



Washington County
Cooperative Library Services

2017-2018 Annual Report

July 1, 2017 to June 30, 2018

Washington County Cooperative Library Services has been connecting people, books and resources for over forty 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

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.

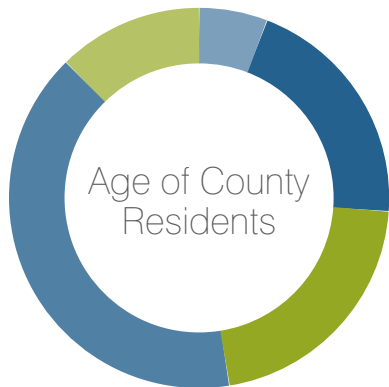
WCCLS Member Libraries & Program Service Area

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 member libraries together and provide a countywide experience for users.



Who We Serve



- 0-4 6.4%
- 5-19 19.7%
- 20-34 21.4%
- 35-64 40.3%
- 65+ 12%



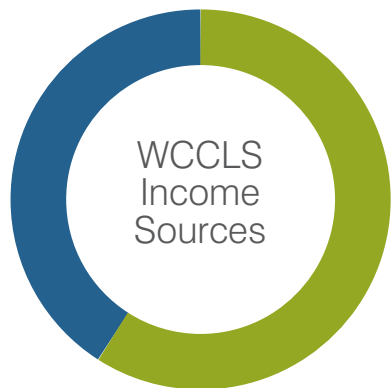
- 342,119 residents living in the incorporated areas
- 253,741 residents living in the unincorporated areas



Our Members

Sources: 2013-2017 American Community Survey & Population Research Center, PSU, April 2018

Keeping our Promise to Voters: Fiscal Year 2017-2018



■ \$13,000,000 Local Option Levy
■ \$19,000,000 General Fund



■ \$8,000,000 for Central Services Operations
■ \$24,000,000 for Local Library 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 (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 2017- 2018.

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 debuted a Youth Access Card specifically for students and added free online homework assistance through Brainfuse’s HelpNow service. We increased purchase of children’s digital books.

Expand book purchases: We reduced wait times for popular titles by continuing to purchase additional copies of high demand print books, as well as adding large print and DVDs. We maintained the increased funding for e-books and e-audiobooks, addressing the growing demand for these materials (use is up 31%). WCCLS streamlined access by migrating to one e-book application and we added new Spanish e-books and streaming video to the collection.

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 life-long learners including Brainfuse’s JobNow service. WCCLS invested in increased internet speeds and upgraded WiFi at every member library.

Maintain Central Support and Outreach programs: We added a more robust Spanish website: wccls.org/es. We added an online library card sign-up option. Staff strengthened partnerships with early learning organizations focused on improving literacy outcomes for at-risk children.



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 760,454 hours (or 87 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 nearly one million digital books checked out in FY 17-18!

WCCLS: Connecting People, Books & Resources

Fiscal Year 2017 - 2018 at a Glance

Website & Catalog Visits & Views



5.7 million visits to wccls.org



14.9 million catalog searches

66.3 million web page views



36% used mobile devices or tablets

We Are Readers!

1,708,093 total collection

1,231,873 books

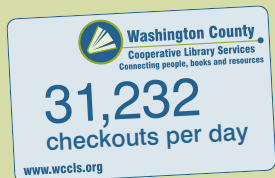


208,994 video materials

108,359 audio materials



11,212,153 total checkouts



Courier drove 52,675 miles between the library facilities

E-books

979,588 checkouts of e-book and digital audiobook titles



31% increase in digital checkouts over prior year

Online Research & Learning Tools



People & Programs

1,870 programs for adults



29,738 attendees



9,294 programs for children and young adults

309,801 attendees



3,792,947 total library visits

10,565 per day

3,333 volunteers

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



Member Library Highlights

Aloha

Began construction on new community room, registered nearly 1,000 new patrons, brought additional staff on board, continued to expand collections and program offerings and increased circulation by over 200%!

Banks

The Jane Moore Community Room opened in November 2017. In 2018, the Library was able to greatly expand programming, including additional programs for all ages of youth and adults.

Beaverton

Added a *Library of Things* collection. Debuted new playgroups and restructured story times. Grew volunteer program by 37%. Increased weekend hours at both locations and morning hours at the Murray Scholls branch.

Cedar Mill

Cedar Mill developed a Juan Young Trust funded grant that encouraged at-risk families in the Beaverton School District to participate in the *1,000 Books Before Kindergarten* Program. Another initiative called *Little English Learners* helped new English speakers succeed in story times.

Cornelius

The new Cornelius Library building is nearing completion, watch for the Grand Opening announcement early Spring 2019! The new library will offer a community room and five conference/study rooms.

Forest Grove

The children's program schedule will include monthly bilingual and Spanish family (all ages) story times. These new programs are in addition to the weekly preschool story times, toddler times and baby lapsit.

Garden Home

Gained a second adult services librarian, allowing the library to increase event offerings. Began a *Library of Things* collection that includes a digital camera, karaoke kit and pizzelle maker.

Hillsboro

The Library was the recipient of an *LSTA Building Bridges* grant to expand the children's World Languages collection and the American Library Association Fyan grant to create a food literacy program.

North Plains

Enthusiasm for *Oregon Battle of the Books* launched a weekly book club and a summer writing group. Local teens formed a council that creates displays and programs. Ongoing adult classes include *Culinary Literacy* and *Mind Your Yoga*.

Sherwood

Added a *Library of Things* with arts and crafts equipment, tech gadgets, tools and more. A customized reader's advisory service, *Book Match*, is now available in English and Spanish.

Tigard

Youth Services librarians made 31 outreach visits to free food sites and a kindergarten academy and signed up 337 additional kids and teens for summer reading.

Tualatin

Launched *Begin With Books*, which introduces Tualatin's youngest residents to books at their 6 month checkup appointments. Expanded programs with *Makerspace for Adults* and *Tech Tutoring* in Spanish.

West Slope

Continued Strategic Plan goal of reorganizing collections to assist patron discovery of library materials and updating furniture. Celebrated *Century Club* founding of the library in 1950.

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 is core to the WCCLS mission of providing excellent countywide library services.

WCCLS provides mail delivery of library material 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 residents 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 story times in Arabic, Korean, Mandarin, Russian, Somali, 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 residents is only as strong as our partnerships with the other organizations that help make it happen. In addition to the core relationships with our member libraries, we rely on strong partnerships with community organizations to meet our goals. We are grateful for corporate sponsorships and 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 initiatives. We are better together!



TIGARD PUBLIC LIBRARY
Serving the public since 1963





Washington County
Cooperative Library Services

503-846-3222 ■ wccls.org