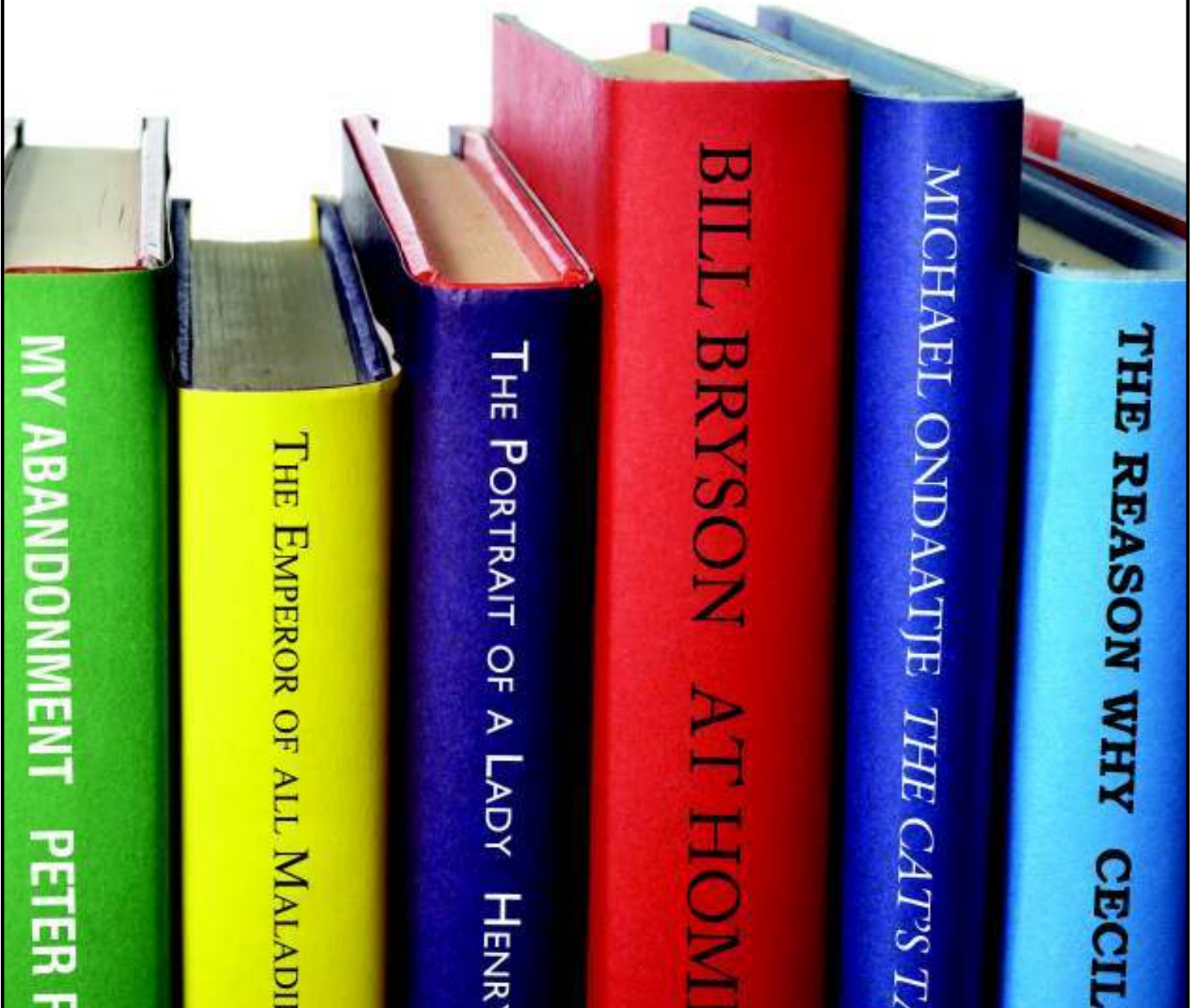




Washington County
Cooperative Library Services

Read. Discuss. Repeat.



2011-2012 Annual Report

Connecting People, Books and Resources
Washington County Cooperative Library Services
Annual Report
December 2012

WCCLS Mission Statement:

The libraries in Washington County work together in a spirit of cooperation that extends beyond local boundaries in order to provide excellent countywide library service to all residents.

FY11-12 Statistics at a Glance

531,070	Washington County Population 2011
\$33,727,367	Total spent on public library service (all sources)
\$63.51	Spent per capita
13,047,577	Total circulation (checkouts and renewals)
24.6	Circulations (checkouts) per capita
2,661,445	Holds placed
135,297	Total audio-book & e-book titles downloaded through Library2Go
278,252	Registered patrons (6/30/12)
4,244,717	Total visits to member libraries
622,833	Total number of public Internet users (wired stations; not including WiFi)
1,735	Average number of public Internet users per day
231,705	Total library program attendance
30,949	Summer Reading Program sign-ups (all ages)
154,581	Total hours of volunteer time donated
2,951	Total individual volunteers
\$2,913,853	Dollar value equivalent of volunteer time
4,108,984	Total items delivered between libraries by WCCLS Courier
1,947,030	Total wccls.org website visits
533,459	Total unique visitors to the wccls.org website
2,387	WCCLS help-desk support tickets logged
23,401	Circulation to Homebound patrons

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Message from the Director

This report reviews and analyzes the activities and services of the Washington County Cooperative Library Services (WCCLS) and its member libraries for FY11-12. Working together, Washington County, nine cities and two non-profit organizations strive to provide excellent public library service to every county resident. This unique cooperative structure allows the partners to divide responsibilities to achieve this mission; the County provides some services and the public library partners provide others. Accomplishments for the year included updating the WCCLS Long Range Service Plan (see Appendix 2), and implementing a Radio Frequency Identification (RFID) materials tracking system in all libraries to increase efficiency. Washington County residents continue to be stronger library users than other Oregonians and residents of most other states, checking out more materials per capita and visiting the library more frequently. Serving the educational, informational and entertainment needs of our residents is a responsibility we take seriously, and I extend my appreciation to my staff, the staff of member libraries and the volunteers whose dedication to service keep our libraries open 359 days per year to meet the needs of our patrons.

Sincerely,



Eva Calcagno, Director

Cover image: WCCLS member libraries create book club kits that are available for checkout. They include multiple copies of one title and a resource guide to aid discussion. The titles on the cover depict recently created kits. We encourage all people to Read, Discuss, and Repeat.

Introduction and Background

The Washington County Cooperative Library Services (WCCLS) is a partnership between Washington County, nine cities and two non-profit organizations that share responsibility for providing public library service to the residents of the County. While this structure seems to work well for Washington County and its cities, it is unusual in Oregon and the nation. That can make it difficult to compare our structure to other libraries that are unified county systems. WCCLS and its member libraries report statistics annually to the Oregon State Library following the mandate of Oregon Revised Statutes 357.520. The State Library in turn submits Oregon library statistics to the Institute for Museum and Library Services through the Public Library Statistical Cooperative.¹ When analyzing the statistics at the state or national level it is important to group all WCCLS and member library statistics together to get a complete picture of activities, services and costs for the provision of countywide library service.

The current WCCLS member public libraries are:

- Banks Public Library
- Beaverton City Library and Beaverton Library at Murray-Scholls
- Cedar Mill Community Library and Cedar Mill @ Bethany (non-profit organization)
- Cornelius Public Library
- Forest Grove City Library
- Garden Home Community Library (non-profit organization)
- Hillsboro Main Library and Shute Park Branch Library
- North Plains Public Library
- Sherwood Public Library
- Tigard Public library
- Tualatin Public Library
- West Slope Community Library (County)

Washington County, through WCCLS Central Support and Outreach Services, provides support services, technology, staff and mentoring to member libraries. In the Public Library Statistical Reports, the figures reported for WCCLS include services and staff for WCCLS Administration, Automation, Reference and Interlibrary Loan, Outreach and Youth Services, and Courier programs and the West Slope Community Library (the only County-run library).

It should be noted that the WCCLS membership includes two non-public “specialized” libraries that offer public access to services and collections: Tuality Health Information Resource Center and Oregon College of Art and Craft (OCAC). These two libraries use the shared library catalog and circulation system and maintain public open hours. While their statistics are not reported in detail like the regular public libraries, their use may be included in some of the counts of countywide activities.

A Washington County annual performance report can only describe the whole picture when data from member libraries is included. To provide context and perspective, statistical data from FY01-02 through FY11-12 is included in this report where appropriate. Also note that member libraries may generate their own annual performance reports or audits per city or non-profit directive and may also have local strategic plans to address library-specific goals and community needs.

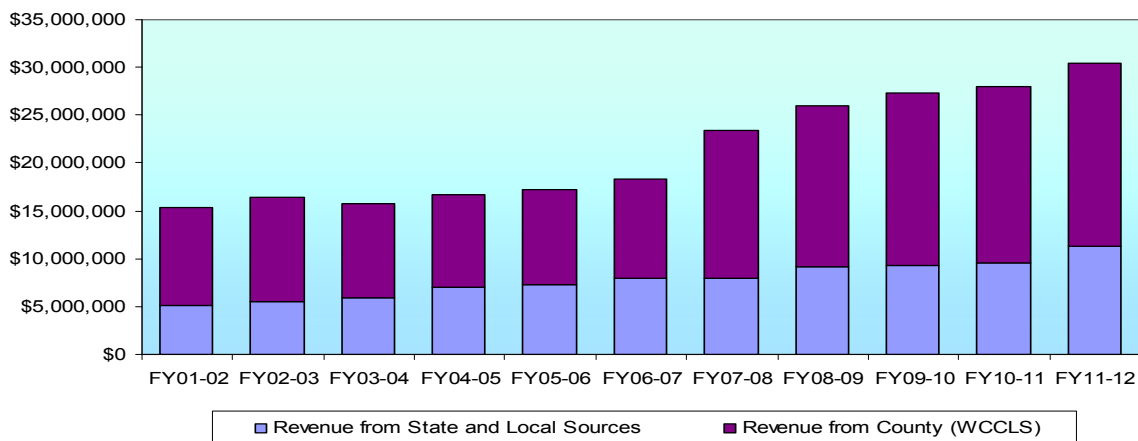
Public Library Funding

WCCLS was established in 1976 with the passage of the first countywide serial levy to support public library service. The County tax funds augmented city library funds to allow the six cities that were operating public libraries to open their doors to all county residents for the first time. In addition to funding public library operations, County tax funds also supported centrally provided services for member libraries and outreach services for special populations. Today, the centrally-supported services include: Administration (funding management, contract administration, coordination of countywide services, board support, publicity and

public education); Automation (shared catalog and website, hardware, software, telecommunications, Internet access and supporting technologies); Reference and Interlibrary Loan (electronic subscriptions, adult programming support and borrowing and lending from libraries outside of the County); Courier (materials deliveries among libraries 7 days per week); and Youth Services (countywide Summer Reading Program support, early literacy training and programming materials for local librarians). The County also provides direct Outreach Services to special populations, including homebound residents, residents who speak Spanish and other non-English languages, childcare providers, children in care, and jail inmates. These three directives -- public library operational funding, support services for member libraries, and outreach to special populations -- are determined by the Washington County Strategic Plan.

Funding for public library operations today is still provided by a combination of County tax dollars, local city tax support, and other funds (fines & fees, state grants, local-fund-raising, etc.) as depicted in the following chart.

Public Library Funding Sources



County funding for library services comes from two sources: the County General Fund and a dedicated local option levy. General Fund revenues make up approximately 66% of all County funding, and are the vestige of a 1996 serial levy that was rolled into the County General Fund by Ballot Measures 47/50 in 1998. WCCLS did not pass another levy until 2006. That levy provided additional funding for FY07-08 through FY10-11. The local option levy was renewed in 2010 for a five-year period (FY11-12 through FY15-16) at the same rate of 17 cents per \$1000 of assessed value. The current local option levy provides 33% of County funding for library services.

In FY11-12, Washington County’s contribution for public library operations equaled 63% of the total library operating expenditures. Each library determines its own ratio of County to other funding based on local priorities, city and other funding resources available. WCCLS distributes County funds each year to member libraries for operations according to an Inter-

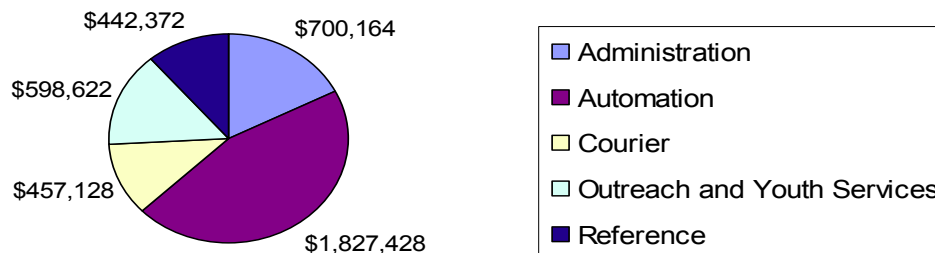
Governmental Agreement called the Public Library Services Agreement. The chart below identifies the ratio for each library in FY11-12.

FY11-12 Public Library Revenue Sources

Public Libraries:	Total Operating Expenditures	State and Local Revenue	Revenue from WCCLS	% of Revenue from WCCLS
Banks	\$203,586	\$110,891	\$126,399	53.3%
Beaverton Libraries	\$7,549,582	\$3,211,114	\$4,584,434	58.8%
Cedar Mill Libraries	\$3,711,976	\$639,608	\$3,325,136	83.9%
Cornelius	\$321,594	\$161,044	\$161,750	50.1%
Forest Grove	\$929,100	\$262,372	\$666,728	71.8%
Garden Home	\$308,452	\$18,930	\$345,120	94.8%
Hillsboro Libraries	\$7,405,910	\$3,277,503	\$4,159,747	55.9%
North Plains	\$212,848	\$115,023	\$97,825	46.0%
Sherwood	\$1,098,133	\$394,113	\$704,020	64.1%
Tigard	\$5,535,683	\$2,579,803	\$2,941,089	53.3%
Tualatin	\$1,751,833	\$537,312	\$1,280,673	70.4%
West Slope	\$672,956	\$50,180	\$676,786	93.1%
Total - all public libraries	\$29,701,653	\$11,357,893	\$19,069,707	62.7%

Expenditures for county-provided Support and Outreach Services totaled \$4,025,714 in FY11-12, 0.13% less than FY10-11. Automation services account for the largest portion of that amount (45%), and includes hardware, software, telecommunications networking, maintenance fees, Internet access charges and support to provide the shared library catalog and circulation system and wccls.org website for member libraries.

WCCLS Central Support & Outreach Costs FY11-12



The combined amount spent on public library services in FY11-12 was \$33,727,367 (includes all local public library operating and County central support and outreach expenditures). This equals a per capita expenditure of \$63.51 (2011 county population of 531,070). In comparison, Multnomah County Library expends \$80.91 per capita. Of the total WCCLS amount, 68.48% was County funding.

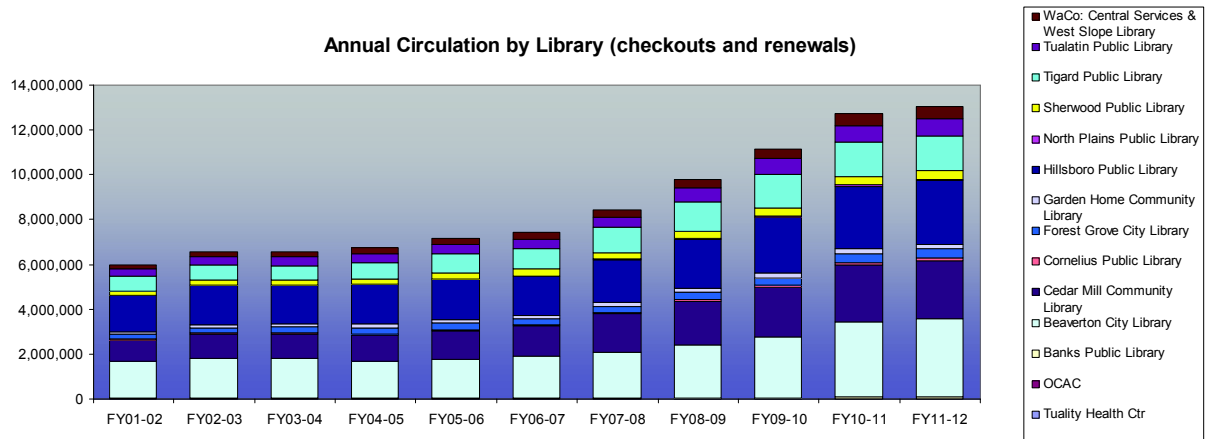
In FY11-12 WCCLS also expended one-time funds of \$1,295,695 on a major countywide project to implement Radio Frequency Identification (RFID) tracking of library materials. These one-time funds are not included in the annual operating expenses noted above. Funds for the RFID project came from a combination of WCCLS operating savings from previous years and dedicated technology funds accumulated during the preceding levy period. The goals of the RFID project were to increase efficiency of materials flow, reduce staff handling of materials, reduce repetitive motion injuries, and increase the security of collections countywide. The project included tagging approximately 1.4 million items with RFID tags using temporary staff, purchasing and installing RFID reader pads and security gates at member libraries, and upgrading or replacing existing self-checkout workstations to be RFID compatible. RFID tracking was recommended to WCCLS and member libraries in a 2010 consultant's analysis of the flow of materials between and within member libraries.

Converting from barcode tracking to RFID tracking of materials positioned member libraries for implementing Automated Materials Handling (AMH) technology to check in and sort incoming materials using machinery, rather than staff. In FY12-13, Beaverton Libraries will be the first to implement AMH, followed by Hillsboro Libraries in FY13-14. While the investment in RFID was from central County funds, the long-term savings and increased efficiency will be realized by member libraries with improved service to all county residents.

Public Library Usage

NOTE: The Banks Public Library was closed to the public for approximately six weeks during May and June 2012 for a building remodel and expansion project. Statistics reported for Banks Public Library (and also countywide totals) in the Public Library Usage, Public Library Programs and Community Support sections are lower than typical because of this closure.

The primary indicator of library usage is circulation. Annual countywide circulation (measured as checkouts and renewals of materials) steadily increased over the last decade, but has leveled off in the last year. In FY11-12 the total circulation was 13,047,677, an increase of 2.65% over the previous year. For Washington County's 2011 population of 531,070 that equals 24.6 circulations per capita. In comparison the Oregon average is 17.3¹ and the national average is 8.12 per capita. The national figure is from the 2009 Public Library Survey² (latest data available) from the Institute for Museum and Library Services, <https://harvester.census.gov/imls/pubs/Publications/pls2009.pdf>.



While reasons for the leveling off are discussed below, it is worth reviewing the factors that led to the increases over the last five years. Beginning with FY07-08 when new levy funding became available, libraries were able to restore open hours, reinvest in purchases of new materials and reinstate programs and services. Stable hours and staffing, an infusion of new materials and more copies of high-demand titles, and increased numbers of educational and entertaining programs for children, teens and adults encouraged patrons to make library use a regular habit. These factors created a sharp increase in use of libraries.

Also noteworthy were the openings of new libraries from 2007 to 2010. Hillsboro Main Library moved from Tanasbourne to a new building on Brookwood Parkway, providing twice the square footage, Cedar Mill opened the Bethany Branch, and North Plains Public Library joined WCCLS in 2007. Tualatin opened a remodeled and expanded library in 2008, and Beaverton opened the Murray-Scholls Branch in 2010. All of these expansions and openings contributed to the wave of increased use that began in 2007.

Another factor that contributed to increased library use was the economic downturn that began in 2008-2009. WCCLS, like public libraries across the country, saw an increase in the number of patrons seeking free resources such as books and programs to help families stretch tight budgets. Libraries offer free Internet access, computers with word processing software, library-sponsored workshops, and print and electronic materials on resume writing, interview techniques, and skill assessment, all invaluable resource for residents who are looking for jobs.

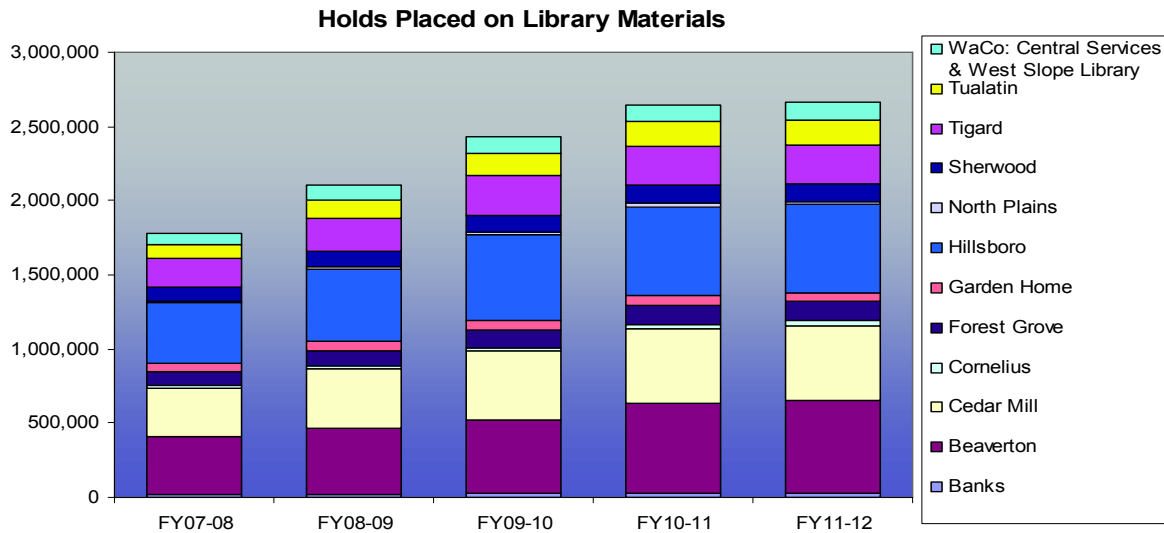
In FY11-12 circulation growth leveled off, while library hours and daily visitor totals remained stable. Member libraries continued to see strong growth in checkouts of e-books, Blu-Ray DVDs, electronic games, and magazines/periodicals. Increases in the checkout rates of books/print materials and compact disks have slowed. This will continue to be a trend to watch. Certainly an improving economy is a factor in the leveling of growth, but another factor could be the competition created by the increasing popularity and ease of access to e-books through non-library channels. Librarians are closely monitoring the e-book situation including national debates between the publishing/e-book industry and libraries, and restrictions on libraries' ability to purchase and make e-books available to patrons.

Besides counting checkouts, another way we look at library use is collection turnover, or total WCCLS circulation divided by total WCCLS collection holdings (1,685,612, including

electronic and downloadable titles). In FY11-12 collection turnover was 7.74, or theoretically every item circulated nearly eight times.

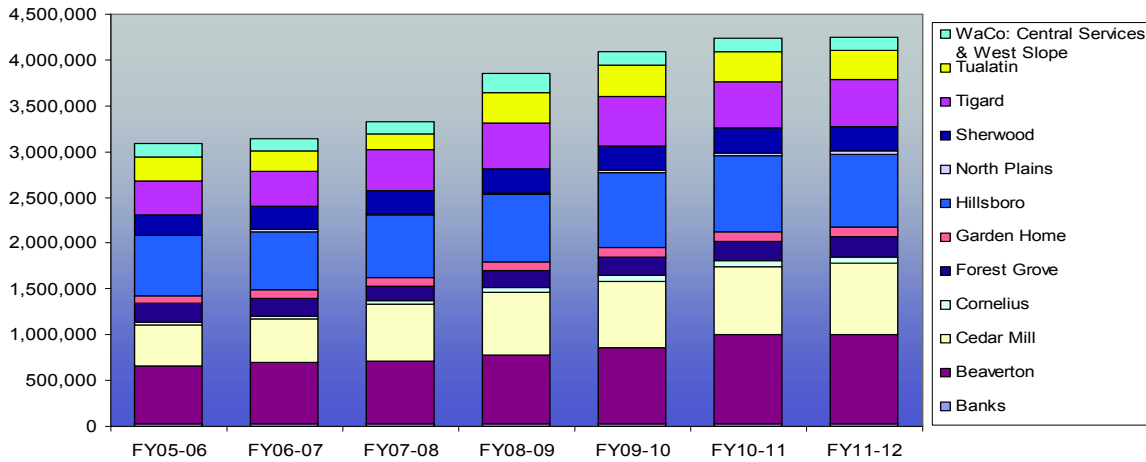


While many library patrons physically browse library shelves, a growing number also browse library shelves electronically. They search wccls.org for titles they want, and request the items to be shipped to their preferred library for convenient pick-up. Statistics regarding the number of holds placed on library materials is not included in the Public Library Statistical Report, in part because the dynamic nature of the activity makes it difficult for some systems to count. WCCLS has been able to track statistics for several years. The chart below illustrates the rise in holds placed. In FY11-12 there were 2,661,445 holds placed on library materials, an increase of 0.53% from the previous year. This seems to mirror the leveling off of circulation.



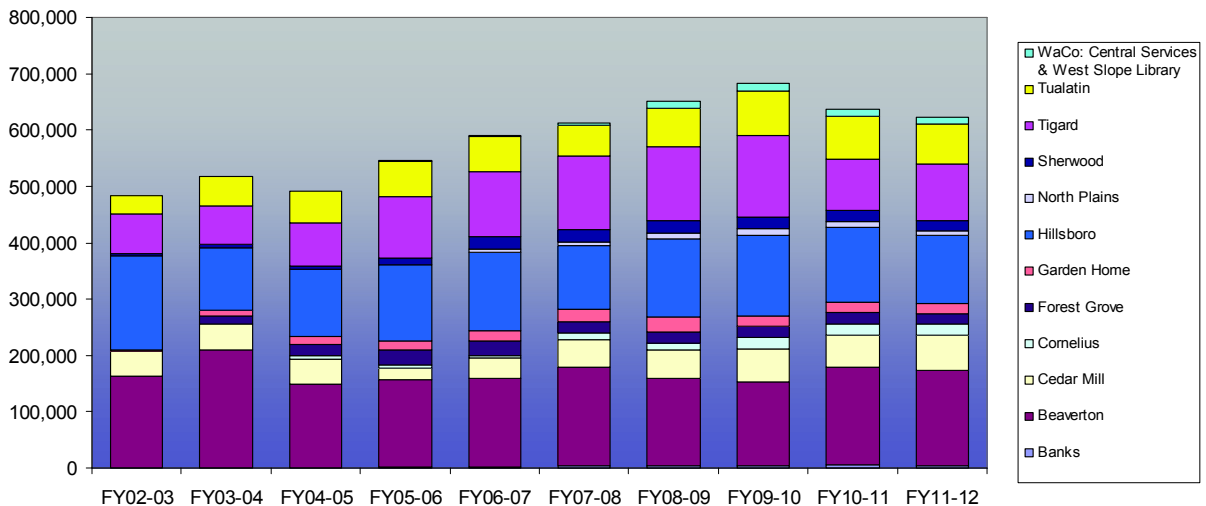
As of June 30, 2012, there were 278,252 registered library patrons, the equivalent of 52% of the County's population. Residents visited library facilities 4,244,717 times in FY11-12, or an average of 7.99 visits per capita. According to State Library statistics for FY11-12 ¹ the statewide average is 5.98 visits per capita. For WCCLS, both registered patrons and library visits remained steady for FY11-12.

Library Visits



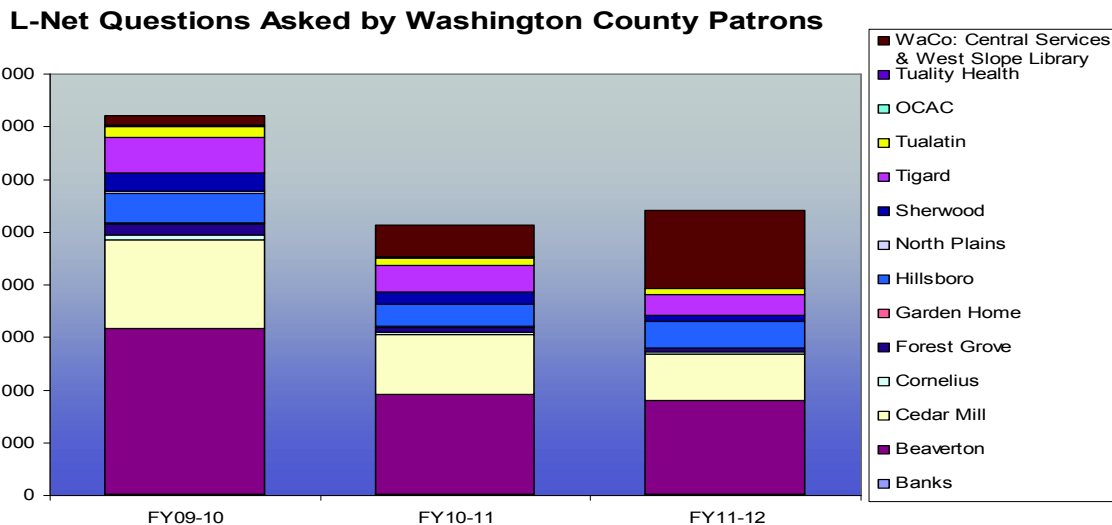
WCCLS member libraries have provided public Internet access for many years through library computer workstations. Internet access is an important library-provided service allowing patrons to conduct research, look for jobs, apply for government benefits, communicate with friends and family, etc. Library Internet access is also an important resource for county residents who do not have Internet access at home or for those who live in rural areas where high-speed lines are not yet available. The following chart measures the number of users of Internet wired workstations at each library. (This is a correction of the chart included in the FY10-11 report which was incorrectly labeled as Hours of Internet Use). In FY11-12 a total of 622,833 library patrons used a wired Internet station. That equals an average of 1,735 users per open day, a slight decrease from the previous year. WCCLS added wireless Internet access for the public at all member libraries in 2009. We believe that the decline in wired users beginning in FY10-11 is due to increased use of WCCLS-provided wireless options. We do not measure wireless use countywide, as login data is purged each night.

Total Number of Users of Public Internet Stations (Wired)



WCCLS participates in L-net, Oregon’s statewide collaborative digital reference service that is available to patrons 24 hours a day, 7 days a week. Patrons ask questions via email, chat, or text, and receive answers from professional librarians. L-net is a state Library Services and Technology Act (LSTA) funded-project initiated in 2003. Librarians from across the state fill shifts answering questions that can come from anywhere. The service contracts with librarians in other parts of the country so that during evenings, weekends and early hours Oregon questions can be answered. Three years of statistics are provided below. These numbers include email and chat questions only. The text message option began in December 2010. In FY11-12 there were 341 text questions that could be identified as coming from Washington County patrons (identifying one’s library system is optional). We expect this service to continue to grow as we increase public awareness of the service.

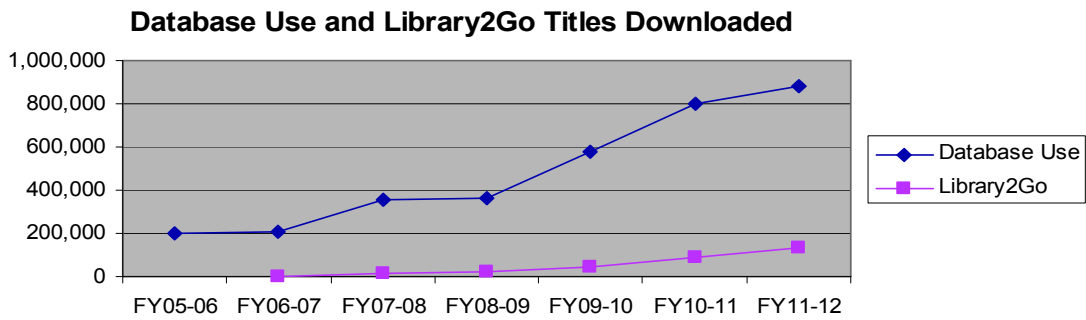
The chart below shows a significant drop in L-net use from FY09-10 to FY10-11. We believe the decrease occurred because of a statewide consortium decline in marketing L-net access to schools; Beaverton School District students had previously used the system heavily. In FY11-12 the total questions asked was 5,416, an increase of 5.5% from the previous year.



The WCCLS Reference Program negotiates and manages contracts for database subscriptions that are available through www.wccls.org. These reference and full-text resources run the gamut of topics from general research coverage, automotive repair, genealogy or business marketing data to language learning programs and tutorials for citizenship or civil service exams, interview techniques and college entrance exams. For a full list of online resources see http://www.wccls.org/online_resources. Some subscriptions are procured by the State of Oregon using federal LSTA funds. Others are purchased by WCCLS. FY11-12 saw a 10% increase in database use, or a total of 880,058 uses,

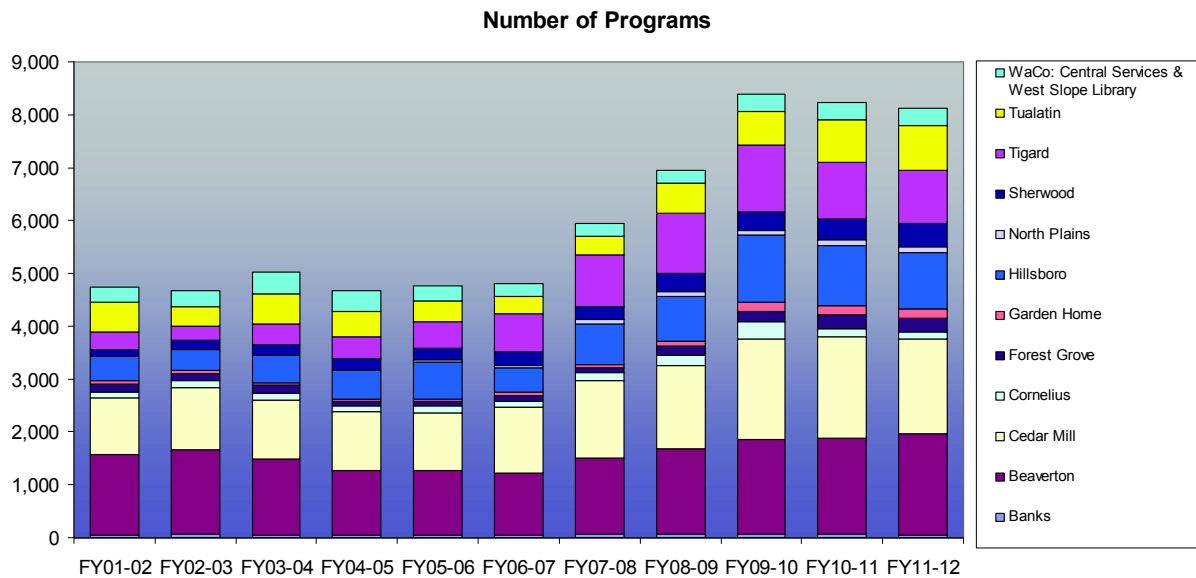
WCCLS also participates in the Oregon Digital Library Consortium, a group of public libraries that pools funds to subscribe to downloadable audio-books and e-books. The service is called Library2Go. The addition of downloadable e-books contributed to the 57% increase of titles downloaded in FY11-12 (135,297 downloaded). A serious service issue facing WCCLS and member libraries is how to address patron demand for downloadable titles. This includes our

ability to afford adequate e-collections and to provide patron education and support regarding the use of e-book devices and the downloading process.



Public Library Programs Offered and Program Attendance

Member libraries offer a variety of programs for children, teens and adults. Library program attendance in FY11-12 was 231,705, a 2.6% increase from the previous year, despite a slight reduction in total programs offered. The 8,120 programs offered averaged 28.5 attendees per program.

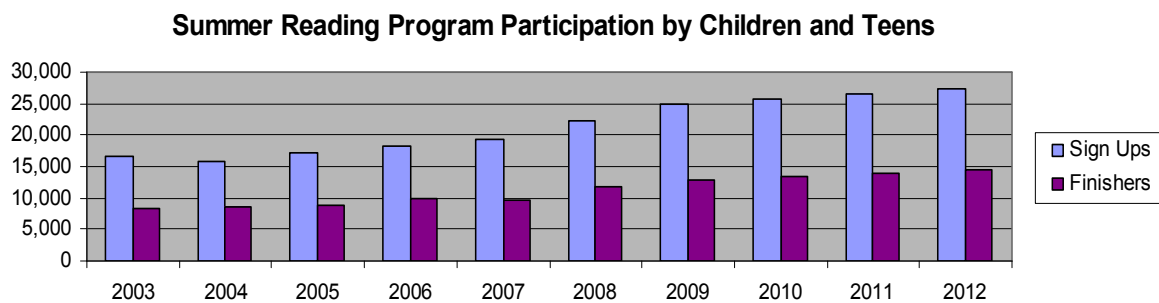


The largest coordinated programming effort is the annual Summer Reading Program, which includes incentives, prizes, and events for children, teens and adults. WCCLS Central Support Services provides coordination for Summer Reading Programs that includes themed promotional print pieces, radio and/or television promotions, website support, contracted performers for all member libraries, procurement of reading incentives and prizes and more. Local libraries may augment programs with additional reader prizes and local performances.



In summer 2012, a total of 27,346 children and teens signed up to participate in the Summer Reading Program and 14,565 finished their reading goals, a 53.3% finish rate. As illustrated in the chart below, increases in sign-ups have outpaced increases in finishers over the ten years of data available. This could be due to increased outreach at the beginning of the summer (WCCLS partner-sponsored advertising in the *Oregonian* or *Metro Parent Magazine*, for example) or a library focus on the importance of participation instead of completion. An important achievement is that WCCLS member libraries are now reaching 20% of Washington County children ages 0-17 through the Summer Reading Program. That number continues to increase with efforts to increase market penetration.

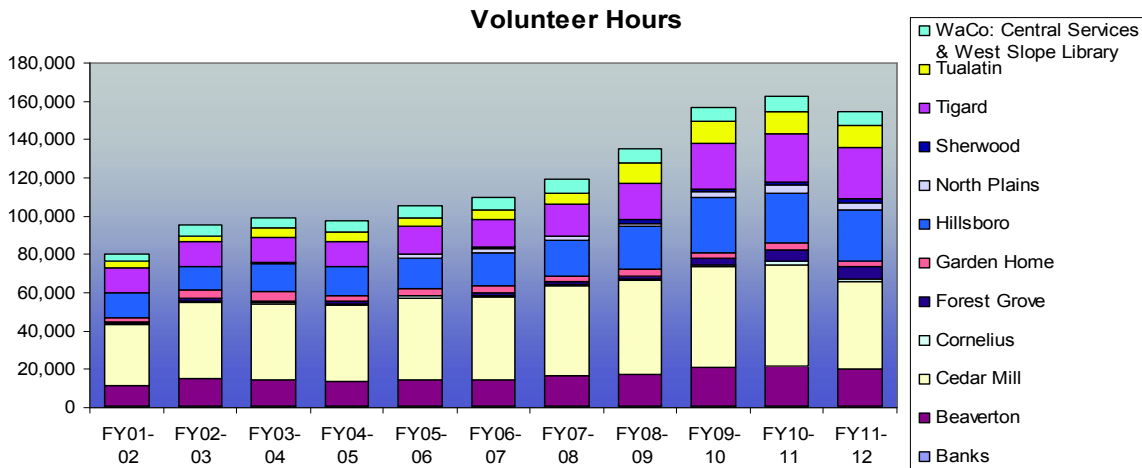
The countywide Adult Summer Reading Program had 3,601 participants, a 40% increase from the previous year; Adult finishers were not tracked. The goal for this second year was to reach 3,050 people, so the program exceeded expectations. In 2012 the Adult Summer Reading Program included a featured author program for the first time. WCCLS contracted with Portland mystery writer Phillip Margolin to provide three presentations that were well received and contributed to the increase in participation.



Community Support

WCCLS and member libraries could not provide the current level of services and programs without significant support from the community. A primary measure of this support is the number of people who volunteer in various capacities to assist their local libraries. In FY11-12, a total of 2,951 people volunteered 154,581 hours in a Washington County library. This equals over 74 full-time equivalent employees. According to the Independent Sector³, the value per hour of volunteer time for Oregon is \$18.85 (2010 latest figure available). That adds up to an additional \$2,913,852 in community support for library service last year.

The number of volunteers decreased by 6.2% and volunteer hours decreased 5% in the last year. According to the Volunteer Coordinators at member libraries, this can anecdotally be attributed to the improving economy and falling unemployment rates in Oregon. Following the beginning of the recession in 2008, libraries experienced an upsurge of volunteers including newly unemployed residents and people looking for ways to network, add to their resumes, etc. This trend is illustrated below.



In addition to volunteer support from the community, WCCLS actively seeks partnerships and sponsorships with community businesses and organizations to support countywide programs. Most notable are community partnerships and pro bono services donated in support of the countywide Summer Reading Program and the annual Storytelling Festival. In 2012 an estimated \$1.58 million was procured to support the Summer Reading Program. This included things such as free or reduced price tickets for program participants from the Portland Trail Blazers, Portland Timbers, and Oaks Amusement Park. It also included media support from Comcast, the Oregonian, Metro Parent Magazine, etc.

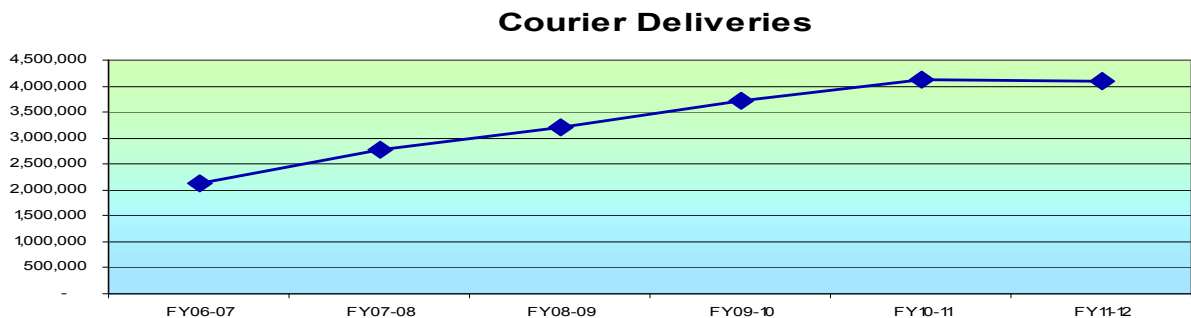
The Hearing Voices Storytelling Festival received an additional \$20,240 of in-kind support and cash donations from the Regional Arts & Culture Council, Pamplin MediaGroup, Courtyard by Marriott, Pumpkin Ridge Golf Club, Walters Cultural Arts Center, Recology, the Friends of the Library groups from all member libraries, and other sources. Donated program incentives and pro bono services provide cross-promotional marketing, increase program participation, improve public awareness of library services, and build positive images of libraries in the community.

Central Support and Outreach Services

Within the centrally provided support services and outreach programs there are several measurable performance indicators. One important measure is the number of materials moving to and from member libraries through the Courier program. In FY11-12 a total of 4,108,984 items were delivered by WCCLS couriers to member libraries, a decrease of 0.1% from the previous year. This fairly flat rate is reflected in the circulation trend. The Courier program picks up and delivers materials to fill patron requests and to return materials to their home libraries. It is important to note that this figure reflects just the materials delivered to member libraries; every delivery also *picks up* a comparable number of items. So the estimated total number of materials handled by WCCLS Courier staff is 8.2 million, or approximately 22,900 items per day. The Courier program operates seven days per week and is only closed on official County holidays. Three delivery trucks complete at least two routes each per day, operating out of a leased warehouse on 25th Avenue in Hillsboro.

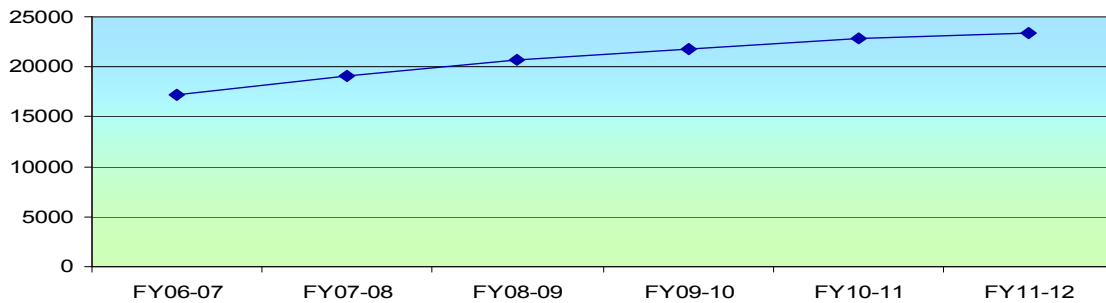


An area of concern for WCCLS has been controlling the growth in the delivery workload for Courier. Over the last few years we have had to increase staffing and replaced delivery vehicles with larger capacity trucks in order to keep up with increasing delivery loads. However, continuing to allocate additional resources is not always an option. One thing member libraries have done to reduce the number of materials being sent in transit is to code some popular materials to not allow holds to be placed on them. These materials do not go in transit to fill holds at other libraries and are available only for checkout in the owning library. While other factors are also involved, we believe that the increase of these “non-holdable” materials has successfully contributed to curbing growth in the Courier delivery workload.



WCCLS Homebound Service provides reader’s advisory, information and referral, and mail delivery of library materials and information free-of-charge to Washington County residents who are physically unable to visit their public library. To qualify for this service, the patron must be homebound, the caregiver of a homebound person, or living in a nursing home, residential care or assisted living facility. Large print, standard print, audio and video materials are mailed to patrons upon request. In addition, Homebound Service staff loan small collections of materials to care facilities on a rotating basis and programming kits to care facility program directors. Circulation to homebound patrons continues to increase at a modest pace, with 23,401 loans in FY11-12, up 3% from the previous year. The number of patrons remains relatively constant at about 360 registered homebound patrons.

Outreach Circulation to Homebound

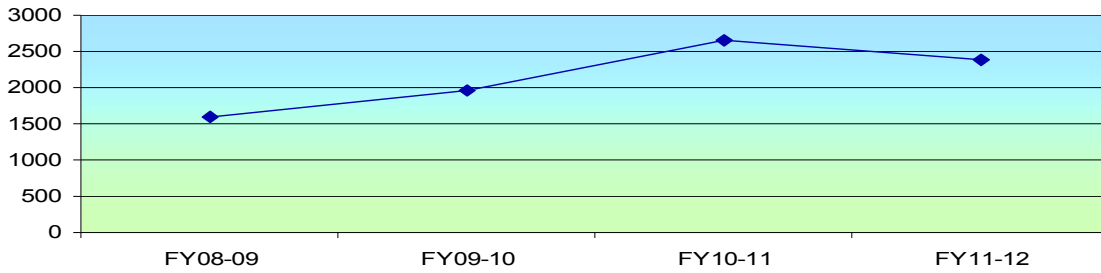


The WCCLS Automation Program provides 77 hours of staff support per week to member libraries regarding website, catalog, network, Internet, and other issues for the centrally-provided hardware, software and services. Staff is available by phone and email, as outlined in the WCCLS Network Agreement. Staff also answers questions from members of the public seeking help resolving website and electronic resource access issues.

In FY11-12 there were 2,387 help desk support tickets logged, a decrease of 10% from the previous year. This decrease can be attributed to three main support areas: reduced tickets from member libraries and the public related to questions about the wccls website, improved website access to electronic resources, and improved online documentation and help guides to assist patrons learning to use downloadable resources from Library2Go. Website support staff revised Online Resources (subscription databases) access points and also created various online tools to help patrons walk through the download process and troubleshoot common errors. Both activities helped to reduce the number of support requests received from member library staff and the public.

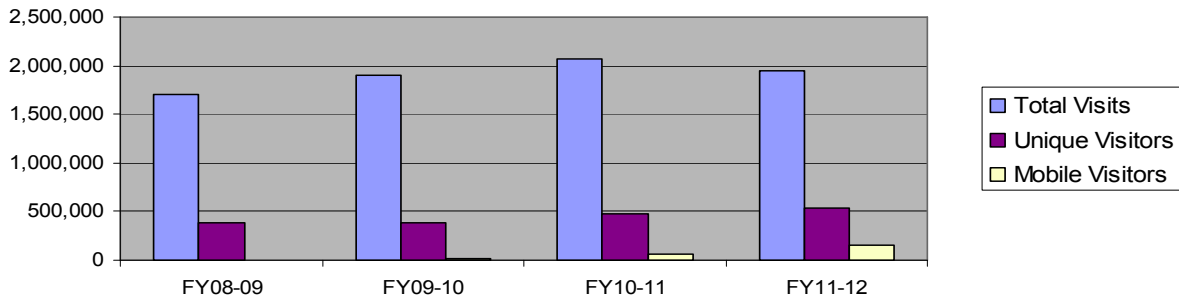
WCCLS implemented new help desk tracking software in 2008 to help staff better manage support requests. The chart below depicts the increase in support requests over the four years for which we have data.

Automation Help Desk Tickets Logged



In FY11-12 there were 1,947,030 total visits to the wccls.org website. This is defined as the total number of times a viewer outside the library came to the wccls.org website. This includes remote website visits from home, school, office, etc., and does not include website visits from workstations within member libraries. In FY11-12, 25.2% of total visitors were new/first-time visitors, and there were 533,459 unique patrons (individual IP addresses that visit the website more than once). WCCLS also launched a Mobile PAC on June 4, 2012 that provides a streamlined version of the library catalog and links to the most popular online services. It is easier to use and fits neatly on a smart device screen. Even before the Mobile PAC launch, many patrons were using smart devices to access the library website. Mobile access increased 143% from the previous year. WCCLS began using Google Analytics in 2008 to track website use. Google only began tracking mobile access in November 2009.

WCCLS.org Website Activity



The top destinations for WCCLS website visitors are the catalog search page, and the My Account pages which present information on items out and holds. The growing interest in Library2Go can be tracked via website visits as well as use. There were 1,946 Library2Go page views in FY08-09. That rose to 158,509 views in FY11-12, an increase of 8,045% in three years.

WCCLS continues to make use of multiple social media programs, such as Facebook and Twitter, to distribute information to patrons and actively engage patrons in discussion regarding services, books and library-related news. The number of WCCLS Facebook fans increased from 490 to 840, and Twitter followers increased from 762 to 918 in the last year. Staff also employ News & Events postings (with patron option to receive automatic feeds) to distribute information about services and events. In FY11-12 there were a total of 32,058 visits to the News & Events page, an increase of 133% over the previous year, illustrating the growing trend toward electronic access to news and information. We have also launched a

Spanish Facebook page to convey information directly and quickly to Spanish-speaking residents.

WCCLS subscribes to a service called BookLetters that allows WCCLS and member library staff to create unique electronic newsletters for patron distribution. These often include book recommendations with live links to the library catalog, hence the product name. Currently over 5,900 patrons have signed up for automatic receipt of one or more of the 30 BookLetters available on various topics. In addition, the Tigard Public Library automatically pushes their newsletter to all registered Tigard patrons with email address on file.

WCCLS subscribes to a review tool called ChiliFresh that allows patrons to write and post book reviews that appear in the wccls.org catalog. Reviews from other library subscribers around the country also appear in our catalog. In FY11-12 there were 2222 reviews added to the catalog, and increase of 36.8% from the previous year. This is another way we engage patrons and offer ways to make the library experience interactive.

Photo Captions

Page 2: Fingerplay Fun rhyme booklets in English and Spanish were created by WCCLS to educate parents and caregivers about early literacy activities to help children ages birth to six years. Funds came from an Oregon Ready to Read grant. Companion videos demonstrating the rhymes, songs, and fingerplays are available at wccls.org/rhymes.

Page 9: A patron uses a wccls.org catalog and Internet workstation at cozy Garden Home Community Library (only 1860 sq ft).

Page 13: It's never too early for literacy! Public libraries provide plentiful resources for parents to introduce their children to literacy concepts while developing a love of reading. Pre-literacy skills help children enter school ready to learn.

Page 15: WCCLS Couriers deliver materials seven days per week to member libraries. Delivery trucks are decorated with WCCLS logos and themes to raise awareness of library services.

Page 19: Libraries offer materials for readers of all ages and interests with staff to assist patrons in finding and using materials. Featured is North Plains Public Library, the newest member of WCCLS.

Bibliography

¹ Oregon State Library, Oregon Public Library Statistics, <http://www.oregon.gov/OSL/LD/statsploregon.shtml> .

² Institute for Museum and Library Services, 2009 Public Library Survey, <https://harvester.census.gov/imls/pubs/Publications/pls2009.pdf>.

³ Independent Sector, Dollar Value of Volunteer Time http://independentsector.org/volunteer_time .

Appendices

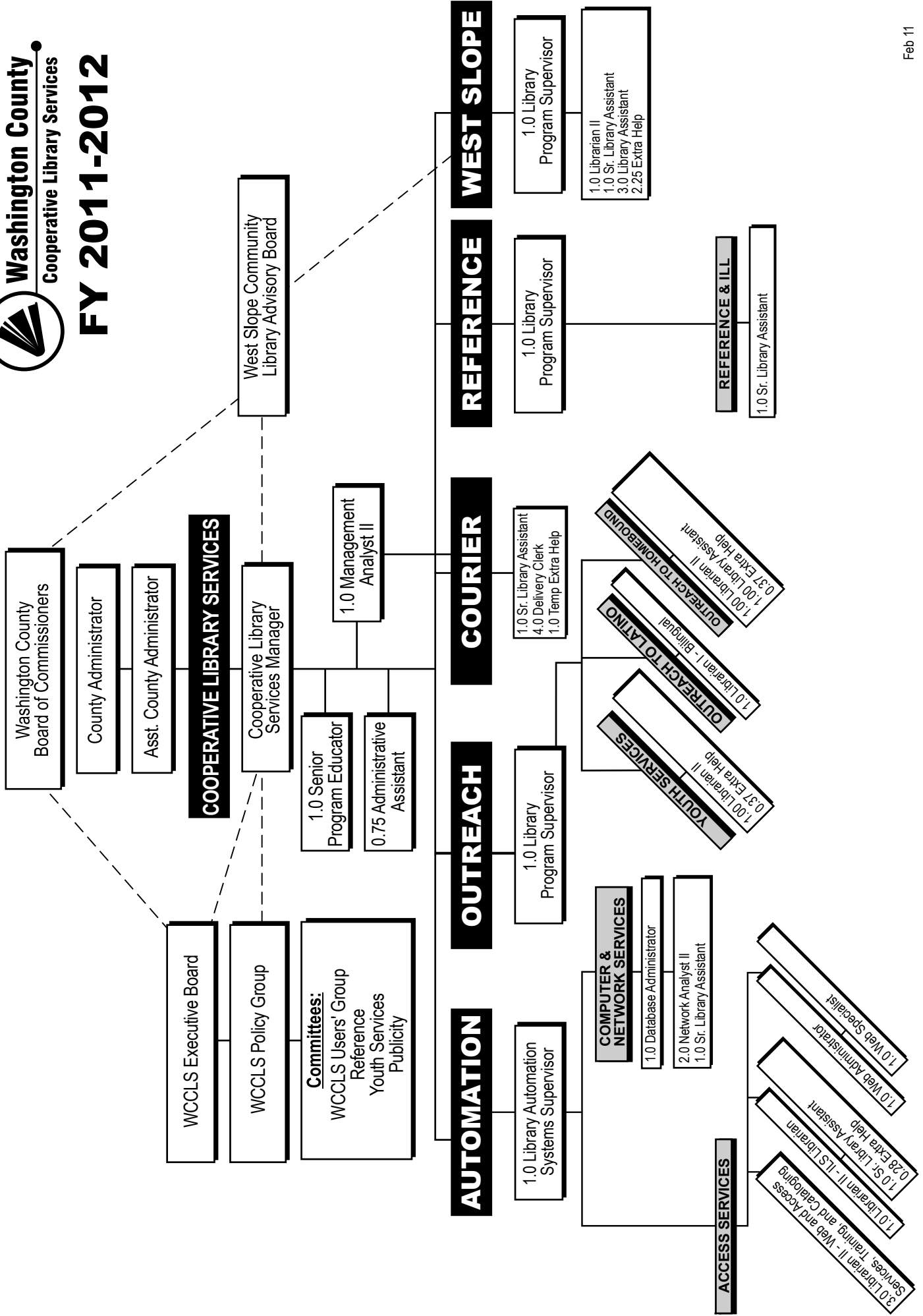
Appendix 1: WCCLS Organization Chart

Appendix 2: WCCLS Long Range Plan (2013-2016)

Appendix 3: Comparisons to OLA Standards

(Note that analysis by service population at the local level is somewhat arbitrary. There are no designated service boundaries, so WCCLS assigns a population figure based on general use patterns. Any County resident is able to use any library, and many residents use multiple libraries depending upon their information needs, travel patterns, etc. No resident is required to use a particular library. In addition, use of libraries in the eastern side of the County also includes higher percentages of activity from residents of neighboring counties who are not included in Washington County population counts. The best measure of use by population is at the County, aggregate level. EC)





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.

The ten-year plan is divided into three segments: 2010-2012, 2013-2016, and 2017-2020. The following pages outline Goals, Objectives and Activities for the 2013-2016 time period. (The 2010-2012 Plan with updates can be found at:

http://www.wccls.org/pdf/WCCLS_Long_Range_Service_Plan_updates_revisions_2010-2012_rev_Sept_2011.pdf)

While the Goals, Objectives and Activities may change over time, the general Topic Areas remain the same. This document was approved by the WCCLS Policy Group on October 25, and by the WCCLS Executive Board on November 28, 2012.

Definitions of terms used in the Long Range Plan:

- **The Cooperative:** includes everybody – member libraries and central support and outreach services
- **Member libraries:** Banks, Beaverton, Cedar Mill, Cornelius, Forest Grove, Garden Home, Hillsboro, 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 residents who are homebound, incarcerated, read and speak languages other than English, and children aged 0-6 years and their care providers
- **Residents:** The residents of Washington County including current patrons and potential patrons

Topic area	Technology
Goal 1	All residents have sufficient access to information technology.
Objective A	The Cooperative will maintain and increase technology infrastructure and public computing capacity to meet growing needs.
Activity a	Central support will expand wireless options for users.
Activity b	Central support will explore thin client options for delivering services.
Activity c	Central support will explore smart device appliances for library use.
Activity d	Central support will monitor bandwidth needs and plan accordingly.
Activity e	Member libraries will explore providing portable devices for public use.
Activity f	Member libraries will re-evaluate space, electric power and signal access as public computing needs change.
Objective B	The Cooperative integrates public access technology into planning and policies.
Activity a	Member libraries will upgrade equipment for staff and public use on a 3-5 year schedule.
Activity b	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.
Goal 2	Residents will have a quality online experience.
Objective A	Member libraries will have a strong virtual presence.
Activity a	Member libraries will write and post regular electronic newsletters that reach their patrons and community leaders.
Activity b	Member libraries will update their websites and other online presences regularly to keep them intuitive, useful and relevant for patrons.
Objective B	Central Support's web presence will be content-rich with intuitive patron interfaces.
Activity a	Central support will evaluate software that allows a single point of discovery for diverse resources.
Activity b	Central support will continue to update the wcls.org website to keep it intuitive, useful and relevant for patrons.
Activity c	Central support will explore options for additional online content for wcls.org.
Goal 3	The Cooperative will provide technology training and support.
Objective A	Central support will develop and deliver training for member libraries.
Activity a	Central support will provide training for central staff on information technology and in training techniques.
Activity b	Central support will develop and provide training for member library staff to use social media to extend library services.
Activity c	Central support will provide a trainer who travels to libraries to train member library staff on technology applications.
Activity d	Member libraries will designate staff to receive training from Central Services on information technology and training techniques.
Activity e	Member libraries will offer on-going training opportunities for patrons on using information technology.
Activity f	Member libraries will purchase new information technology equipment so staff is well versed in their use.

Objective B	Cooperative staff will share technology and media expertise with each other.
Activity a	Central support will organize regular gatherings for staff from member libraries to share and learn together.
Goal 4	The Cooperative will use technology to increase efficiency and improve access to materials.
Objective A	The Cooperative will continue to implement circulation policy changes in order to improve access to materials.
Activity a	The Cooperative will implement identified manual circulation policy changes that will streamline materials handling, improve use of staff resources, and decrease turn-around time for patron access.
Objective B	The Cooperative will continue to plan implementation of automated materials handling in order to improve access to materials.
Activity a	The Cooperative will review consultant recommendations regarding automated and manual materials handling improvements.
Activity b	Central support will provide technical advice to member libraries that implement automated materials handling technology.
Objective C	The Cooperative will integrate RDA (Resource Description and Access) into cataloging practices in order to comply with evolving national standards for descriptive cataloging.
Activity a	Central support will provide training for member library staff to introduce RDA concepts.
Activity b	Central support will work with the ILS vendor to implement software changes, indexing and data mapping as needed to adopt RDA access fields.
Activity c	Member libraries will plan for transitioning local cataloging procedures from AACR2 to RDA.
Topic area	Library As Place
Goal 1	Residents think of libraries as the first place to go for reading, lifelong learning, community events, business support and civic dialog.
Objective A	The Cooperative will increase the number of first time library users.
Activity a	The Cooperative will explore grant funding and community partnership options to support innovative services and marketing outreach.
Activity b	The Cooperative will use CivicTechnologies data to develop plans for identifying and reaching new users.
Objective B	Member libraries will strengthen their relationships with community residents.
Activity a	Member libraries will invite elected officials to meet with the public for informal conversations in library facilities.
Activity b	Member libraries will strengthen relationships that connect the local business community with the local library.
Goal 2	Residents consider libraries the “front porches” of their communities.
Objective A	Member libraries will create a welcoming environment for residents.
Activity a	The Cooperative will coach staff, boards and officials to welcome residents to libraries in new and non-traditional ways.
Activity b	The Cooperative will continue to discuss the changing role of libraries with their communities.

Activity c	Member libraries will have spaces for people to engage in conversation, learning, sharing and civic discourse.
Objective B	Member libraries will strive to exceed adequate open hours as identified by industry standards.
Activity a	Member libraries will survey patrons to identify convenient service hours.
Goal 3	Member libraries will provide flexible, multiuse spaces to accommodate community performances, learning opportunities, discussions and meetings.
Objective A	The Cooperative will assess existing library buildings for the ability to accommodate multiple uses.
Activity a	Member libraries will identify meeting space near the library to supplement space available within the library building, as needed.
Activity b	Central support will investigate warehousing materials to free space in member libraries.
Activity c	Member libraries' meeting spaces will be equipped with basic technology.
Objective B	The Cooperative will assess options for alternative spaces for the ability to accommodate multiple uses.
Activity a	The Cooperative will assess options for using alternative spaces and community venues to reach new users, ex: schools, markets, golf courses, recreational facilities, community festivals, etc.
Goal 4	Member libraries will provide opportunities for residents to expand global viewpoints and explore cultural diversity.
Objective A	The Cooperative will offer programs and services that promote the appreciation and understanding of cultural diversity.
Activity a	Member libraries and Central Outreach will increase activities and events focused on cultural diversity.
Activity b	The Cooperative will develop a directory of culturally diverse performers and ideas for cultural programming.
Topic area	Youth Services
Goal 1	Young residents will discover the joy of reading through the library.
Objective A	The Cooperative will provide materials and programming that foster the joy of reading.
Activity a	The Cooperative will work toward offering "New Baby Packets" at or through each of the member libraries.
Activity b	The Cooperative will develop an early literacy campaign partnering with social service agencies.
Activity c	Member libraries and Central Support will integrate the use of social media to promote a reading lifestyle and librarian expertise.
Objective B	The Cooperative will support innovations in providing library services to children.
Activity a	Plans and ideas for serving children and teens experiencing barriers to library services will be shared regularly at Youth Services Committee meetings.
Activity b	Plans and ideas for serving children in care will be shared regularly at Youth Services Committee meetings.
Objective C	The Cooperative will increase access to materials and services for residents ages 0-

	18 years.
Activity a	Annually, the Cooperative will engage in a collaborative effort to collect & distribute materials to an agreed upon agency serving children.
Activity b	Plans and ideas for increasing library access will be shared periodically at Youth Services Committee meetings.
Activity c	Central Support will develop a rotating collection for check out by un-served child care providers and will collaborate with Member Libraries to establish delivery mechanisms.
Objective D	The Cooperative and Central support will work to foster the relationships between public libraries and schools in support of library services and instruction within the schools.
Activity a	The Cooperative will keep informed of recommendations coming out of the recent OLA/OASL merger.
Activity b	The Cooperative will actively support library services and instruction provided by the schools.
Goal 2	Residents will find the resources at their libraries to support the educational and recreational needs of the community's youth.
Objective A	The Cooperative will analyze Census and other data to determine the needs of the youth in the community.
Activity a	The Cooperative will identify whether staffing and collection standards exist for youth services and if not, draft some.
Objective B	The Cooperative will support Summer reading and other programs to develop and maintain reading skills of youth.
Activity a	Central support will provide shared resources including information, performers, trainings and expertise to meet the needs of various age groups.
Activity b	Member libraries and Central Outreach will share information about Summer Reading innovations, including possible programs and use of technology.
Objective C	The Cooperative will provide materials and services that prepare young children to enter school ready to read.
Activity a	Member libraries and Central Outreach will cooperatively provide early literacy information and training for parents and care-givers.
Activity b	Central Outreach will continue to develop a countywide comprehensive approach for providing early literacy training and materials for Head Start teachers and parents, including cooperatively sharing information on the Central Support Extranet.
Activity c	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.
Topic area	Adult Services
Goal 1	Adult residents will have access to a wide variety of reading materials in different formats and languages.
Objective A	Member libraries will play a key community role in encouraging reading for pleasure.
Activity a	Readers' advisory services will be available at every member library.
Activity b	The Cooperative will ensure that staff are well trained in Readers Advisory and support each other in RA work by sharing information and having on-going training.

Activity c	Central support will develop a Reader's web portal with suggested reading sites, etc.
Activity d	The Cooperative will encourage patrons to participate in Adult Summer Reading.
Objective B	The Cooperative will support innovations in providing library services to adults and promote services in creative ways.
Activity a	The Cooperative will investigate cooperative collection development for e-books, downloadable, and streaming media.
Activity b	The Cooperative will continue to review collection development of e-materials, to improve the diversity of the digital collection.
Activity c	The Cooperative will encourage patron input on selection of e-materials.
Activity d	The Cooperative will investigate providing Readers Advisory service through social media.
Activity e	The Cooperative will have a "community reads" program to celebrate reading and to civically engage the residents of the county.
Goal 2	Adult Residents will find tools, resources, accommodating spaces and expert assistance in information navigation to support lifelong learning.
Objective A	The Cooperative will analyze Census and other data to determine the needs of adults in the community.
Activity a	The Cooperative will continue to participate in a partnership with CIVICTechnologies to do additional patron/census/marketing analysis and provide training.
Activity b	The Cooperative will develop and implement a plan for services based on data and market research.
Objective B	The Cooperative will support educational and cultural programming for adults.
Activity a	Member libraries will make adult programming a priority with an emphasis on educational and cultural content.
Activity b	Member libraries will designate adult programming coordinators.
Activity c	The Cooperative will encourage residents to participate in Adult Summer Reading.
Activity d	The Cooperative will investigate the feasibility of additional countywide programming.
Objective C	The Cooperative will provide materials and services to meet the informational needs of residents.
Activity a	Member libraries will provide a wide range of library print materials to facilitate adult learning.
Activity b	The Cooperative will provide interactive materials that facilitate adult learning, such as online practice exam materials and online language learning materials.
Activity c	Member libraries will provide group instruction for patrons on the use of technology and library resources, or will refer patrons to instructional sessions at other libraries.
Activity d	Member libraries will provide one-on-one instruction on use of library resources.
Activity e	The Cooperative will provide job-seeking assistance to patrons.
Activity f	The Cooperative will investigate partnering with local agencies and non-profits (such as Chambers of Commerce, Work Source Oregon, United Way) to provide job-seeking assistance for residents.
Activity g	The Cooperative will develop a Job-Seeker's web portal on wccls.org to meet the job-seeking informational needs of the community.
Activity h	The Cooperative will consider providing equipment and technology for maker-spaces.

Activity i	The Cooperative will ensure that staffs are well trained in providing patron assistance with information resources.
Goal 3	Residents will be able to access library materials and services quickly, conveniently and cost-effectively.
Objective A	Member libraries will encourage patron self-service and look for ways to make using the library easier and more convenient.
Activity a	Member libraries will offer residents training on using e-books.
Activity b	Member libraries will investigate providing innovative services such as eBook checkout stations and in-library devices for patrons to stream media.
Activity c	Member libraries will offer online PC reservations, print management services, and wireless access and will investigate the feasibility of providing wireless printing options.
Activity d	Member libraries will encourage patrons to self-manage their holds and use self-check circulation stations.
Activity e	Member libraries will encourage residents to use the statewide virtual reference service and will staff the service as much as possible so patrons receive localized service.
Activity f	Member libraries will use social media to provide timely information to residents and engage them in dialogue.
Activity g	Member libraries will assist and interact with patrons at their point of need, including but not limited to at service desks, in the stacks, at computer stations, on the telephone, online, and during outreach visits.
Activity h	The Cooperative will investigate developments in and deploy mobile technology.
Activity i	The Cooperative will investigate how to develop a comprehensive marketing plan to increase awareness of the value of online subscription products.
Topic area	Access
Goal 1	Member libraries will provide a welcoming environment for residents regardless of what language they speak or their cultural background.
Objective A	Member libraries will provide materials in the major languages spoken by residents.
Activity a	Member libraries will use Census and other data to formulate collection development plans.
Activity b	The Cooperative will use Census and other data to determine in which languages basic library print and online materials should be provided.
Activity c	Central Support and Outreach will re-tool the WCCLS Spanish Newsletter (<i>Boletín Informativo</i>) with content reflecting the needs of the Latino community.
Activity d	Member Libraries will expand the use of signage reflecting the major languages spoken in each community.
Activity e	The Cooperative will develop and implement a plan for communicating library services information to non-English speaking and multi-cultural communities.
Activity f	Central Support will provide Member Libraries with the necessary reports to assist them with development of foreign language collections and make available a training video for staff on using ePortfolio for collection development.
Objective B	The Cooperative will provide programs and services in the major languages spoken by residents.
Activity a	The Cooperative will analyze Census and other data to determine what types of programs and services to provide to ethnic service populations.
Activity b	The Cooperative will explore options for reaching new immigrants (embedded

	librarianship).
Activity c	Central Support will provide renewal phone lines in the major languages spoken by residents.
Objective C	Library staff, boards and volunteers will reflect the diversity of the community in an attempt to overcome linguistic isolation and cultural separation.
Activity a	The Cooperative will analyze census and other data to formulate staffing plans.
Activity b	Member libraries and Central Outreach will prioritize language skills when recruiting new staff.
Activity c	Member libraries will increase recruitment of volunteers from bicultural/bilingual groups.
Activity d	Central Outreach and Member Libraries will form an Immigrant/Multi-cultural services interest group.
Goal 2	Residents in rural and urban underserved areas have access to library services.
Objective A	The Cooperative will investigate ways to improve access in underserved areas.
Activity a	The Cooperative will explore options for placing deposit collections in underserved areas.
Activity b	The Cooperative will explore options for using bookmobiles in underserved areas.
Activity c	The Cooperative will explore options for installing self service kiosks in underserved areas.
Activity d	The Cooperative will explore options for mail delivery of library materials to underserved areas.
Activity e	The Cooperative will lobby for better public transportation options for residents to reach member libraries.
Activity f	Central support will monitor the access to high-speed Internet bandwidth in rural areas while planning electronic services.
Objective B	The Cooperative will develop recommendations for locating future library buildings.
Activity a	The Cooperative will use CIVICTechnologies data to identify target locations.
Activity b	The Cooperative will work with the WCCLS Executive Board to adopt recommendations for locating future library building and service outlets and for how new libraries are integrated into the Cooperative.
Goal 3	Residents who have physical, cognitive, social or emotional difficulty using library services will encounter fewer barriers.
Objective A	The Cooperative will develop a plan for reducing barriers to service for residents who have physical, cognitive, social or emotional challenges.
Activity a	Member libraries and Central Outreach will create deposit collections and provide training and programs for care facilities.
Activity b	Member libraries and Central outreach will identify agency partners to help them reach target populations.
Activity c	Central Support will increase the marketing of homebound services.
Activity d	The Cooperative will provide training for staff at least annually for recognizing and improving service to residents who have physical, cognitive, social or emotional challenges.
Activity e	The Cooperative will explore options for using bookmobiles to provide services to residents who have physical, cognitive, social or emotional challenges.
Objective B	The Cooperative ensures participation in digital technology for people with unique needs, including those with disabilities.

Activity a	The Cooperative will seek to implement universal design for its public access technology services by some/all of the following: maintain a website compliant with W3C, offer screen readers, offer screens with magnification, provide hardware that enables easier user input for disabled or elderly patrons, ensures all libraries have workstations that can accommodate a wheelchair or mobility vehicle.
Goal 4	Residents will experience fewer barriers for obtaining and using library cards.
Objective A	The Cooperative will reduce barriers for obtaining and using library cards.
Activity a	The Cooperative will clarify countywide policies for obtaining library cards.
Activity b	The Cooperative will continue to review patron borrowing privileges.
Activity c	The Cooperative will address the issues of library card registration and use by children and teens.
Activity d	The Cooperative will explore options for fine forgiveness for children and teens.
Topic area	Cooperative Vitality
Goal 1	Residents continue to receive excellent countywide library service.
Objective A	The Cooperative acknowledges that perceptions of libraries are changing and will continue to evaluate services and programs to meet evolving needs.
Activity a	The Cooperative will review progress toward Long Range Plan Goals, Objectives and Activities on an annual basis.
Activity b	The Cooperative will continue to review joint policies to improve customer services and the patron experience.
Activity c	Member libraries will schedule annual WCCLS orientations (including the WCCLS Welcome Booklet) for staff, advisory boards, and city councils.
Activity d	The Cooperative will conduct initial orientation and education for new WCCLS Executive Board members to build awareness of countywide library issues.
Activity e	The Cooperative will provide on-going education for Executive Board members regarding local, state and national library issues.
Activity f	The Cooperative will continue to explore options for streamlining service delivery and materials flow including rethinking technical services processing, delivery and sorting of materials, and information technology support.
Activity g	The Cooperative will publish and post on wccls.org annual reports, statistics, and other key documents to make them available to stakeholders and residents.
Objective B	The Cooperative will assess its structure, governance and funding options to ensure that they continue to meet residents' needs for library services.
Activity a	In 2013, to ensure that its governance model serves the needs of member libraries and the public, the Cooperative will review structure and governance options.
Activity b	In 2014, the Cooperative will begin discussion of needs, and begin planning for countywide library funding for FY16-17+ including resident surveys, polling, etc.
Activity c	In 2015, the Cooperative will conduct a levy education program to support a November 2015 local option levy for countywide library services (assumes current combination of County General Fund and Levy Funding continues and no major change in governance or structure is made).

Library	Service Pop.	Hours of Service	OLA Adequate	OLA Excellent
Banks	6,479	42	45	60
Beaverton	140,043	63	60	75
Cedar Mill	69,729	62	60	75
Cornelius	12,268	57	55	70
Forest Grove	27,244	51	60	75
Garden Home	5,523	58	45	60
Hillsboro	133,777	64	60	75
North Plains	5,523	42	45	60
Sherwood	20,393	60	55	70
Tigard	68,720	66	60	75
Tualatin	27,297	65	60	75
West Slope	14,073	55	55	70
Outreach	NA	NA	NA	NA
Total	531,069	685	660	840

Library	Service Pop.	Current Sq. Ft.	OLA Min. Sq. Ft.
Banks	6,479	3,000	4,934
Beaverton	140,043	74,032	93,676
Cedar Mill	69,729	29,009	50,785
Cornelius	12,268	3,025	9,334
Forest Grove	27,244	24,700	20,715
Garden Home	5,523	1,860	4,207
Hillsboro	133,777	53,000	89,854
North Plains	5,523	2,500	4,207
Sherwood	20,393	14,400	15,509
Tigard	68,720	48,430	50,169
Tualatin	27,297	23,000	20,756
West Slope	14,073	6,142	10,705
Outreach	NA	NA	NA
Total	531,069	283,098	374,852
Gap: sq. ft & %			24%

Library	Service Pop.	Total Collection*	OLA Adequate	OLA Excellent
Banks	6,479	78,956	19,437	25,916
Beaverton	140,043	439,498	350,108	420,129
Cedar Mill	69,729	291,505	174,323	209,187
Cornelius	12,268	70,363	36,804	49,072
Forest Grove	27,244	145,148	81,732	108,976
Garden Home	5,523	71,143	16,569	22,092
Hillsboro	133,777	372,010	334,443	401,331
North Plains	5,523	63,679	16,569	22,092
Sherwood	20,393	94,607	61,179	81,572
Tigard	68,720	284,797	171,800	206,160
Tualatin	27,297	155,803	81,891	109,188
West Slope	14,073	110,534	42,219	56,292
Outreach	NA	NA	NA	NA
Total	531,069	2,178,043	1,387,073	1,712,007
Gap: # books & %			(790,971)	-46%

Library	Service Pop.	Physical Collection**	OLA Adequate	OLA Excellent
Banks	6,479	27,399	19,437	25,916
Beaverton	140,043	388,054	350,108	420,129
Cedar Mill	69,729	239,930	174,323	209,187
Cornelius	12,268	18,807	36,804	49,072
Forest Grove	27,244	93,592	81,732	108,976
Garden Home	5,523	19,587	16,569	22,092
Hillsboro	133,777	320,454	334,443	401,331
North Plains	5,523	12,123	16,569	22,092
Sherwood	20,393	43,076	61,179	81,572
Tigard	68,720	233,240	171,800	206,160
Tualatin	27,297	104,240	81,891	109,188
West Slope	14,073	58,975	42,219	56,292
Outreach	NA	NA	NA	NA
Total	531,069	1,559,477	1,387,073	1,712,007

Source: Oregon Public Library Statistical Reports for the Fiscal Year Ending June 30, 2012, as submitted by member libraries.

Service population total from Oregon State Library; per library calculation from WCCLS.

*The Total Collection includes Library2Go, but does not include periodicals.

**The Physical Collection is the Total Collection minus Library2Go and other electronic databases purchased by WCCLS.

Library	Service Pop.	Librarians with MLS	OLA		Total Library Staff FTE	OLA Total OLA	
			Adequate	Excellent		Adequate	Excellent
Banks	6,479	0.00	1.00	2.62	3.34	3.24	6.48
Beaverton	140,043	18.75	15.35	24.57	63.30	57.42	71.42
Cedar Mill	69,729	16.76	8.15	12.74	49.76	28.59	35.56
Cornelius	12,268	1.00	2.53	3.83	4.20	6.13	8.59
Forest Grove	27,244	3.80	4.41	7.29	11.30	13.62	19.07
Garden Home	5,523	2.00	1.00	2.38	5.25	2.76	5.52
Hillsboro	133,777	15.08	14.71	23.51	75.12	54.85	68.23
North Plains	5,523	0.68	1.00	2.38	3.16	2.76	5.52
Sherwood	20,393	4.00	3.55	5.71	8.40	10.20	14.28
Tigard	68,720	15.20	7.87	12.34	38.80	27.49	34.36
Tualatin	27,297	7.00	4.41	7.31	22.22	13.65	19.11
West Slope	14,073	2.00	2.76	4.25	7.85	7.04	9.85
Outreach/Courier	NA	4.00	NA	NA	5.80	NA	NA
Admn/Auto/Ref	NA	6.00	NA	NA	22.85	NA	NA
Total	531,069	96.27	65.75	106.31	321.35	227.74	297.99

FY11-12 Library per Capita Statistics

Library	Service Pop.	Total Expenditures	Total Expend Per Capita	Collection Expenditures	Coll. Exp. Per Capita	Circulation	Expenditure Per Circ	Circ Per Capita
Banks	6,479	\$203,586	\$31.42	\$15,247	\$2.35	69,498	\$2.93	10.7
Beaverton	140,043	\$7,549,582	\$53.91	\$716,193	\$5.11	3,517,318	\$2.15	25.1
Cedar Mill	69,729	\$3,711,976	\$53.23	\$346,415	\$4.97	2,580,569	\$1.44	37.0
Cornelius	12,268	\$321,594	\$26.21	\$21,166	\$1.73	111,074	\$2.90	9.1
Forest Grove	27,244	\$929,100	\$34.10	\$80,801	\$2.97	403,313	\$2.30	14.8
Garden Home	5,523	\$308,521	\$55.86	\$28,401	\$5.14	207,306	\$1.49	37.5
Hillsboro	133,777	\$7,405,910	\$55.36	\$694,514	\$5.19	2,829,680	\$2.62	21.2
North Plains	5,523	\$212,848	\$38.54	\$11,408	\$2.07	61,919	\$3.44	11.2
Sherwood	20,393	\$1,098,133	\$53.85	\$102,492	\$5.03	408,859	\$2.69	20.0
Tigard	68,720	\$5,535,683	\$80.55	\$545,728	\$7.94	1,522,401	\$3.64	22.2
Tualatin	27,297	\$1,751,833	\$64.18	\$186,067	\$6.82	766,848	\$2.28	28.1
West Slope	14,073	\$672,956	\$47.82	\$81,343	\$5.78	377,233	\$1.78	26.8
Total/Average	531,069	\$29,701,722	\$55.93	\$2,829,775	\$5.33	12,856,018	\$2.31	24.2

Library	Service Pop.	Total Collection*	Collection Per Capita	Physical Phys. Coll. Collection**	Phys. Coll. Per Capita	Square Feet	Sq. Ft. Per Capita	Library Visits 'er Capita	Visits Per Hour	Hours Per Year	Visits Per Hour
Banks	6,479	78,956	12.2	27,399	4.2	3,000	0.46	26,045	4.0	1,832	14.2
Beaverton	140,043	439,498	3.1	388,054	2.8	74,032	0.53	977,323	7.0	5,884	166.1
Cedar Mill	69,729	291,505	4.2	239,930	3.4	29,009	0.42	777,574	11.2	6,282	123.8
Cornelius	12,268	70,363	5.7	18,807	1.5	3,025	0.25	72,355	5.9	2,880	25.1
Forest Grove	27,244	145,148	5.3	93,592	3.4	24,700	0.91	221,000	8.1	2,564	86.2
Garden Home	5,523	71,143	12.9	19,587	3.5	1,860	0.34	99,155	18.0	2,850	34.8
Hillsboro	133,777	372,010	2.8	320,454	2.4	53,000	0.40	801,811	6.0	6,012	133.4
North Plains	5,523	63,679	11.5	12,123	2.2	2,500	0.45	35,719	6.5	2,100	17.0
Sherwood	20,393	94,607	4.6	43,076	2.1	14,400	0.71	265,896	13.0	3,017	88.1
Tigard	68,720	284,797	4.1	233,240	3.4	48,430	0.70	505,318	7.4	3,395	148.8
Tualatin	27,297	155,803	5.7	104,240	3.8	23,000	0.84	315,521	11.6	3,326	94.9
West Slope	14,073	110,534	7.9	58,975	4.2	6,142	0.44	147,000	10.4	2,755	53.4
Total/Average	531,069	2,178,043	4.1	1,559,477	2.9	283,098	0.53	4,244,717	8.0	42,897	99.0

*The Total Collection includes Library2Go, but does not include periodicals.

**The Physical Collection is the Total Collection minus Library2Go and other electronic databases purchased by WCCLS.

Salary Costs for WCCLS and member libraries, 2011-2012

Library	salaries & wages	benefits	total staff expenditures	total paid staff	staff expend per FTE
Banks	\$104,273	\$35,961	\$140,234	3.34	\$41,986
Beaverton	\$3,128,679	\$1,599,983	\$4,728,662	63.30	\$74,702
Cedar Mill	\$2,212,495	\$527,142	\$2,739,637	49.76	\$55,057
Cornelius	\$211,429	\$77,246	\$288,675	4.20	\$68,732
Forest Grove	\$580,959	\$200,641	\$781,600	11.30	\$69,168
Garden Home	\$203,382	\$45,323	\$248,705	5.25	\$47,372
Hillsboro	\$3,429,170	\$1,369,662	\$4,798,832	75.12	\$63,882
North Plains	\$93,490	\$21,317	\$114,807	3.16	\$36,331
Sherwood	\$455,363	\$188,706	\$644,069	8.40	\$76,675
Tigard	\$2,193,577	\$868,265	\$3,061,842	38.80	\$78,913
Tualatin	\$973,968	\$392,208	\$1,366,176	22.22	\$61,484
West Slope	\$340,776	\$163,309	\$504,085	7.85	\$64,215
WCCLS*	\$1,726,392	\$812,680	\$2,539,072	28.65	\$88,624
Totals/Average	\$15,653,953	\$6,302,443	\$21,956,396	321.35	\$68,929

*All programs other than West Slope.