



**Washington County**  
Cooperative Library Services

# 2018-2019 Annual Report

July 1, 2018 - June 30, 2019

Washington County Cooperative Library Services has been connecting people, books and resources for over forty-three years. This report covers some of the highlights from the last fiscal year and provides updates on the progress we have made with levy funding approved by voters in 2015. Library service is a collaborative effort in Washington County, and we couldn't do it without our partner organizations, and their dedicated staff and volunteers. Thank you!

Lisa Tattersall, Manager  
Washington County  
Cooperative Library Services

## Our Mission

WCCLS partners with local public libraries to connect people to excellent countywide library services.

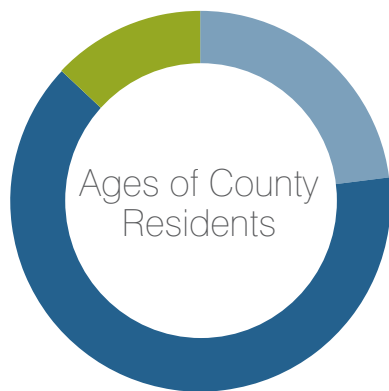
# WCCLS Member Libraries & Program Service Area

WCCLS is a partnership between the County, nine cities and three non-profit organizations. Funding for public library operations comes primarily from Washington County, and is supplemented by local resources. Library

buildings, collections and services are provided by the local library. Washington County provides the support services that link together member libraries and provide a countywide experience for users.



## Who We Serve



■ 0-17 23%  
■ 18-64 63.8%  
■ 65+ 13.2%



■ 343,560 residents living in the incorporated areas  
■ 262,720 residents living in the unincorporated areas

Certified population estimate is 606,280 as of Dec. 17, 2018

## FY 20-22 WCCLS STRATEGIC PLAN

**VISION** - A curious, engaged and literate community where everyone is welcome and thrives.

**POSITION** - WCCLS partners with cities and non-profit organizations to efficiently serve people in Washington County. We provide: funding, infrastructure support, direct services, marketing and communications and leadership and training.

**VALUES** - Accountability, collaboration, inclusion, innovation and stewardship.

**IMPERATIVES** - Increase access, enhance service consistency and efficiency, deepen community awareness and engagement and nurture our people and culture.

The full WCCLS Strategic Plan for FY 20 - 22 can be found at [wccls.org/stratplan](http://wccls.org/stratplan)

# Keeping our Promise to Voters: Fiscal Year 2018-2019



- \$14 million from the Local Option Levy
- \$21 million as a transfer from the County's General Fund



- \$26 million for local library operations
- \$9 million for central support operations



- 35% Local Funds
  - 65% County Funds
- Average countywide among 13 member libraries with 16 locations total

While the majority of public library operating funds comes from the Washington County General Fund, a significant percentage comes from a 5-year local option levy most recently approved by voters in 2015. We told voters we had five goals for the Levy and following is a brief update on how we have addressed the goals during fiscal year 2018- 2019.

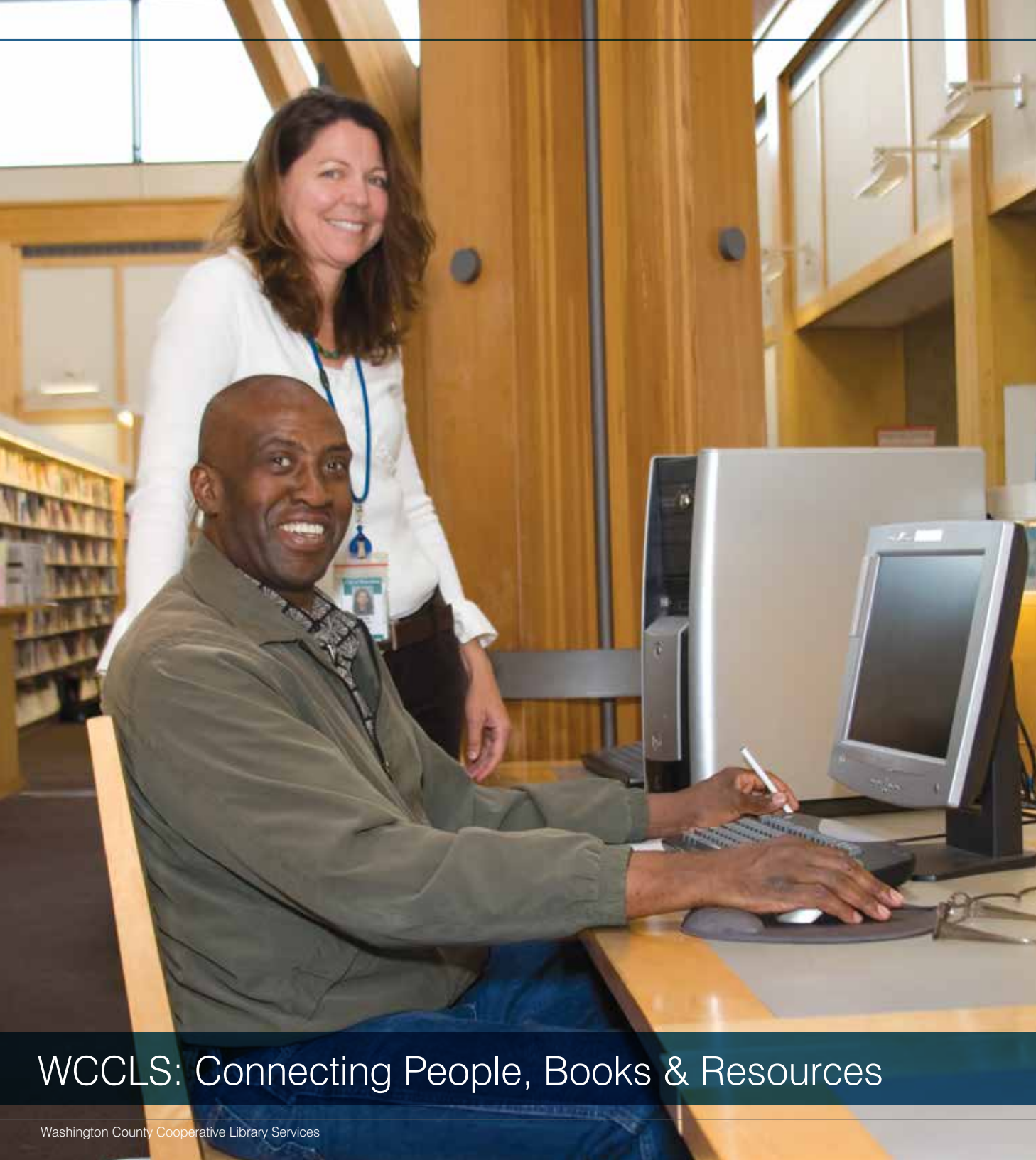
**Maintain public library operations:** WCCLS maintained increased Levy funding to member libraries to support daily operations such as staffing, book purchases, programming, etc. Five member libraries (Aloha, Banks, Forest Grove, North Plains, Tigard) maintained an increase in open hours.

**Support reading programs for children:** WCCLS staff continued to build partnerships with schools and children's service agencies. We increased distribution of Youth Access Cards for students. We increased purchase of children's digital books. Over 30,000 children participated in the Summer Reading Program countywide. Reading and being read to during the summer helps young people in our community stay academically engaged between school years.

**Expand book purchases:** We reduced wait times for popular titles by continuing to purchase additional copies of high demand print books. WCCLS expanded access by adding new Spanish e-books and streaming video to the collection. We maintained the increased funding for e-books and e-audiobooks, addressing the growing demand for these materials (use is up 41%).

**Provide resources for job seekers:** Libraries see steady use from residents re-entering the job market or seeking to increase job skills. WCCLS added free online learning tools to support lifelong learners, such as The Great Courses through the streaming video app Kanopy. WCCLS upgraded the wireless network equipment at our member libraries in 2018. Bandwidth speed was increased for libraries with the highest usage.

**Maintain Central Support and Outreach programs:** We maintained a robust Spanish website: [wccls.org/es](http://wccls.org/es). Staff strengthened partnerships with early learning organizations focused on improving literacy outcomes for at-risk children. We now provide our library card application and other educational print materials in several locally spoken languages. WCCLS launched a new library catalog and events calendar which connect more people to books and library programs.



In addition to the majority of funding for public library operations, WCCLS provides the crucial services that link our libraries together. With the shared online catalog and daily delivery between libraries, all provided by WCCLS, library users located in one community can easily place requests on materials owned by a library in another community and have them delivered for convenient pickup.

WCCLS also funds and provides the public internet and WiFi access in our member libraries, a crucial lifeline for residents who don't have internet access at home. County residents spent 1,083,538 hours (or 123 years of time!) on WCCLS-provided WiFi, doing things like applying for jobs, completing online coursework, accessing banking online, looking up health information and connecting with loved ones near and far.

Whether they live in Banks or Beaverton, library cardholders can access our central collection of e-books and audiobooks, online learning tools and homework tutoring. Usage of these resources continues to grow, with over one million digital books checked out in fiscal year 2018-2019!

## WCCLS: Connecting People, Books & Resources

# Fiscal Year 2018 - 2019 at a Glance

## Website & Catalog Visits & Views



5.8 million visits to [wccls.org](http://wccls.org)



8.8 million catalog searches

45 million web page views



46% used mobile devices or tablets

## We Are Readers!

1,628,292 total collection

1,297,705 books



206,017 video materials

105,557 audio materials



11,191,477 total checkouts



31,174 checkouts per day



Courier drove 48,336 miles between the library facilities

## Digital Collection

1,384,561 checkouts of e-book and digital audiobook titles



41% increase in digital checkouts over prior year

## Online Research & Learning Tools

375,991 research sessions



## People & Programs



8,497 programs for children and young adults

284,088 attendees

2,221 programs for adults



44,305 attendees



128,485 volunteer hours



3,844,604 total library visits

10,680 per day



3,078 volunteers

A WCCLS member library is open to the public 360 days a year



# Member Library Highlights

## **Aloha**

The new community room was unveiled in August 2018, which has enabled the library to offer more programs for all ages over the past year.

## **Banks**

Community engagement has increased across all ages, with an increase in program attendance from 818 in 2017-18 to 1,300 in 2018-19. A wide variety of programs are in place for everyone.

## **Beaverton**

The library launched a community-wide reading program and worked to provide books to new WIC clients with babies. By partnering with THPRD and the Beaverton Downtown Association, the library reached 38% more people at public events.

## **Cedar Mill & Bethany**

Bethany Library opened an annex down the hill from the existing library. This new space is for storytimes, meetings, and other programs for children, teens and adults.

## **Cornelius**

The new library building opened in March and usage increased by over 60%. The new teen room, children's area, study and meeting rooms are beloved by the community. The library café opens in 2020!

## **Forest Grove**

The library celebrated its 110th anniversary throughout October. Highlights included a birthday party, a program by author Willie Vlautin, and the dedication of the new Ginsburg Memorial Garden.

## **Garden Home**

The library completed a much-needed expansion in April 2019, growing from about 2,000 to 3,500 square feet, with more room for patrons to read, work and play!

## **Hillsboro**

The library strengthened its commitment to early literacy and kindergarten readiness by offering storytimes seven days a week. Storytimes are offered in six languages, for bilingual and English learners, and for children with sensory issues.

## **North Plains**

International adult programming included Japanese Culinary Literacy, Diwali Festival, a bilingual community celebration for Mother's Day, and yoga classes. Children's programs were well-attended, with attendance for Book Babies growing by 150%.

## **Sherwood**

The library expanded its *Library of Things* with robotics kits and more, and it added test proctoring to support students. With increases in checkouts, public computer usage, and visits, the library began its Facility Master Plan to guide growth.

## **Tigard**

Looking to improve services for young people, the library launched a redesigned teen area (featuring study resources, games and bean bag chairs!) and reinstated storytimes and programming throughout the week. The library also added video games and TV shows to its media collections.

## **Tualatin**

The library signed up 300 fourth graders for library cards through hosted field trips and refreshed furnishings in the Teen Room and Children's Room. This year also saw the launch of its *Library of Things* collection.

## **West Slope**

Summer Reading started off with a bang with over 1,000 kids participating. Adult summer reading participants could Read for a Cause by tracking reading hours that contributed to a monetary donation to a local charity.

Bienvenidos Soo-dhawow  
Chào mừng Quý vị स्वागत  
Kapwongen Etiwetiw  
欢迎光临 WELCOME  
Добро пожаловать  
어서오세요 ようこそ ברוך הבא  
Willkommen Bienvenue  
أهلاً وسهلاً خوش آمدید

Serving all residents of Washington County is core to the WCCLS mission of providing excellent countywide library services.

WCCLS provides mail delivery of library materials to homebound residents. We partner with community organizations to meet the needs of children, families and older adults. We extend library services to migrant camps and provide early literacy training for parents and caregivers. Providing outreach services to various cultural communities and schools brings libraries into the broader community where the people of Washington County live and work.

## Diversity, Equity & Inclusion



Over 24% of county residents speak a language other than English, most commonly Spanish, Chinese, Korean, Vietnamese and Arabic.

Responding to community needs, libraries offer technology learning resources in multiple languages. Across the county, residents will find children's storytimes in Hindi/Marathi, Japanese, Korean, Mandarin, Russian, Spanish and Vietnamese.

# Cooperative Effort

As our name implies, Washington County Cooperative Library Services is a cooperative effort! The quality of the services we provide to the people of Washington County is only as strong as our partnerships with other organizations. In addition to our core relationships with member libraries, we rely on strong partnerships with community organizations to meet our goals. We are grateful for corporate support for our countywide events such as summer reading and our storytelling festival, and we are proud to collaborate with community agencies on early childhood development and other initiatives. These strategic partnerships help us move toward our vision of creating a curious, engaged and literate community where everyone is welcome and thrives. We are better together!





# Our Members

**Aloha Community Library**  
503-259-0185  
17455 SW Farmington Rd.

**Banks Public Library**  
503-324-1382  
42461 NW Market St.

**Beaverton City Library Main**  
503-644-2197  
12375 SW Fifth St.

**Beaverton City Library  
Murray Scholls**  
503-644-2197  
11200 SW Murray Scholls Pl.

**Bethany Library**  
503-617-7323  
15325 NW Central Dr., Portland

**Cedar Mill Library**  
503-644-0043  
12505 NW Cornell Rd., Portland

**Cornelius Public Library**  
503-357-4093  
1370 N Adair St.

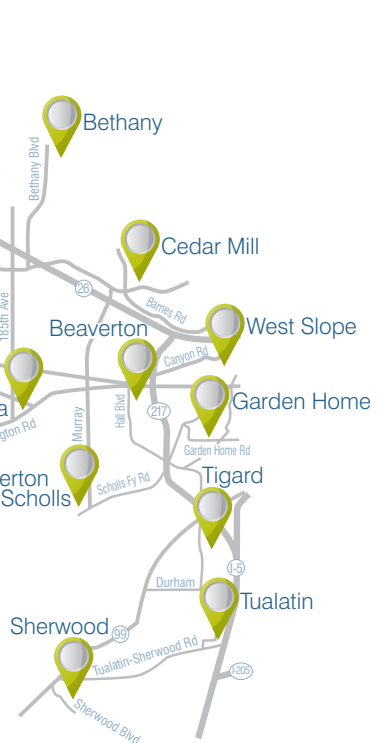
**Forest Grove City Library**  
503-992-3247  
2114 Pacific Ave.

**Garden Home  
Community Library**  
503-245-9932  
7475 SW Oleson Rd., Portland

**Hillsboro Public Library,  
Brookwood**  
503-615-6500  
2850 NE Brookwood Pkwy.

**Hillsboro Public Library,  
Shute Park**  
503-615-6500  
775 SE 10th Ave.

**North Plains Public Library**  
503-647-5051  
31334 NW Commercial St.



**Sherwood Public Library**  
503-625-6688  
22560 SW Pine St.

**Tigard Public Library**  
503-684-6537  
13500 SW Hall Blvd.

**Tualatin Public Library**  
503-691-3074  
18878 SW Martinazzi Ave.

**West Slope Community Library**  
503-292-6416  
3678 SW 78th Ave., Portland



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503-846-3222 ■ [wccls.org](http://wccls.org)