates</i></p>
<p>Residents have a variety of convenient services to improve and streamline access to library resources.</p> <p><i>Objective A:</i> The Cooperative offers commercial-level self-service options online and at member libraries.</p>	<p>Aa. The Cooperative will implement multijurisdictional payment procedures to improve customer service.</p> <p>Ab. The Cooperative will implement online fee payments, online registration, and other service improvements.</p>	<p>Aa. Implemented 7/1/2010, and 1st year invoicing completed July 2011.</p> <p>Ab. Not yet implemented. Policy Group voted to eliminate online registration at this time (July 2010); will reconsider when process can be library specific.</p>

Library As Place Goals and Objectives

Goal 1	2010 – 2012 Activities	2010-2012 Updates
<p>Residents think of libraries first when it comes to reading, lifelong learning, community events, business support and civic dialog.</p> <p><i>Objective A:</i> The Cooperative will develop a county-wide marketing plan to reach community groups to describe facility use options and the value-added services of libraries.</p>	<p>Aa. The Cooperative will explore grant funding options to support innovative services and marketing outreach.</p> <p>Ab. Member libraries will have “Civic Tables” that allow elected officials to meet with the public for informal conversation.</p>	<p>Aa. OK to address for innovative technology in 2010-2012; postpone grants for marketing until 2013-2016.</p> <p>Ab. OK; Tualatin starting in July 2010; stopped in Fall 2010 due to council scheduling issues.</p>
Goal 2	2010 – 2012 Activities	2010-2012 Updates
<p>Residents consider libraries the “front porches” of their communities.</p> <p><i>Objective A:</i> Member libraries will create a welcoming environment for residents; residents recognize that libraries contribute to building communities.</p>	<p>Aa. The Cooperative will coach staff, boards and officials to welcome residents to libraries in new and non-traditional ways.</p> <p>Ab. The Cooperative will continue to discuss the changing role of libraries with their communities.</p> <p>Ac. Member libraries will have spaces for people to engage in conversation, learning, sharing and civic discourse.</p>	<p>Aa. WCCLS created “welcome booklet” for libraries to distribute to new staff, boards, etc. Outreach Librarian for Latino Services began attending New Immigrant Networking meetings in the fall of 2010 – focus on providing services to the Somali community.</p> <p>Ab. Examples: Council presentations, back to school nights, WCCLS mailed newsletters, member library bookletters. Cornelius discussing new building needs with community.</p> <p>Ac. On-going.</p>

Goal 3	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will enjoy flexible, multiuse spaces to accommodate community meetings, learning opportunities, discussions and performances at their libraries.</p> <p><i>Objective A:</i> The Cooperative will develop a countywide plan for existing buildings and alternate spaces to accommodate multiple uses.</p>	<p>Aa. Member libraries will identify meeting space near the library to supplement space available within the library building, as needed.</p> <p>Ab. Central support will investigate warehousing materials to free space in member libraries.</p> <p>Ac. Member libraries’ meeting spaces are equipped with basic technology.</p>	<p>Aa. As needed added July 2010.</p> <p>Ab. Central Support will include as part of exploration/implementation of automated materials handling recommendations; <i>still desired especially for “long-tail” items, but no action taken as of 2011 – focusing on RFID, materials handling and Courier warehouse space.</i></p> <p>Ac. On-going.</p> <p>Objective A: countywide plan has not yet been developed.</p>
Goal 4	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will have opportunities to explore cultural diversity.</p> <p><i>Objective A:</i> The Cooperative will offer programs and services that promote the appreciation and understanding of the cultural diversity of the county.</p>	<p>Aa. Member libraries and Central Outreach will increase activities and events focused on cultural diversity.</p>	<p>Aa. Modified July 2010 to “cultural diversity” from “cultural heritage.” On-going. <i>Outreach Librarian for Latino Services providing input to the Hearing Voices committee on multi-cultural story tellers.</i></p>

Youth Services Goals and Objectives

Goal 1	2010 – 2012 Activities	2010-2012 Updates
<p>Young residents will discover the joy of reading through the library.</p> <p><i>Objective A:</i> The Cooperative will provide materials and programming that foster the joy of reading.</p> <p><i>Objective B:</i> The Cooperative will support innovations in providing library services to children.</p> <p><i>Objective C:</i> The Cooperative will increase access to materials and services to residents ages 0-18 years who are experiencing barriers to library service.</p>	<p>Aa. The Cooperative will annually share strategies for connecting with parents.</p> <p>Ab. The Cooperative will develop an early literacy campaign partnering with social service agencies.</p> <p>Ac. Member libraries will integrate the use of social media to promote a reading lifestyle and librarian expertise.</p> <p>Ba. Central support will develop a list of service ideas and options for use when implementing new programs for children in care.</p> <p>Bb. Plans and ideas for serving children in care will be shared regularly at Youth Services Committee meetings.</p> <p>Ca. The Cooperative will engage in a collaborative effort to collect & distribute materials to an agreed upon agency serving children once a year.</p> <p>Cb. Plans, ideas for increasing library access will be shared regularly at Youth Services Committee meetings.</p>	<p>Aa. Hillsboro currently does this with Tuality Hospital; Recommend moving to 2013-2016.</p> <p>Ab. In discussion stage 6/30/2010; Todd Parr early literacy events held April 2011; planning for event in 2012.</p> <p>Ac. Ongoing. Member libraries and Central support have integrated social media as part of their reading and programs promotions. Central support regularly tweets library events and services.</p> <p>Ba. Cedar Mill library has developed a list of service ideas and options for implementing programs to children in care, posted on Extranet 5/2011.</p> <p>Bb. Hillsboro Library has discontinued deposit collections. Central support is working with County Commission on Children and Families to serve the discontinued sites and target new sites, contingent on Ready to Read funding.</p> <p>Ca. In progress 6/30/2011; YSC will select agency in Sept 2011.</p> <p>Cb. On-going; information about national services that provide large-print and audio materials for visually-impaired children will be shared.</p>

Goal 2	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will find the resources from their libraries to support the educational and recreational needs of the community’s youth.</p> <p><i>Objective A:</i> The Cooperative will analyze Census and other data to determine community needs.</p> <p><i>Objective B:</i> The Cooperative will support Summer reading and other programs to develop and maintain reading skills of youth.</p> <p><i>Objective C:</i> The Cooperative will provide materials and services that prepare young children to enter school ready to read.</p>	<p>Aa. The Cooperative will identify whether staffing and collection standards exist for youth services and if not, draft some.</p> <p>Ba. Central support will provide shared resources including information, performers, trainings and expertise to meet the needs of various age groups.</p> <p>Ca. Member libraries and Central Outreach will cooperatively provide early literacy training for parents and care-givers.</p> <p>Cb. Central Outreach will continue to develop a countywide comprehensive approach for providing early literacy training and materials for Head Start teachers and parents.</p> <p>Cc. Member libraries & Central Outreach will continue to expand provision of early literacy training & materials to Healthy Start Family Support Workers and families, family care providers, and child care centers.</p>	<p>Aa. Not yet implemented. WCCLS Youth Services Librarian will investigate. Beta Partnership with CIVICTechnologies initiated June 2011 to do additional patron/census/marketing analysis.</p> <p>Ba. On-going.</p> <p>Ca. On-going. Beaverton has a van that delivers to child care centers. Hillsboro provides outreach to Head Start in English and Spanish. Cedar Mill’s outreach program provides storytimes for family child care homes, the Early Intervention program and Head Start. Cedar Mill delivers books to childcare homes and childcare centers.</p> <p>Cb. In-process 6/30/2010.</p> <p>Cc. Reading For Healthy Families training and program implementation in 2009-10; on-going.</p> <p>Cd. Was planned for FY2010-11 with Ready To Read grant funds; on hold due to State funding reductions. Possible other Oregon Community Foundation grant funds. Discussion of options moved to 2013-16.</p>

Adult Services Goals and Objectives

Goal 1	2010 – 2012 Activities	2010-2012 Updates
<p>Adult residents will have access to a core set of library services.</p> <p><i>Objective A:</i> The Cooperative will analyze Census and other data to determine community needs.</p> <p><i>Objective B:</i> The Cooperative will define and develop a range of services for adults that meet their needs.</p>	<p>Aa. The Cooperative will conduct market research to identify what services adults want.</p> <p>Ba. The Cooperative will define the core services libraries should provide.</p> <p>Bb. Every member library will offer at least a core set of services for adults.</p> <p>Bc. The Cooperative will promote services for adults.</p> <p>Bd. Readers’ advisory services are available at every member library and member library staff will be trained to use readers’ advisory tools effectively.</p> <p>Be. The Cooperative will redirect existing committees and groups to address services and programming for adults.</p>	<p>Aa. Not yet implemented. Beta Partnership with CIVICTechnologies initiated June 2011 to do additional patron/census/marketing analysis.</p> <p>Ba. Core services to be defined in 2012.</p> <p>Bb. See above; on-going. Cedar Mill and Beaverton are participating in the “Transforming Lives After 50” grant to provide services for and service opportunities for baby boomers.</p> <p>Bc. On-going; Central support staff promote services via Database of the Month, Good Reads, WCCLS Newsletter and Social media alerts.</p> <p>Bd. On-going; in tandem with Ba above. Readers’ Advisory “gathering” presented 10/2010. Nancy Pearl webinar offered 7/2011 (not enough interest to sponsor)</p> <p>Be. Done; now the Adult Services Committee.</p>
Goal 2	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will have access to programs designed for adults at all member libraries.</p> <p><i>Objective A:</i> The Cooperative will investigate developing shared programming and resources.</p>	<p>Aa. Member libraries will provide adult programming.</p> <p>Ab. The Cooperative will investigate the feasibility of additional countywide programming.</p>	<p>Aa. On-going.</p> <p>Ab. Postpone to 2013-2016, or at least post-election 2010. Countywide Adult Summer Reading Program tested in 2011. Plans for countywide ASRP performer in 2012. Adult Services Committee will participate in Hearing Voices planning 2012. WCCLS 35th Anniversary celebration.</p>

Goal 3	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will pursue life long learning through library-provided resources and tools.</p> <p><i>Objective A:</i> The Cooperative will provide materials to meet the informational needs of residents.</p> <p><i>Objective B:</i> The Cooperative will provide services to meet the informational needs of residents.</p>	<p>Aa. Member libraries and Central outreach will provide a wide range of books and other materials to facilitate adult learning.</p> <p>Ab. The Cooperative will provide interactive materials that facilitate adult learning, such as online practice exam materials and online language learning materials.</p> <p>Ba. Member libraries will provide group instruction for patrons on the use of technology and library resources.</p> <p>Bb. Member libraries and Central outreach will provide one-on-one instruction on use of library resources.</p> <p>Bc. The Cooperative will provide job-seeking assistance to patrons.</p>	<p>Aa. On-going. Increase in budget for OverDrive Advantage program (additional downloadable titles for WCCLS patrons).</p> <p>Ab. Additional databases added in FY10-11 to address language learning, college and career preparation, etc. Also Outreach has increased the number of programming kits available to care facilities.</p> <p>Ba. On-going.</p> <p>Bb. On-going. Central Outreach shares information about job-seeking resources and services at Outreach events.</p> <p>Bc. Examples: library sponsored workshops on resume writing, and job strategies. Provision of Oregon Career Information System and Learning Express contribute. In 2011 WCCLS Central Support and Tigard Library partnered with the State Library to implement Project Compass – trained Oregon librarians to provide job-seeking support for Oregonians. COPE investigated online resources to support direct patron assistance, but found none suitable for Washington County.</p>

Accessibility Goals and Objectives

Goal 1	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will find materials in the major languages spoken in the service area.</p> <p><i>Objective A:</i> The Cooperative will analyze Census and other data to identify and locate language and ethnic service populations.</p>	<p>Aa. Member libraries will use the data to formulate collection development plans.</p> <p>Ab. The Cooperative will use data to determine languages into which to translate basic library print and online materials.</p>	<p>Aa. Data analysis not yet done. Beta Partnership with CIVICTechnologies initiated June 2011 to do additional patron/census/marketing analysis.</p> <p>Ab. Translation card done 6/30/2010. Beta Partnership with CIVICTechnologies initiated June 2011 to do additional patron/census/marketing analysis. Member libraries would like more training on e-portfolio to make better use of reports.</p>
Goal 2	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will be served by a staff whose diversity reflects the diversity of Washington County residents.</p> <p><i>Objective A:</i> The Cooperative will analyze census and other data to formulate staffing plans.</p>	<p>Aa. Member libraries and Central Outreach will prioritize language skills when recruiting new staff.</p> <p>Ab. Member libraries will increase recruitment of volunteers from bicultural/bilingual groups.</p>	<p>Aa. In discussion stage. Topic has been discussed at Latino Services Committee meetings. No formal recommendation has been made to date. Central Outreach has met with one member library to support this effort. Central Outreach successfully recruited and hired bilingual/bicultural librarian. Hillsboro and Tualatin have language pay differentials now.</p> <p>Ab. In discussion stage. Upcoming Central outreach developed Spanish Language Library Brochure will include information on volunteering at the library. City of Hillsboro (and library) made this a strategic plan priority; new circulation manager is bilingual. Cornelius & Hillsboro have bilingual volunteer coordinators; helps with recruitment and training.</p>
Goal 3	2010 – 2012 Activities	2010-2012 Updates
<p>Residents in rural and underserved areas have improved access to library services.</p> <p><i>Objective A:</i> The Cooperative will investigate ways to increase access in underserved</p>	<p>Aa. The Cooperative will explore options for deposit collections in underserved areas.</p>	<p>Aa. Not yet implemented. Postpone to 2013-2016.</p>

<p>areas including things such as bookmobiles, self-service kiosks, and mail delivery.</p> <p><i>Objective B:</i> The Cooperative will develop a countywide plan for locating future library buildings to best serve residents.</p>		<p>Objective B. Scheduled for 2013-2016. Central Support will continue to monitor the County’s urbanization discussions to see that library services are included in planning for future development. 2011 beta partnership with CIVICTechnologies will identify patron concentrations and library location needs.</p>
<p>Goal 4</p>	<p>2010 – 2012 Activities</p>	<p>2010-2012 Updates</p>
<p>Residents who have difficulty using library services will encounter fewer barriers.</p> <p><i>Objective A:</i> The Cooperative will plan for reaching out to underserved populations.</p>	<p>Aa. Member libraries and Central Outreach will create deposit collections and provide training and programs for care facilities.</p> <p>Ab. Member libraries and Central outreach will identify agency partners to help them reach target populations.</p> <p>Ac. The Cooperative will lobby for better public transportation options for residents to reach member libraries.</p> <p>Ad. Central outreach will increase the marketing of homebound services.</p> <p>Ae. Central support will monitor the access to high-speed Internet bandwidth in rural areas while planning electronic services.</p>	<p>Aa. Central Outreach does this on an on-going basis for residential care facilities; Cedar Mill and Beaverton provide outreach to child care facilities in their service areas.</p> <p>Ab. On-going. Outreach Librarian for Latino Services began attended New Immigrant Networking meetings in the fall of 2010.</p> <p>Ac. Not yet implemented. Still needed.</p> <p>Ad. On-going.</p> <p>Ae. On-going.</p>

<p><i>Objective B:</i> The Cooperative will reduce barriers for obtaining and using library cards.</p>	<p>Ba. The Cooperative will clarify countywide policies for obtaining library cards. Bb. The Cooperative will allow patron-defined borrowing privileges, especially cards for institutions and educators. Bc. The Cooperative will address the issues of library card registration and use by children and teens. Bd. The Cooperative will explore options for fine forgiveness for children and teens.</p>	<p>Ba. In progress with Policy Group, changes to be implemented 9/1/2010. Bb. Policy Group discussed and dismissed educator and institution cards; other changes have been implemented. Bc. Card Associations approved by Policy Group for implementation 9/1/2010. No action taken on topic of different cards for children and teens. Bd. Discussion of fine rate changes planned for Nov 2011.</p>
--------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Cooperative Maintenance Goals and Objectives

Goal 1	2010 – 2012 Activities	2010-2012 Updates
<p>Residents continue to receive excellent countywide library service.</p> <p><i>Objective A:</i> The Cooperative will conduct a “wellness check” to assure that its service plans are addressed and its structure and governance continues to meet residents’ needs for library services.</p>	<p>Aa. Central support services will produce Welcome Packets for member library staff and boards to increase their understanding of the Cooperative structure.</p> <p>Ab. Member libraries will schedule annual WCCLS orientations for staff, boards, and councils.</p> <p>Ac. The Cooperative will continue to review joint policies to improve customer services and the patron experience.</p> <p>Ad. The Cooperative will review the current public library funding model in FY10-11.</p>	<p>Aa. Done.</p> <p>Ab. Not-yet!! Get out your calendars!!! 2011 orientations should be scheduled soon to include info on new levy implementation, RFID and other central initiatives.</p> <p>Ac. On-going.</p> <p>Ad. Done! Executive Board discussed in spring 2011; will finalize secondary distribution pool in fall 2011.</p>

MEASURABLES:

The following measureable objectives/activities were identified during the process of drafting this document. While they did not ultimately fit with the format of the Goals, Objectives, Activities, we did not want to lose the ideas.

2013 – 2016:

- The number of programs offered by member libraries increases by 30% including evening and weekend programs serving diverse groups and interests
- 60% of patrons use self checkout, renew online and pay fines online

2017 – 2020:

- 50% of Washington County children participate in summer reading programs
- Staffing at every member library will be better than adequate based on identified standards.
- 90% of patrons use self checkout, renew online and pay fines online