



**Washington County**  
Cooperative Library Services

# 2021-2022 ANNUAL REPORT

For the fiscal year  
July 1, 2021 to June 30, 2022



[wccls.org](http://wccls.org)

# THRIVING IN OUR NEW NORMAL

When the pandemic hit, WCCLS and our member libraries quickly responded by continuing to offer as many services as possible in creative ways. Gradually, library doors reopened, in-person storytimes resumed, and new programs that had been postponed launched. And now we're finding a new normal.

We've seen a nine percent increase in cardholders from fiscal year 2020-2021. Library visits are returning to pre-pandemic numbers, with four times the number of visits compared with the prior year. The number of patrons who used free wi-fi at the libraries increased by five times and total wi-fi sessions were up 200 percent. Patrons who borrowed from the digital collection of e-books and audiobooks also grew by six percent.

As we discover our new normal, I'm proud to support a team that brings public libraries to our community — as a gathering spot, a venue for learning, a resource that supports growth, and a place of refuge.

Though the start of the pandemic may feel like a distant memory, more uncertainty is sure to come. As WCCLS and our member libraries move forward, we will continue to serve community members where they are, in both traditional and innovative ways.

In service,



Lisa Tattersall,  
WCCLS Manager





# ENGAGING AND EMPOWERING COMMUNITIES

Washington County Cooperative Library Services was founded in 1976; today we support 16 public library locations, giving patrons access to 1.5 million items in our shared collection. WCCLS reduces costs by efficiently centralizing operations such as cataloging, logistics, digital library collections, IT, outreach and more. The cooperative model ensures that residents in cities big and small, as well as unincorporated areas across the county, have access to the same exceptional library services.

The cooperative is a partnership among Washington County, nine cities and three non-profit organizations that operate local libraries. WCCLS provides the majority of funding for all public libraries in the county, annually distributing approximately \$28 million to support their operations. Sixty percent of our revenue comes from the county's general fund and 40 percent comes from a 5-year local levy that was renewed in 2020 by 69 percent of voters.

This annual report focuses primarily on the work of WCCLS. To discover the unique offerings of our member libraries, from makerspaces and game nights to technology classes and author talks, visit them in person or browse the event calendar at [wccls.org/events](https://wccls.org/events).



# SERVING MORE PATRONS



**1.8 million library visits,**  
*4x more than prior year*



**10.3 million items borrowed,**  
*53% increase*

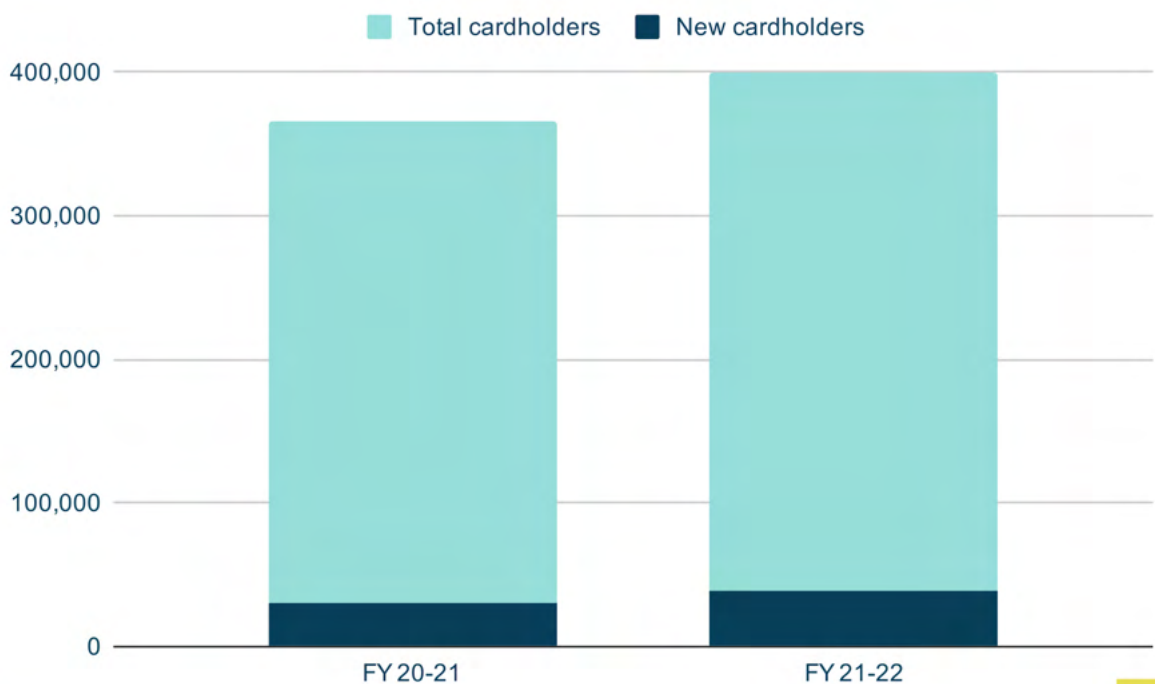


**\$224 million saved by borrowing**  
**instead of buying items,**  
*2x last year's savings*



**399,446 cardholders,**  
*9% growth*

## Year-over-year cardholder growth





# ALWAYS ON THE MOVE

WCCLS operates three courier trucks 7 days a week, delivering books and other items to and from our warehouse in Hillsboro so patrons can borrow any of cooperative's 1.5 million materials at their local library.

Last year, our fleet logged 42,061 miles and hauled 2.6 million materials – 3 percent more than the previous year. The courier team, on average, processed over 10,000 items a day; our single-day record is 15,512 items.





# NARROWING THE DIGITAL DIVIDE

Reliable, high-speed internet is one of the many valuable, equity-driven services provided by WCCLS. Patrons can access free wi-fi at all 16 libraries in Washington County. Here's how wi-fi consumption shifted after the pandemic.

TOTAL WI-FI SESSIONS	TOTAL WI-FI USERS	AVERAGE WI-FI SESSION (IN MINUTES)
246,071	82,939	100

## COMPARED TO PRIOR YEAR



200% increase in sessions



5x the patrons



10% decrease in session time



# DIGITAL LIBRARY, OPEN 24/7/365

WCCLS manages a centralized digital collection of e-books and audiobooks. Having a robust digital library allows patrons to consume books in their preferred format, whether they want to read an e-book with high contrast, large print, or dyslexic font, or listen to a book on the go.

Patrons can register for a library card and borrow digital books from the convenience of home, and the "always available" collection means no wait times for select popular titles. Plus, digital books automatically get returned on the due date, keeping hold times down and saving gas.

TOTAL USERS	E-BOOK CHECKOUTS	AUDIOBOOK CHECKOUTS	TOTAL CHECKOUTS
60,835	1,233,721	903,261	2,136,982

## COMPARED TO PRIOR YEAR



6% increase in users



10% increase in audiobooks



3% decrease total checkouts





# GROWING THE SPANISH LANGUAGE DIGITAL COLLECTION

The Spanish language digital library has been steadily growing in popularity and by volume. The collection currently contains more than 8,000 e-books and audiobooks in Spanish.

About 500 titles are available in other world languages including Chinese, Hindi, Japanese, Korean, Russian, and Tamil.

## Year-over-year growth: Spanish language digital collection

	FY 20-21	FY 21-22	GROWTH
INVESTMENT	\$23,722	\$37,710	59%
TITLES ACQUIRED	2,490	3,602	45%
TOTAL CHECKOUTS	10,938	11,695	7%
AUDIO CHECKOUTS	3,851	4,937	28%
ADULT CHECKOUTS	5,325	6,449	21%
YOUNG ADULT CHECKOUTS	1,018	1,067	5%





# SETTING STUDENTS UP FOR SUCCESS

WCCLS partnered with three school districts and 10 libraries to mail Student Library Cards to 16,334 public school students in Washington County and renew cards for another 46,900. With their library card, students can borrow books without ever having to worry about paying a late fee, access free tutoring and practice tests online, and much more.

**“My kindergartner had a blast picking out books and it was a great way to practice our letters and counting. It was also just a fun time to connect with my kiddos and find out what books interest her. Best part was when we came home she wasn’t begging for an iPad or a show to watch!”**

– Katie G., mom and patron

Special thanks to our partners: Beaverton School District, Hillsboro School District, Tigard-Tualatin School District, Aloha Community Library, Beaverton City Library, Cedar Mill and Bethany Libraries, Cornelius Public Library, Garden Home Community Library, Hillsboro Public Library, North Plains Public Library, Tigard Public Library, Tualatin Public Library, and West Slope Community Library.





# BOOKS FOR KIDS WHO NEED THEM THE MOST

Countywide Book Distribution is an annual outreach program that provides our member libraries with children's books. The goal is to get high-quality books in the hands of kids and teens whose reading needs will likely be unmet by traditional library services in the summer while school is closed.

We emphasize serving BIPOC families, immigrants, refugees, migrant farmworker communities, LGBTQ+ families and youth, as well as kids who:

- Live more than 5 miles from a population center and without access to public transit.
- Participate in school-based summer programs.
- Experience food and/or housing insecurity.

WCCLS purchased 11,354 books for young children and teens in five languages including Spanish, Arabic, Chinese, and Hindi. Books were distributed at 95 locations, such as free lunch sites and other venues in partnership with community-based organizations throughout the county.

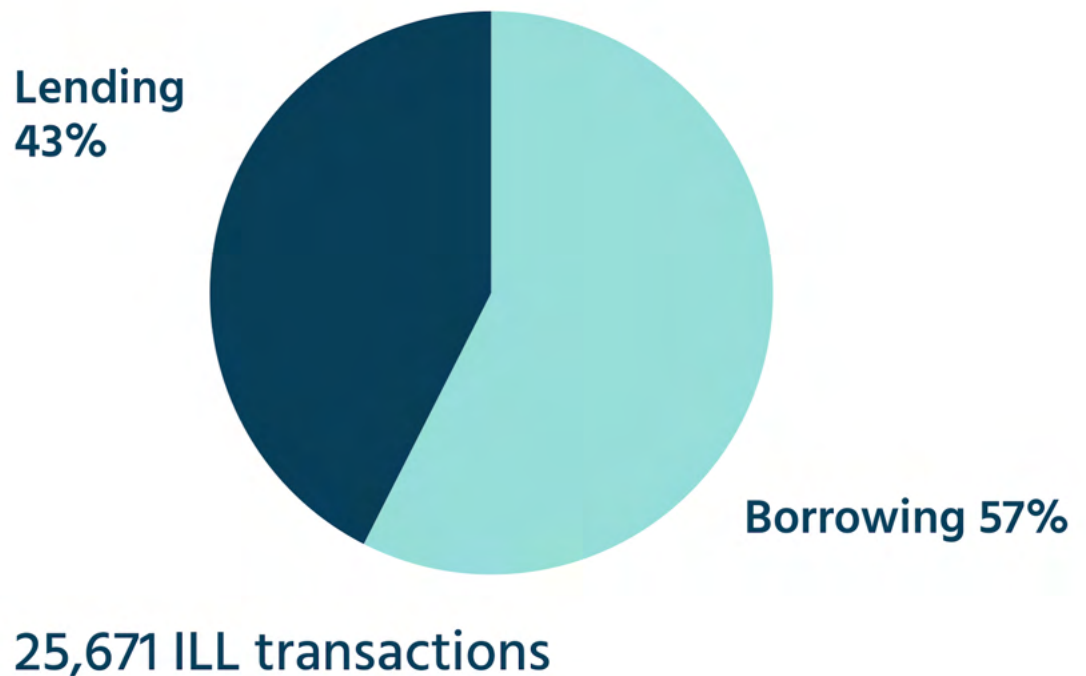
Special thanks to the Library Foundation of Washington County who supported this program with a generous grant.





# THE LIBRARY'S LIBRARY

Interlibrary loan (ILL) is a free service that lets patrons borrow books, CDs, DVDs and other items owned by libraries outside of Washington County. ILL's counterpart, Document Delivery, provides patrons with scans of articles or book chapters. Conversely, WCCLS also lends materials to other library systems for their patrons to check out. ILL transactions increased 36% compared with last year. Our tenacious team fulfilled about 95% of WCCLS patrons' requests.



“I am amazed and grateful for the miles that these books travel. I thank you so much! I request these books for my 95-year-old neighbor. She had lived on many, many acres and raised and trained horses. She now lives in a small trailer and these books open the world again for her.”  
 – Janet A., Interlibrary Loan patron, Idaho



# BRINGING THE LIBRARY TO PATRONS

Library Mail Service caters to patrons with a physical condition who are unable to visit the library for at least six months. Residents of care facilities and in-home caregivers are also eligible. Library items are mailed directly to patrons, and postage is covered by WCCLS.



293 patrons served



2,200 phone calls made



4,483 bags mailed

“With such a chaotic year, it's been wonderful to be able to receive books, DVDs, audiobooks and wonderful phone conversations. It really helped ease the anxiety in these uncertain times.”

– Janine J., Library Mail Service patron





# SPANISH COLLECTIONS FOR VULNERABLE COMMUNITIES

WCCLS purchased 605 Spanish and bilingual books for residents at the County Jail, Harkins House (for youth ages 12 to 17), and Community Corrections Center. Each collection was thoughtfully curated by WCCLS' bilingual collection development librarian to meet the distinct needs of patrons residing at each facility. Collections feature bestsellers, young adult novels, self-help books, manuals for learning English, and more.

WCCLS received \$7,125 in American Rescue Plan Act grants from the State Library of Oregon to purchase these collections. The grants were focused on equity, diversity, inclusion, and anti-racism with a goal of better serving the recreational, educational, and personal needs of incarcerated and vulnerable patrons, many of whom speak Spanish.

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“Many of our students speak Spanish as their preferred language, and it has been so nice for them to have access to that. It is a way for them to stay connected to their culture, home, and family and to practice the language for those who are still developing their reading and writing skills in Spanish.”

– Chelsea Fryer, Harkins House, Alternative Education Teacher







## QUESTIONS? CONTACT US.

● [wccls.org](http://wccls.org)

● [hello@wccls.org](mailto:hello@wccls.org)

● 503-846-3222