



Washington County
Cooperative Library Services

2016-2017 Year in Review



**Connecting People, Books & Resources
for 40 Years**

LETTER FROM THE WCCLS DIRECTOR



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.

WCCLS Mission Statement



Illustrations: created by Pete Jirles for WCCLS 40th Anniversary and featured on limited edition library cards.

The Cooperative Library Services is a unique structure for the provision of public library service, composed of the County, nine cities and three non-profit organizations (with additional participation by two special libraries that share materials). Funding for public library operations comes primarily from Washington County, but is supplemented by local resources. Additionally, the County provides support services that link member libraries together such as technology, electronic subscriptions and courier deliveries, and provides outreach to special populations. This structure allows member libraries to focus on providing direct patron service.

As a group, our goal is to provide consistent, quality library experiences for residents of all ages through free access to collections, programs that educate, entertain and inform, services that meet diverse needs, and electronic resources that provide wherever/whenever access beyond the library walls.

In 2017, WCCLS is in the second year of a five year local option levy approved by Washington County voters in 2015. Levy funding augments County General Fund support and approximately 75% of WCCLS expenditures are distributed to member libraries to support their local operations. With this level of taxpayer support member libraries will continue to offer quality services through 2021. In 2016-17 Aloha Community Library became a full member of WCCLS, opening for full service in January 2017 and filling a service gap in the central part of the County. Banks Public Library and Garden Home Community Library are working on library expansions that will open in FY17-18. Several other member libraries are planning for expansion of local library services including new or expanded buildings or the addition of branches to serve growing populations. As a group, WCCLS member libraries have an impressive plan of service improvements to address the needs of library patrons. In the following pages, you'll read about some that were implemented in FY16-17. These include additional service offerings and updates to long-standing practices to remove barriers for access and reach new users.

Library service could not be provided without the cooperation and support of local governments, able staff who open and operate libraries almost every day of the year, the legion of volunteers who donate their time to assist in this endeavor, and the thousands of patrons who visit our member libraries day in and day out. I am thankful for the dedication and inspiration I see every day. It is an honor to be part of this unique organization.

The following document is divided into topic areas from the WCCLS Long Range Plan. We've tried to highlight key elements of the plan and summarize statistics in an interesting manner.

Happy reading!

Eva Calcagno, Director

LIBRARY AS PLACE **gathering together**

WCCLS wants residents to think of libraries as the first place to go for reading, lifelong learning, community events, business support and civic dialog. Our libraries offer a full calendar of services to educate, entertain and inform residents of all ages.

Our 16 WCCLS libraries offer flexible, multi-use spaces to accommodate community performances, learning opportunities, discussions and meetings. In **celebration of our 40th Anniversary our member libraries each found unique ways to engage the public to mark the occasion.** From a Truck Day at the Beaverton Library, Multicultural Tales of Thankfulness at West Slope Library, a Pearl of the Ice Age Floods lecture in Tualatin, to the kick-off of the annual Friends Cultural Series in Forest Grove – member libraries celebrated the many ways the Cooperative has grown since 1976.



To meet local needs, libraries continue to evaluate their physical spaces – both within and outside of their buildings. The Aloha Community Library officially joined the Cooperative as a full-member this year bringing expanded services to the heart of the County. From Homework Help to the **Library on Wheels**, the Beaverton Library provides many resources and services for students and families. And the Hillsboro Library launched **Library on the Loose** bringing services to after-school programs with a new library van equipped for students to check out books and provide **pop-up library services out in the community.**

Libraries provide residents with an abundance of opportunities to gather together. From traditional book clubs to lectures on disaster preparedness to college readiness workshops – the WCCLS member **libraries offered 311,135 residents a total of 10,009 life-enriching programs** throughout the year.

TECHNOLOGY **connecting people & resources**

The Cultural Pass program has really helped my husband and me, who are seniors living on a fixed income.

- Patron comment

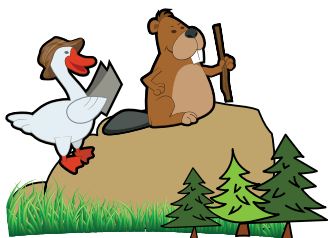
WCCLS is committed to making sure all residents have access to information technology, as well as using technology to increase efficiency and improve access to library materials, and **providing a quality online experience** through our web presence.

In May 2017, WCCLS added an online Cultural Pass Reservation system. **This allows WCCLS cardholders to make and print cultural pass reservations from home**, visit the destination, and share feedback, all without having to go in to a library. In the first five months of the online reservation system, we've had over 10,000 reservations to our various destinations. One happy patron shares that "reserving online is wonderful and easy."

Over the course of the last fiscal year, WCCLS has also made **multiple improvements to the Research Resources pages** on the website, including adding a new Learn About a Topic page to increase access to our online resources.

We also **updated the navigation of the Spanish version of the website (wcccls.org/es)** to match the English site, and at the same time we spruced up the content, and added a Spanish homepage with reading suggestions and slides, and easier access to content that had been previously hidden a layer down. We're excited to offer the same quality content and experience to Spanish-speaking visitors to the website!

Not as flashy, but equally important: WCCLS increased network bandwidth to improve response time and keep up with increasing demands for Internet access at our libraries.



E-BOOKS

746,233
checkouts of
e-book and digital
audiobook titles



94%
increase

31,950
copies of digital titles
added to collection



56,254
miles during last FY

40%
of all audiobook
circulations were digital

Consolidated our digital
offerings to one collection

15%
increase
in digital
checkouts
over prior
year

A WCCLS member library is open to the public 359 days a year.

1,719
programs for adults



25,229
persons attending
adult programs

8,290
programs for children
and young adults



285,906
persons attending children's
and young adult programs

3,038 volunteers

3,766,320
library visits
equals
10,491
per day



\$3.1 million
volunteer salary equivalent
(per Independent Sector)

PEOPLE & PROGRAMS

GARDEN HOME Opened a 1,400 square foot programming and event space, The Annex – which allows the library to increase the number and breadth of its programs, classes, and other community offerings. **HILLSBORO** The third annual Hillsboro Reads featured *The Other Wes Moore*, with keynote speakers Donovan Livingston and Dr. Caprice Hollins. The Library on the Loose is busy visiting schools, parks, and community events. **NORTH PLAINS** With three full time staff, the library now offers consistent daily hours and increased programming. Launched an International Movie Night, added a Classic movie section for adults, a Book Babies program, themed picture book sections and a robust OBOB collection. **SHERWOOD** The Library's first Strategic Plan was adopted—thanks to board members, community forum participants, and staff. Also new this year: LED lighting in the stacks and an interactive family play area. **TIGARD** The library expanded its service to the Spanish-speaking community. Its first children's bilingual librarian made many outreach visits to sign up kids for summer reading and its adult bilingual librarian taught Spanish language computer classes. **TUALATIN** Discovery Kits are now available for families to checkout at Tualatin. These kits combine books and hands-on equipment to allow learning about a specific subject. The library also provides STEAM learning equipment to Tualatin classrooms. **WEST SLOPE** Pursuing strategic goals of reading readiness and technology instruction, the library adapted its storytimes to community needs and expanded its individualized tech help appointments to meet increasing demand.

FY16-17 AT A GLANCE

WEBSITE & CATALOG VISITS & VIEWS* @

6.5 million visits to wccls.org

15.5 million catalog searches

26% increase

70.6 million web page views

36% used mobile devices or tablets



The most popular pages on the website were:

- Library location & hours
- Online resources (research information)
- E-book information
- Cultural Pass information

BOOKS, MATERIALS & USE

1,584,823 total collection

1,207,334 books

119,811 audio materials



200,299 video materials



1,944 magazine subscriptions

2,067,505 holds placed

11,252,883 = total checkouts



Washington County
Cooperative Library Services
Connecting people, books and resources

31,345 checkouts per day

www.wccls.org

ONLINE RESEARCH & LEARNING TOOLS

492,699 research sessions

25% increase



MEMBER LIBRARY HIGHLIGHTS

ALOHA Renovations to the new library location began in the fall. After grand opening in January, WCCLS services were phased in. Library visits, program attendance, and circulation all increased dramatically. **BANKS** Construction of the Jane Moore Community Room started in June 2017. Programs and events will be offered in the space beginning early 2018. Fundraising for construction and program grants continues. **BEAVERTON** Gained a bilingual youth services outreach specialist. This position, primarily focused on early literacy skills for Spanish speakers, served 11,357 children and parents. The Library hosted 2,328 programs, with 83,024 people in attendance. **CEDAR MILL** Used a \$10,000 grant to add Launch Pads-preloaded educational tablets, and created a new Learn to Read collection. Storytimes now offered in four different languages. Registered more than 1,400 middle and high schoolers for library cards. **CORNELIUS** The new Library is nearly fully funded. Construction starts at the end of 2017 and planning has begun for expanded services. Follow our progress on Facebook! **FOREST GROVE** Additional hours and staff have allowed for expanded programming and outreach for all ages. This includes the creation of a Tween program. Face out displays and new collection focuses have increased circulation.

YOUTH SERVICES **growing great readers**

We truly appreciate the fantastic effort that goes into the programs put on by the library and our treasured librarians.

- Patron comment

WCCLS partnered with Beaverton City Library and Early Learning Washington County (ELWC) on the **Bridging Cultures: Growing Readers** initiative (funded by a \$100,000 Library Services and Technology Act (LSTA) grant via the Institute of Museum and Library Services). ELWC distributed family-friendly book bags to local organizations that work with immigrants and refugees. Beaverton City Library purchased and cataloged over 2,000 books intended to reflect the changing demographic of the community. These books, available in Arabic, Chinese, Somali, Spanish, and Vietnamese, are now available for check-out. **The goal of this LSTA grant funded partnership is to help our community's children enjoy reading and prepare for success in school.**

April 2017 marked the launch of a new 1,000 Books before Kindergarten campaign. Families are encouraged to count the books they read to see if they can get to 1,000 books! Every reading log has a place to record favorite titles and a reminder to register children for Kindergarten once they turn five. Stop into your local WCCLS library or visit www.wccls.org/1000books for more information. **1,000 Books before Kindergarten is funded through a generous Ready to Read grant from the State Library of Oregon.**

Each year, WCCLS libraries provide a Summer Reading program encouraging children to read and retain their reading skills while not in school. Our littlest patrons are also in on the fun, last summer member libraries provided 1,310 storytimes that were attended by 39,996 children and caregivers. Storytimes are specifically designed for children ages 0-6, and involve singing, talking, playing and reading to help brains grow! **WCCLS is committed to school readiness and success for all children in our community.**



ADULT SERVICES **expanding reading horizons**

WCCLS launched a subscription to lynda.com to enhance offerings for adults. An industry-standard online learning platform it offers thousands of multimedia video courses in the areas of business, technology, and creative pursuits. Over 1,600 courses were completed by 3,000 learners in FY16-17, including Fundamentals of Programming, WordPress Essential training and Excel 2013 Essential Training.

We reorganized our e-book and audiobook titles into one platform in June, exclusively for WCCLS cardholders – you no longer have to share access with other Oregon libraries. WCCLS continues to invest in growing the collection to improve availability of titles.

We continue to support and encourage reading for pleasure and lifelong learning. We offer a digital summer reading program for adults, encouraging patron sharing of titles enjoyed, and emailing participants weekly book suggestions from fellow readers and library staff. 53% of participants in this program reported they felt more motivated to read, and 45% said they discovered a new author or genre as a result of participating.

Survey responses to question: What did you enjoy about adult summer reading?

- “I am new in America and I wanted to be more familiar with authors and culture of Americans”
- “Didn’t feel guilty devoting time just for ME.”

Holy frijoles! Discovered that I get free access to @Lynda with my @wccls library card! So excited to #learnallthethings. Thank you WCCLS!

- Patron comment via Twitter

ACCESS beyond the library walls

The Homebound Books-by-Mail program mailed nearly 6,000 bags of library materials and answered over 6,200 questions from patrons who are not able to physically use a library. Homebound patrons are always greeted with trusted and friendly voices that make great book, movie, and music recommendations. Staff also provides a listening ear and referrals to local agencies that can help meet their patrons' needs. Patrons say the library items help to ease their pain and keep them in touch with the rest of the world. **They are grateful for the improved quality of life that the library system provides them.**

Outreach for Multicultural Services worked with a total of 482 parents and children at local schools, migrant camps and community events this year to promote family involvement in child development. WCCLS has been participating in the Equity Council Advisory group of Early Learning Washington County to identify communities which are underserved (using different indicators such as: education, socioeconomic status, ethnicity, housing, and trauma). We offered training on early literacy to representatives of different cultural communities such as Korean, Arabic, Vietnamese and Somali.

WCCLS improves the collections in Spanish languages by sending librarians to the International Book Fair in Guadalajara, Mexico, every year.

Reading is so important for seniors, especially those who without it risk more and more memory loss and isolation.

- Staff Comment



COOPERATIVE VITALITY excellent countywide library service

Can I just say, what a fantastic and thoughtful program to be offering? We're doing good with no fines, but the compassion and understanding coupled with your mission behind this project just floors me. Bravo.

- Patron comment regarding Juvenile fines

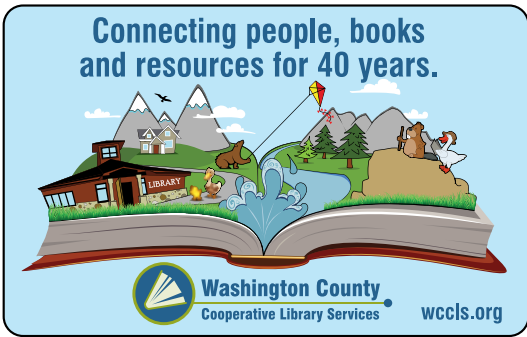
The WCCLS Policy Group (member library directors) and the Executive Board (chief administrative officers of participating jurisdictions) take the Cooperative Spirit seriously. We prioritize projects and continue to improve customer experiences across the county. Ensuring that every county resident has access to and receives **excellent countywide library services is our foundational goal.** With increased funding from our local option levy, WCCLS increased funding to members to support the operation of local libraries and branches. And the Cooperative welcomed Aloha Community Library as a new member, improving service in the center of the County.

To remain vital public institutions, **WCCLS member libraries continue to evolve** – investing in electronic resources that are available to residents anytime and anywhere. We added a Spanish-language version of the website (wccls.org/es), expanded social media connections and launched innovative ways to welcome new and lapsed patrons. To **reduce barriers to library access for children, we eliminated overdue fines for Juvenile materials** and simplified fines for Adult and Young Adult materials to 25 cents per day for all formats. We want every Washington County child to master reading and develop a lifelong habit of reading for education and entertainment.

Community partnerships are an essential element of ensuring innovative services for our patrons. This includes support for countywide reading programs, the Art of the Story Festival and more. Pamplin Media, The Oregonian, the Portland Trailblazers, the Portland Thorns, Comcast and Oaks Amusement Park are just some of the important community partners that help enrich library experiences for thousands of readers.



Washington County
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