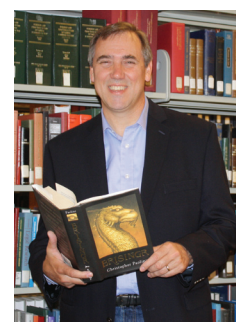
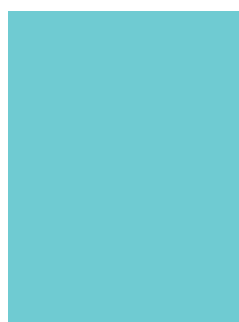
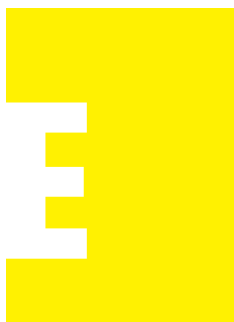
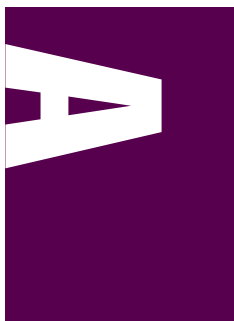


CELEBRATING 35 YEARS



Connecting People, Books and Resources
Washington County Cooperative Library Services
Annual Report
December 2011

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.

FY10-11 Statistics at a Glance

527,140	Washington County Population 2010
\$32,477,137	Total spent on public library service
\$61.61	spent per capita
12,711,299	Total circulation (checkouts and renewals)
24.11	Circulations (checkouts) per capita
2,764,711	Holds placed
86,117	Total audio-book & e-Book titles downloaded through Library2Go
272,266	Registered patrons (6/30/11)
4,240,084	Total visits to member libraries
655,281	Total hours of public Internet use (wired stations; not including WiFi)
228,896	Total library program attendances
26,490	Summer Reading Program sign-ups (children and teens)
162,722	Total hours of volunteer time donated
3,145	Total individual volunteers
\$3,005,475	Dollar value equivalent of volunteer time
4,113,117	Total items delivered between libraries by WCCLS Courier
2,069,155	Total wccls.org website visits
475,923	Total unique visitors to the wccls.org website
2,652	WCCLS help-desk support tickets logged
22,808	Circulation to Homebound patrons

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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. Because of this cooperative governance structure, WCCLS does not fit into a neat little box, and 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 also be noted that the WCCLS membership includes two non-public “specialized” libraries that offer public access: 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 for countywide circulation activities.

In terms of producing a Washington County annual performance report, it can only describe the whole picture when data from member libraries is also included. To provide context and perspective, statistical data from FY01-02 through FY10-11 is included in this report where

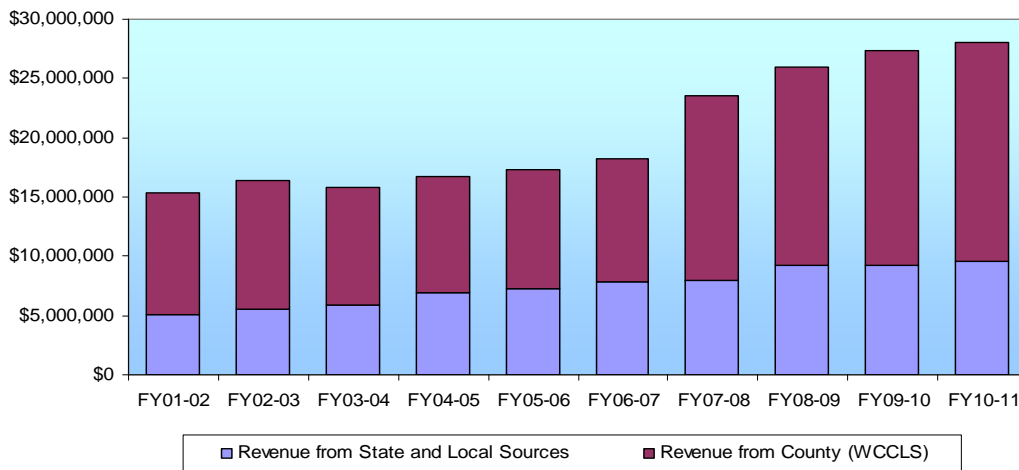
appropriate. Also note that member libraries may generate their own annual performance reports or audits per city or non-profit directive and may also have local strategic plans to address library-specific goals and community needs.

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, board support, publicity and public education); Automation (shared catalog and website, hardware, software, telecommunications and Internet access); Reference and Interlibrary Loan (electronic subscriptions 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 Outreach Services to special populations include homebound residents, the Latino population, 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.

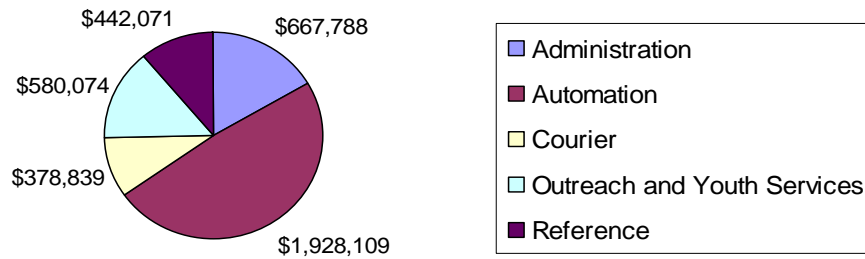
In FY10-11, Washington County’s contribution for public library operations equaled 66% of the total library operating expenditures. Each library determines its own ratio of County to other funding based on local priorities, city and other funding resources available. WCCLS distributes County funds each 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 FY10-11.

FY10-11 Public Library Revenue Sources

Public Library	Total Operating Expenditures	State and Local Revenue	Revenue from WCCLS	% of Revenue from WCCLS
Banks	\$185,827	\$81,260	\$120,082	59.6%
Beaverton	\$7,410,139	\$2,135,544	\$4,369,770	67.2%
Cedar Mill	\$3,436,991	\$458,415	\$3,238,370	87.6%
Cornelius	\$324,491	\$177,119	\$157,805	47.1%
Forest Grove	\$898,296	\$247,830	\$650,466	72.4%
Garden Home	\$337,384	\$20,758	\$336,727	94.2%
Hillsboro Libraries	\$6,943,739	\$2,865,807	\$4,058,289	58.6%
North Plains	\$141,973	\$69,496	\$92,487	57.1%
Sherwood	\$976,530	\$289,681	\$686,849	70.3%
Tigard	\$5,666,418	\$2,798,038	\$2,868,380	50.6%
Tualatin	\$1,507,214	\$372,687	\$1,249,437	77.0%
West Slope	\$617,144	\$29,350	\$660,172	95.7%
Total	\$28,446,146	\$9,545,985	\$18,488,834	65.9%

Expenditures for county-provided Support and Outreach Services totaled \$4,030,991 in FY10-11, only 0.85% more than FY09-10. Automation services accounts for the largest portion of that amount (44%), 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 FY10-11

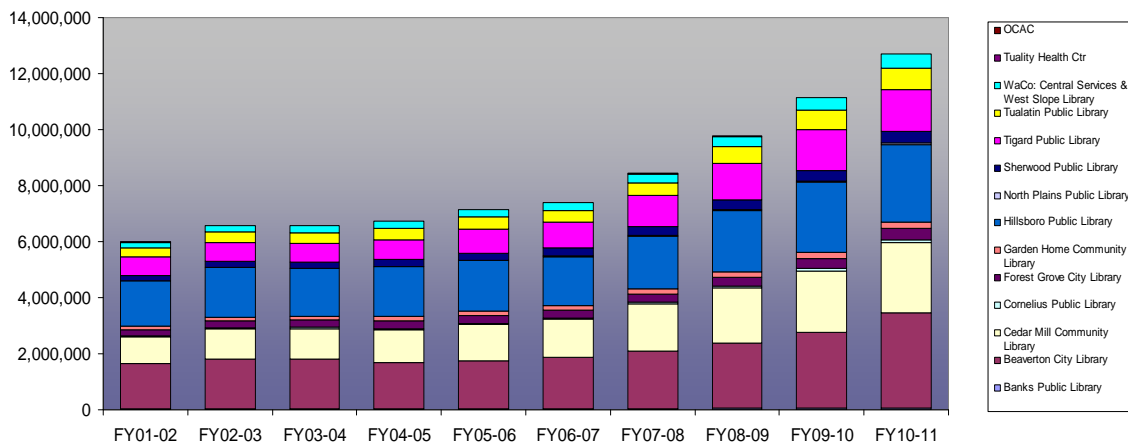


The combined amount spent on public library services in FY10-11 was \$32,477,137 (includes all local public library operating and County central support and outreach expenditures). Of that amount 69.34%, or \$61.61 per capita, (2010 county population of 527,140) was provided by the County. For comparison, Multnomah County Library expends \$80.61 per capita.

Public Library Usage

The primary indicator of library usage is circulation. Annual countywide circulation (measured as checkouts and renewals of materials) has steadily increased over the years. In FY10-11 total circulation was 12,711,299, an increase of 14.06% over the previous year. For a 2010 county population of 527,140 that equals 24.11 circulations per capita. For comparison the Oregon average is 15.4 and the national average is 8.12 per capita. The two latter figures are from the 2009 Public Library Survey ² (latest data available) from the Institute for Museum and Library Services, <https://harvester.census.gov/imls/pubs/Publications/pls2009.pdf>.

Annual Circulation by Library (checkouts and renewals)



Why has circulation increased so steadily? 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.

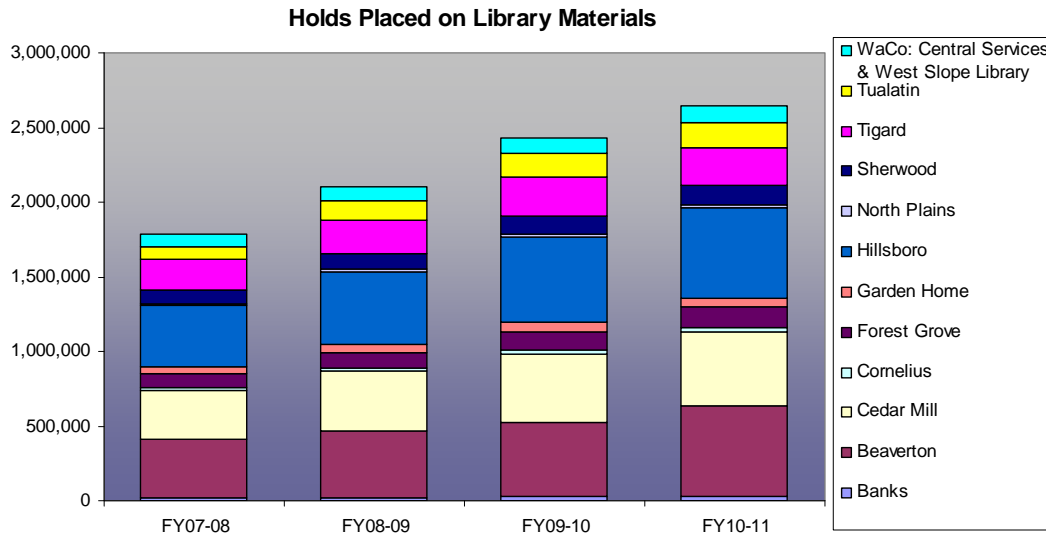
Also noteworthy are the openings of new libraries since 2007. Hillsboro Main Library moved from Tanasbourne to a new building on Brookwood Parkway that has twice the square footage, Cedar Mill opened the Bethany Branch, and North Plains Public Library joined WCCLS in 2007. Tualatin opened a remodeled and expanded library in 2008, and Beaverton opened the Murray-Scholls Branch in 2010. All of these grand 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 have become an invaluable resource for supporting residents who are looking for jobs, offering free Internet access, computers with word processing software, library-sponsored workshops, and print and electronic materials on resume writing, interview techniques, and skill assessment.

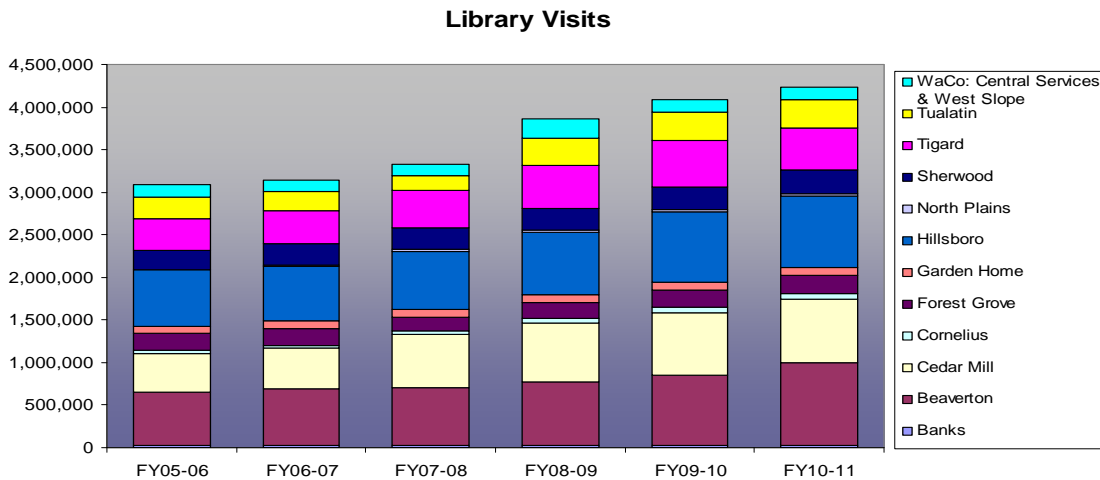


Another way to look at library use is collection turnover, or total circulation divided by total collection holdings including electronic and downloadable titles. For FY10-11 collection turnover was 6.29, or theoretically every item circulated more than six times.

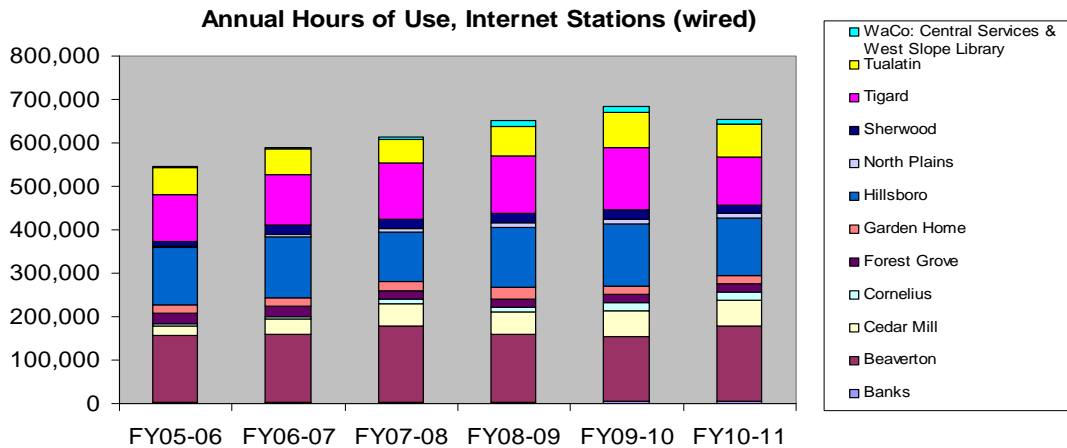
While many library patrons physically browse library shelves, a growing number of them also browse library shelves electronically. They search wccls.org for the titles they want, and request that the items be shipped to their favorite library for convenient pick-up. Statistics regarding the number of electronic 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 extract statistical counts from computer files for several years. The chart below illustrates the rise in holds placed. In FY10-11 there were 2,764,711 holds were placed on library materials, an increase of over 9% from the previous year.



As of June 30, 2011, there were 272,266 registered library patrons, the equivalent of 52% of Washington County’s population. Libraries had 4,240,084 visits to their facilities in FY10-11, or a countywide averages of 8.4 visits per capita. According to the IMLS Public Library Survey cited above, the Oregon statewide average is 6.8 visits per capita. Libraries have seen a steady increase in library visits since the economic downturn as illustrated in the chart below.



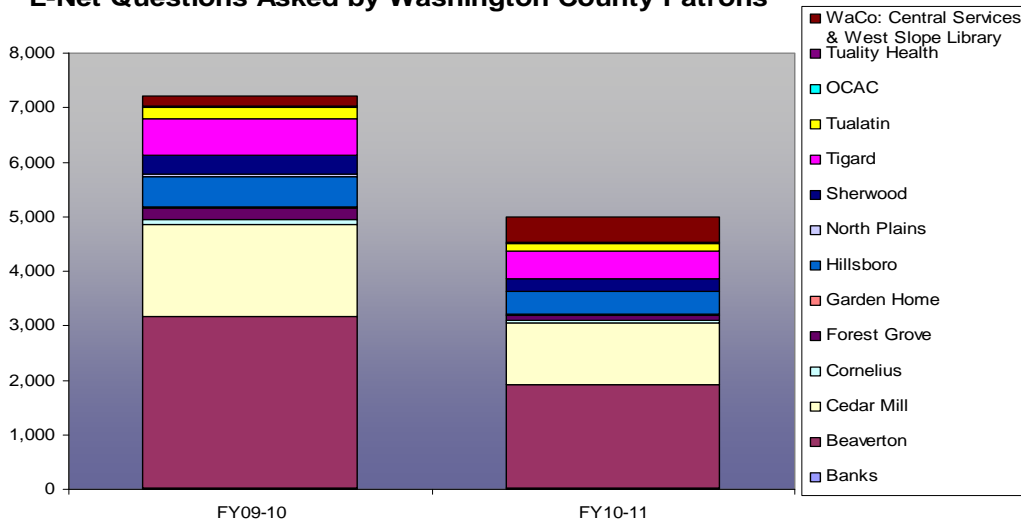
WCCLS added wireless Internet access for the public at all member libraries in 2009. The following chart measures hours of Internet use for wired Internet workstations at each library. In FY10-11 a total of 655,281 hours of Internet time were used by library patrons. That equals an average of 1,825.3 hours per library open day. We project that the decline in wired hours in FY10-11 was due to increased use of WCCLS-provided wireless options. We do not measure wireless use countywide as login data is purged each night.



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 by 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 Ohio so that during evenings, weekends and early hours Oregon questions can be answered. Two years of statistics are provided below. These numbers include email and chat questions only. The text message option began in December 2010; and through June 2011 there were 211 text questions that could be identified as coming from Washington County patrons (identifying library system is optional). We expect this service to grow as we increase public awareness of it.

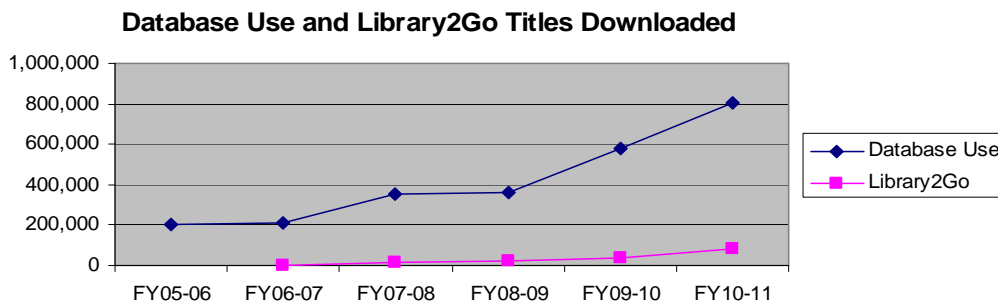
We believe the statistics for L-net dropped from 7,223 in FY09-10 to 5,005 in FY10-11 because the statewide consortium stopped marketing L-net access to schools, and Beaverton School District students previously used the system a lot.

L-Net Questions Asked by Washington County Patrons



The WCCLS Reference Program negotiates and manages contracts for database subscriptions that are available through [wccls.org](http://www.wccls.org). These reference and full-text resources run the gamut of topics from general research coverage, automotive repair, or business marketing data to language learning programs and tutorials for civil service exams, interview techniques and college 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 LSTA funds. Others are purchased by WCCLS. FY10-11 saw a 39% increase in database use.

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 109% increase of titles downloaded in FY10-11 (86,117 downloaded). We expect that this trend will continue in the coming year because the vendor, OverDrive, negotiated digital rights to add Amazon Kindle e-Books to the service in September 2011.



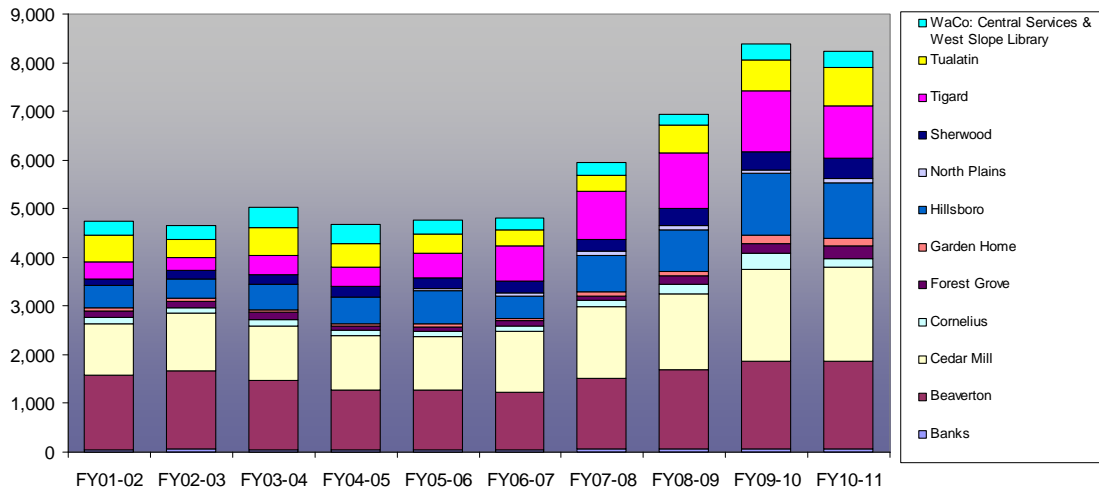
WCCLS member libraries circulate far more per visitor than the national average. In the September-October 2011 issue of *Public Libraries*, Virgil E. Varvel Jr.³ analyzed data from a national survey of libraries. In addition to the usual output counts, he looked at outputs in relation to expenditures and broke out the data by size of population served. WCCLS falls within the 500,000 to 999,999 population cohort, and for that group, the average circulations per \$1000 of expenditures was 271. WCCLS' average is 391, or 44% higher.

The national average for library visits was 193 per \$1000 spent, and WCCLS' average was 130, or about 2/3 of the average compared to the national cohort. This seems to indicate that the cohort is composed of a significant number of libraries that serve very urban populations that would provide opportunities for more frequent foot traffic into the facilities.

Public Library Programs Offered and Program Attendance

Member libraries offer a variety of programs for children, teens and adults. Library program attendance in FY10-11 was 228,896, a 2.5% increase from the previous year, despite a slight reduction to total programs offered. With 8,236 programs offered, that is an average of 27.8 attendees per program.

Number of Programs



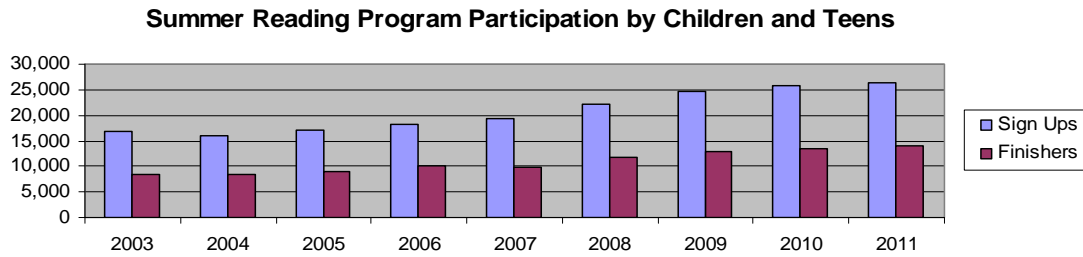
The largest coordinated programming effort is the annual Summer Reading Program, which included the first countywide adult-focused program in the summer of 2011. WCCLS Central Support Services provides coordination for Summer Reading Programs that includes themed promotional print pieces, radio and/or 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 2011, a total of 26,490 children and teens signed up to participate in the Summer Reading Program and 13,982 finished their reading goals, a 52.8% finish rate. As illustrated in the chart below, increases in sign-ups have outpaced increases in finishers over the nine 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, rather than on completion.

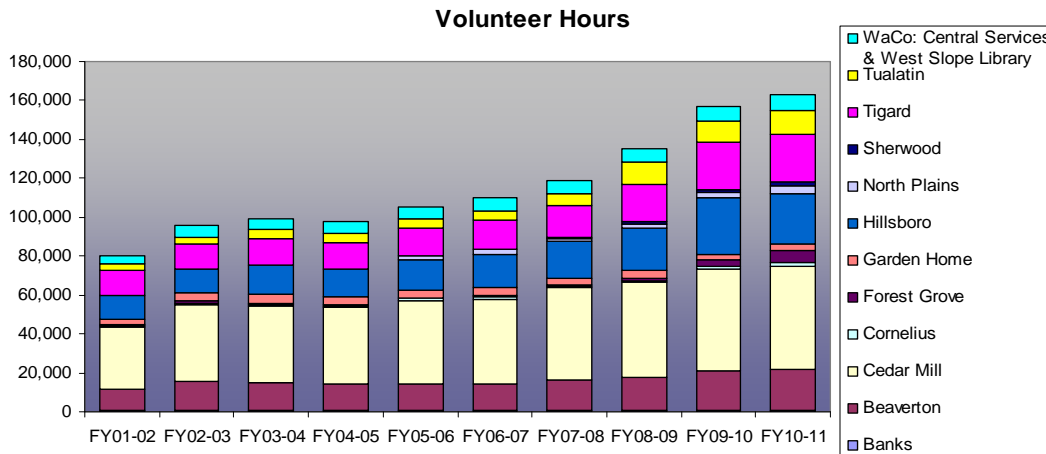
The countywide Adult Summer Reading Program had 2,857 participants; finishers were not tracked. The goal for the first year was to reach 1000 people, so it far exceeded expectations.

Participants were encouraged to write reviews of the books they read and to submit them online to the wccls.org catalog. Over 2000 reviews were submitted.



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 that is the number of people who volunteer in various capacities to support their local libraries. In FY10-11, a total of 3,145 people volunteered 162,722 hours in a Washington County library. This equals over 78 full-time equivalent employees. According to the Independent Sector⁴, the value per hour of volunteer time for Oregon is \$18.47 (2009 latest figure available). That adds up to an additional \$3,005,475 in community support for library service last year.



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 Hearing Voices Storytelling Festival. In 2011 an estimated \$1.49 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, Bullwinkle’s Fun Center, and Oaks Amusement Park. It also included media support from Comcast, the Oregonian, Univision, etc. The Hearing Voices

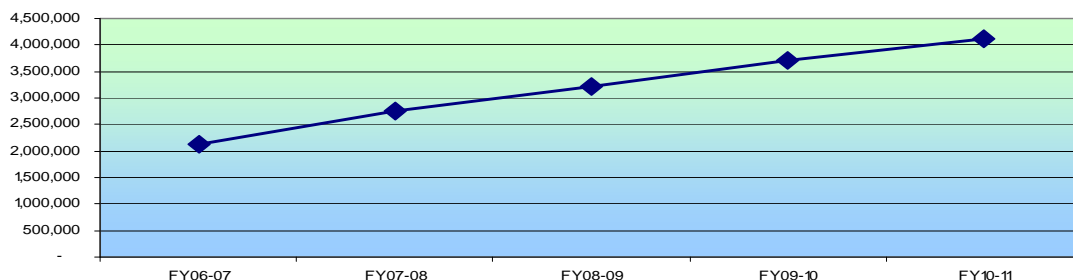
Storytelling Festival received an additional \$19,913 of in-kind support and donations from Community Newspapers, Courtyard by Marriott, Pumpkin Ridge Golf Course, the Friends of the Library groups from all member libraries, and other sources. Donated program incentives and pro bono services increase program participation, greatly improve public awareness of library services offered, and build positive images of libraries in the community.

Central Support and Outreach Services



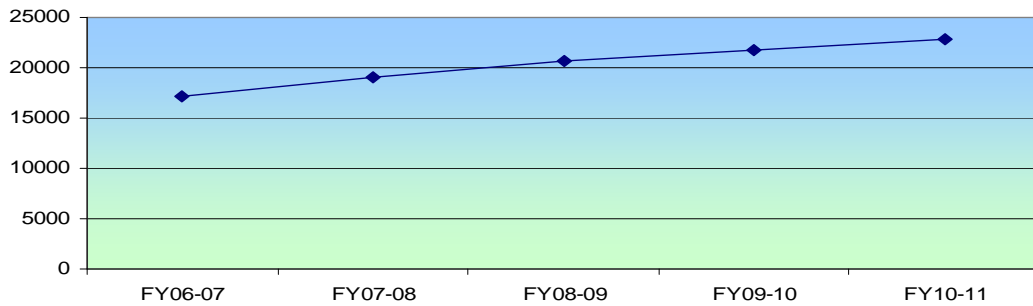
Within the centrally provided support services and outreach programs there are several measurable performance indicators. One important measure is the amount of materials moving to and from member libraries through the Courier program. In FY10-11 a total of 4,113,117 items were delivered by WCCLS couriers to member libraries, an increase of 10.5% from the previous year. 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.

Courier Deliveries



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 22,808 loans in FY10-11, up 5% from the previous year. The number of patrons remains relatively constant at about 350 registered homebound patrons.

Outreach Circulation to Homebound

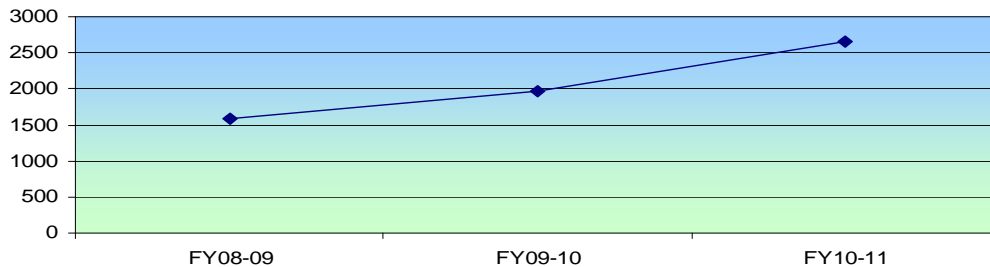


The WCCLS Automation Program provides 77 hours of staff support per week to member libraries regarding website, catalog, network, Internet, and other issues for the centrally-provided hardware, software and services. Staff is available by phone and email, as outlined in the WCCLS Network Agreement. Staff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

In FY10-11 there were 2,652 help desk support tickets logged, an increase of 35% from the previous year. This increase can be attributed to two main support areas: increased postings of shared documents to the Extranet (policies, procedures, minutes, other documents) for access by member library staff, and a significant increase in calls from patrons who required help in learning to use downloadable resources from Library2Go. Staff saw a noticeable spike in support calls following Christmas 2010 from people who had received e-readers as gifts.

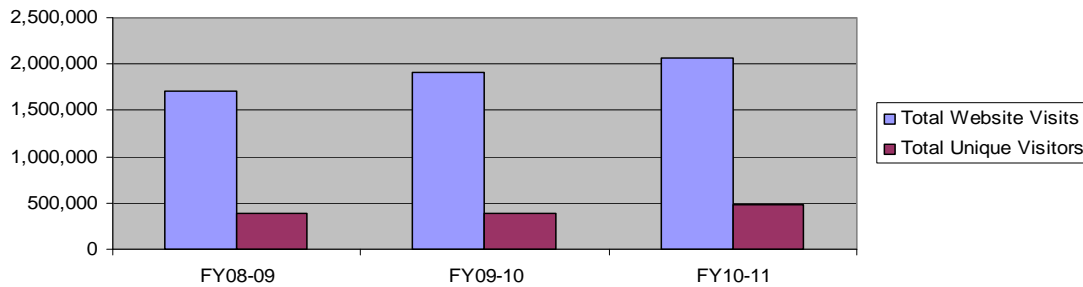
WCCLS implemented new help desk tracking software in 2008 to help staff better manage support requests. The chart below depicts the increase in support requests over three years.

Automation Help Desk Tickets Logged



In FY10-11 there were 2,069,155 total visits to the wcls.org website. This is defined as the total number of times any viewer came to the wcls.org website. This includes remote website visits from home, school, office, etc., and does not include website visits from workstations within member libraries. In FY10-11, 23% of total visitors (475,923) were unique visitors. Many patrons visit the website more than once, and website use is trending up over time. WCCLS began using Google Analytics in 2008 to track website use.

WCCLS.org Website Activity



The top destinations for website visitors are the wcls.org homepage, the catalog search page, information about library hours, and the Library2Go information page. 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 50,115 views in FY10-11, an increase of 2,475% in two years.

The number of patrons using smart phones to access the wcls.org website is also growing, even though we do not have a mobile application available yet. From FY09-10 to FY10-11 mobile access increased from 12,996 visits to 60,356 visits, or an increase of 364%. We are planning to add a mobile website application in 2012.

WCCLS has recently begun to incorporate greater use of social media, such as Facebook and Twitter, to distribute information to patrons and actively engage patrons in discussion regarding services, books and library-related news. In the future we hope to be able to provide data regarding patrons' use of social media to access and share such information.

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 Varvel, Virgil E, Jr., “Public Library Data Service 2011 Statistical Report,” Public Libraries, v50(5), September-October 2011, pp26-34.

⁴ Independent Sector, Dollar Value of Volunteer Time http://independentsector.org/volunteer_time .

Appendices

Appendix 1: WCCLS Organization Chart

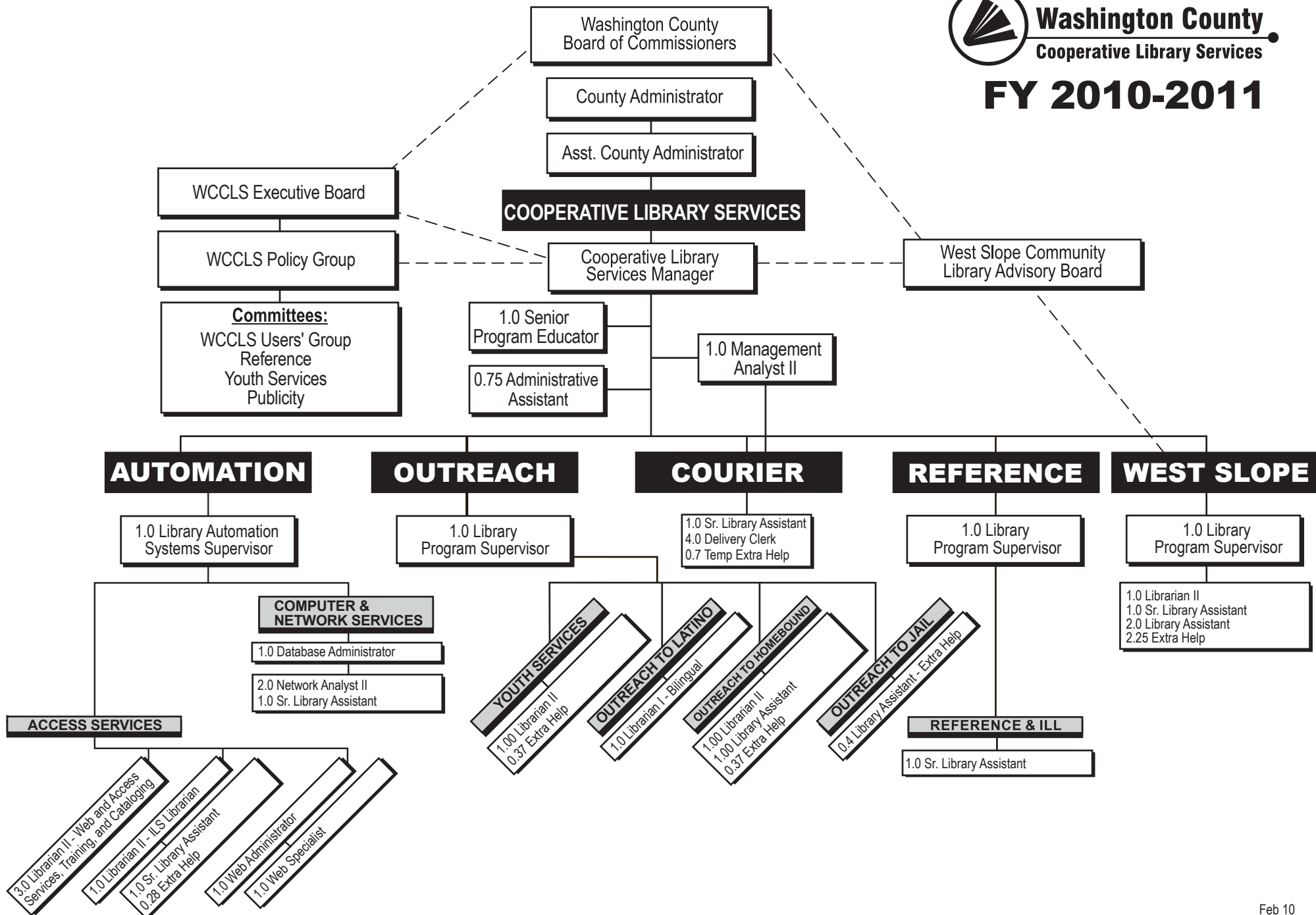
Appendix 2: WCCLS Long Range Plan update (2010-2012)

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)





FY 2010-2011



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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.

Definitions:

- **The Cooperative:** includes everybody – member libraries and central support and outreach services
- **Member libraries:** Banks, Beaverton, Beaverton – Murray Scholls, Cedar Mill, Cedar Mill – Bethany, Cornelius, Forest Grove, Garden Home, Hillsboro Main, Hillsboro Shute Park, 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 homebound, jail, Spanish-speaking, early literacy
- **Residents:** The residents of Washington County including current patrons and potential patrons

Technology goals and objectives

2011 updates in Blue

<i>Goal One</i>	<i>2010 – 2012 Activities</i>	<i>2010-2012 Updates</i>
<p>All residents have sufficient access to library technology.</p> <p><i>Objective A:</i> The Cooperative will maintain and increase technology infrastructure and public computing capacity to meet growing needs.</p> <p><i>Objective B:</i> Central support and member libraries will create or update technology plans.</p>	<p>Aa. Central support will expand wireless options for users.</p> <p>Ab. Central support will explore thin client options for delivering services.</p> <p>Ac. Central support will explore smart device appliances for library use.</p> <p>Ad. Central support will monitor bandwidth needs and plan accordingly.</p> <p>Ba. Member libraries will upgrade equipment for staff and public use on a planned schedule.</p> <p>Bb. 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.</p>	<p>Aa. Done</p> <p>A.b. not yet started, but there is still interest; not in FY11-12 project list.</p> <p>A.c. Added July 2010; mobile app in Polaris release 4.0.</p> <p>A.d. Added July 2010; bandwidth and speed to increase by 50mb in summer 2011.</p> <p>Ba. OK; member libraries are upgrading as local funds allow.</p> <p>Bb. On-going; Central support wrote a social networking policy that others can adapt for local use, too; Central support expanding and monitoring use of social applications, have made suggestions particularly in utilizing the wireless network for access to websites.</p>
<i>Goal 2</i>	<i>2010 – 2012 Activities</i>	<i>2010-2012 Updates</i>
<p>Residents will have a consistent online experience wherever they are and whenever they want access to library resources.</p>	<p>Aa. Member libraries will implement changes to make the shared online catalog look the same in libraries as it does from home.</p>	<p>Aa. To be completed by October 2010 Complete. All libraries have one, shared PAC.</p> <p>Ab. Four libraries are actively using and two more have been trained as of 6/30/2010. More are using the electronic newsletter, WCCLS Central staff providing training and limited support.</p>

<p><i>Objective A:</i> The Cooperative will have a strong virtual presence.</p> <p><i>Objective B:</i> The Cooperative websites will be content-rich with intuitive patron interfaces.</p>	<p>Ab. Member libraries will write and post regular “bookletters” electronic newsletters that reach their patrons and community leaders.</p> <p>Ac. Member libraries will update their websites to make them more intuitive for patrons.</p> <p>Ba. Central support will implement software that allows a single point of discovery for diverse resources.</p> <p>Bb. Central support will update the wcls.org website to make it more intuitive for patrons.</p> <p>Bc. Central support will explore options for additional online content for wcls.org.</p>	<p>Ac. On-going; some member libraries have updated their websites.</p> <p>Ba. Not yet implemented. (used to be called Federated Search) Exploration of product in FY11-12 in Reference and Automation project plans.</p> <p>Bb. Transition to DRUPAL Content Management System in progress 6/30/2010. Revised website rollout in Sept 2011. Includes more streamlined Online Resources page.</p> <p>Bc. On-going – new additions include Mango and Learning Express. Patron account videos have been added for online catalog users; Library2Go pages in revision 2011.</p>
<p>Goal 3</p>	<p><i>2010 – 2012 Activities</i></p>	<p><i>2010-2012 Updates</i></p>
<p>Residents will receive support from member library staff on use of information technology.</p> <p><i>Objective A:</i> Central support will develop and deliver training for member library staff</p>	<p>Aa. Central support will provide training for central staff on information technology and in training techniques.</p> <p>Ab. Central support will develop and provide training for member library staff to use social media to extend library services.</p> <p>Ac. Central support will provide a trainer who travels to libraries to train member</p>	<p>Aa. Not yet implemented.</p> <p>Ab. Not yet implemented.</p> <p>Ac. Implemented: some examples include training on Overdrive, use of Digital Cameras and Flip recorders, website testing/surveying. Training provided on social media, screen casting; Polaris catalog training which could be used with patrons.</p> <p>Ad. On-going; member library responsibility.</p> <p>Ae. On-going; E-Book reader training offered at multiple libraries. Cedar Mill will circulate e-readers beginning Fall 2011. HPL added iPads for staff to use while assisting patrons on the floor.</p> <p>Af. Cedar Mill has purchased various “toys” for testing and sharing. Hillsboro – staff from Best Buy and Barnes & Noble are</p>

<p><i>Objective B:</i> Cooperative staff will share technology and media expertise with each other.</p>	<p>library staff on technology applications Ad. Members libraries will designate staff to receive training from Central Services on information technology and training techniques. Ae. Member libraries will offer on-going training opportunities for patrons on using information technology. Af. Member libraries will purchase new information technology equipment so staff is well versed in their use.</p> <p>Ba. Central support will organize regular gatherings for staff from member libraries to share and learn together.</p>	<p>teaching classes for patrons. Forest Grove – librarians from Pacific University are teaching computer classes for public.</p> <p>Ba. Implemented and on-going. Examples include: Digital camera/photography classes, various “gatherings” on using databases, creating online training videos, using e-books, usability testing. Gathering of Chairs, Diversity training, Dealing with Patrons with Mental Health issues, etc.</p>
<p>Goal 4</p>	<p><i>2010 – 2012 Activities</i></p>	<p><i>2010-2012 Updates</i></p>
<p>Residents can access library materials in a timely manner where and when they want them.</p> <p><i>Objective A:</i> The Cooperative will continue to implement circulation policy changes and plan implementation of automated materials handling</p>	<p>Aa. The Cooperative will review consultant recommendations regarding automated and manual materials handling improvements. Ab. The Cooperative will implement identified manual circulation policy changes that will streamline materials</p>	<p>Aa. Implemented and on-going; RFID conversion slated for FY11-12. Ab. Implemented and on-going.</p>

<p>in order to improve access to materials.</p>	<p>handling, improve use of staff resources, and decrease turn-around time for patron access.</p>	
<p>Goal 5</p>	<p><i>2010 – 2012 Activities</i></p>	<p><i>2010-2012 Updates</i></p>
<p>Residents have a variety of convenient services to improve and streamline access to library resources.</p> <p><i>Objective A:</i> The Cooperative offers commercial-level self-service options online and at member libraries.</p>	<p>Aa. The Cooperative will implement multijurisdictional payment procedures to improve customer service.</p> <p>Ab. The Cooperative will implement online fee payments, online registration, and other service improvements.</p>	<p>Aa. Implemented 7/1/2010, and 1st year invoicing completed July 2011.</p> <p>Ab. Not yet implemented. Policy Group voted to eliminate online registration at this time (July 2010); will reconsider when process can be library specific.</p>

Library As Place Goals and Objectives

Goal 1	2010 – 2012 Activities	2010-2012 Updates
<p>Residents think of libraries first when it comes to reading, lifelong learning, community events, business support and civic dialog.</p> <p><i>Objective A:</i> The Cooperative will develop a county-wide marketing plan to reach community groups to describe facility use options and the value-added services of libraries.</p>	<p>Aa. The Cooperative will explore grant funding options to support innovative services and marketing outreach.</p> <p>Ab. Member libraries will have “Civic Tables” that allow elected officials to meet with the public for informal conversation.</p>	<p>Aa. OK to address for innovative technology in 2010-2012; postpone grants for marketing until 2013-2016.</p> <p>Ab. OK; Tualatin starting in July 2010; stopped in Fall 2010 due to council scheduling issues.</p>
Goal 2	2010 – 2012 Activities	2010-2012 Updates
<p>Residents consider libraries the “front porches” of their communities.</p> <p><i>Objective A:</i> Member libraries will create a welcoming environment for residents; residents recognize that libraries contribute to building communities.</p>	<p>Aa. The Cooperative will coach staff, boards and officials to welcome residents to libraries in new and non-traditional ways.</p> <p>Ab. The Cooperative will continue to discuss the changing role of libraries with their communities.</p> <p>Ac. Member libraries will have spaces for people to engage in conversation, learning, sharing and civic discourse.</p>	<p>Aa. WCCLS created “welcome booklet” for libraries to distribute to new staff, boards, etc. Outreach Librarian for Latino Services began attending New Immigrant Networking meetings in the fall of 2010 – focus on providing services to the Somali community.</p> <p>Ab. Examples: Council presentations, back to school nights, WCCLS mailed newsletters, member library bookletters. Cornelius discussing new building needs with community.</p> <p>Ac. On-going.</p>

Goal 3	<i>2010 – 2012 Activities</i>	<i>2010-2012 Updates</i>
<p>Residents will enjoy flexible, multiuse spaces to accommodate community meetings, learning opportunities, discussions and performances at their libraries.</p> <p><i>Objective A:</i> The Cooperative will develop a countywide plan for existing buildings and alternate spaces to accommodate multiple uses.</p>	<p>Aa. Member libraries will identify meeting space near the library to supplement space available within the library building, as needed.</p> <p>Ab. Central support will investigate warehousing materials to free space in member libraries.</p> <p>Ac. Member libraries’ meeting spaces are equipped with basic technology.</p>	<p>Aa. As needed added July 2010.</p> <p>Ab. Central Support will include as part of exploration/implementation of automated materials handling recommendations; still desired especially for “long-tail” items, but no action taken as of 2011 – focusing on RFID, materials handling and Courier warehouse space.</p> <p>Ac. On-going.</p> <p>Objective A: countywide plan has not yet been developed.</p>
Goal 4	<i>2010 – 2012 Activities</i>	<i>2010-2012 Updates</i>
<p>Residents will have opportunities to explore cultural diversity.</p> <p><i>Objective A:</i> The Cooperative will offer programs and services that promote the appreciation and understanding of the cultural diversity of the county.</p>	<p>Aa. Member libraries and Central Outreach will increase activities and events focused on cultural diversity.</p>	<p>Aa. Modified July 2010 to “cultural diversity” from “cultural heritage.” On-going. Outreach Librarian for Latino Services providing input to the Hearing Voices committee on multi-cultural story tellers.</p>

Youth Services Goals and Objectives

Goal 1	2010 – 2012 Activities	2010-2012 Updates
<p>Young residents will discover the joy of reading through the library.</p> <p><i>Objective A:</i> The Cooperative will provide materials and programming that foster the joy of reading.</p> <p><i>Objective B:</i> The Cooperative will support innovations in providing library services to children.</p> <p><i>Objective C:</i> The Cooperative will increase access to materials and services to residents ages 0-18 years who are experiencing barriers to library service.</p>	<p>Aa. The Cooperative will annually share strategies for connecting with parents.</p> <p>Ab. The Cooperative will develop an early literacy campaign partnering with social service agencies.</p> <p>Ac. Member libraries will integrate the use of social media to promote a reading lifestyle and librarian expertise.</p> <p>Ba. Central support will develop a list of service ideas and options for use when implementing new programs for children in care.</p> <p>Bb. Plans and ideas for serving children in care will be shared regularly at Youth Services Committee meetings.</p> <p>Ca. The Cooperative will engage in a collaborative effort to collect & distribute materials to an agreed upon agency serving children once a year.</p> <p>Cb. Plans, ideas for increasing library access will be shared regularly at Youth Services Committee meetings.</p>	<p>Aa. Hillsboro currently does this with Tuality Hospital; Recommend moving to 2013-2016.</p> <p>Ab. In discussion stage 6/30/2010; Todd Parr early literacy events held April 2011; planning for event in 2012.</p> <p>Ac. Ongoing. Member libraries and Central support have integrated social media as part of their reading and programs promotions. Central support regularly tweets library events and services.</p> <p>Ba. Cedar Mill library has developed a list of service ideas and options for implementing programs to children in care, posted on Extranet 5/2011.</p> <p>Bb. Hillsboro Library has discontinued deposit collections. Central support is working with County Commission on Children and Families to serve the discontinued sites and target new sites, contingent on Ready to Read funding.</p> <p>Ca. In progress 6/30/2011; YSC will select agency in Sept 2011.</p> <p>Cb. On-going; information about national services that provide large-print and audio materials for visually-impaired children will be shared.</p>

Goal 2	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will find the resources from their libraries to support the educational and recreational needs of the community's youth.</p> <p><i>Objective A:</i> The Cooperative will analyze Census and other data to determine community needs.</p> <p><i>Objective B:</i> The Cooperative will support Summer reading and other programs to develop and maintain reading skills of youth.</p> <p><i>Objective C:</i> The Cooperative will provide materials and services that prepare young children to enter school ready to read.</p>	<p>Aa. The Cooperative will identify whether staffing and collection standards exist for youth services and if not, draft some.</p> <p>Ba. Central support will provide shared resources including information, performers, trainings and expertise to meet the needs of various age groups.</p> <p>Ca. Member libraries and Central Outreach will cooperatively provide early literacy training for parents and care-givers.</p> <p>Cb. Central Outreach will continue to develop a countywide comprehensive approach for providing early literacy training and materials for Head Start teachers and parents.</p> <p>Cc. 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.</p>	<p>Aa. Not yet implemented. WCCLS Youth Services Librarian will investigate. Beta Partnership with CIVICTechnologies initiated June 2011 to do additional patron/census/marketing analysis.</p> <p>Ba. On-going.</p> <p>Ca. On-going. Beaverton has a van that delivers to child care centers. Hillsboro provides outreach to Head Start in English and Spanish. Cedar Mill's outreach program provides storytimes for family child care homes, the Early Intervention program and Head Start. Cedar Mill delivers books to childcare homes and childcare centers.</p> <p>Cb. In-process 6/30/2010.</p> <p>Cc. Reading For Healthy Families training and program implementation in 2009-10; on-going.</p> <p>Cd. Was planned for FY2010-11 with Ready To Read grant funds; on hold due to State funding reductions. Possible other Oregon Community Foundation grant funds. Discussion of options moved to 2013-16.</p>

Adult Services Goals and Objectives

Goal 1	2010 – 2012 Activities	2010-2012 Updates
<p>Adult residents will have access to a core set of library services.</p> <p><i>Objective A:</i> The Cooperative will analyze Census and other data to determine community needs.</p> <p><i>Objective B:</i> The Cooperative will define and develop a range of services for adults that meet their needs.</p>	<p>Aa. The Cooperative will conduct market research to identify what services adults want.</p> <p>Ba. The Cooperative will define the core services libraries should provide.</p> <p>Bb. Every member library will offer at least a core set of services for adults.</p> <p>Bc. The Cooperative will promote services for adults.</p> <p>Bd. Readers’ advisory services are available at every member library and member library staff will be trained to use readers’ advisory tools effectively.</p> <p>Be. The Cooperative will redirect existing committees and groups to address services and programming for adults.</p>	<p>Aa. Not yet implemented. Beta Partnership with CIVICTechnologies initiated June 2011 to do additional patron/census/marketing analysis.</p> <p>Ba. Core services to be defined in 2012.</p> <p>Bb. See above; on-going. Cedar Mill and Beaverton are participating in the “Transforming Lives After 50” grant to provide services for and service opportunities for baby boomers.</p> <p>Bc. On-going; Central support staff promote services via Database of the Month, Good Reads, WCCLS Newsletter and Social media alerts.</p> <p>Bd. On-going; in tandem with Ba above. Readers’ Advisory “gathering” presented 10/2010. Nancy Pearl webinar offered 7/2011 (not enough interest to sponsor)</p> <p>Be. Done; now the Adult Services Committee.</p>
Goal 2	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will have access to programs designed for adults at all member libraries.</p> <p><i>Objective A:</i> The Cooperative will investigate developing shared programming and resources.</p>	<p>Aa. Member libraries will provide adult programming.</p> <p>Ab. The Cooperative will investigate the feasibility of additional countywide programming.</p>	<p>Aa. On-going.</p> <p>Ab. Postpone to 2013-2016, or at least post-election 2010. Countywide Adult Summer Reading Program tested in 2011. Plans for countywide ASRP performer in 2012. Adult Services Committee will participate in Hearing Voices planning 2012. WCCLS 35th Anniversary celebration.</p>

Goal 3	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will pursue life long learning through library-provided resources and tools.</p> <p><i>Objective A:</i> The Cooperative will provide materials to meet the informational needs of residents.</p> <p><i>Objective B:</i> The Cooperative will provide services to meet the informational needs of residents.</p>	<p>Aa. Member libraries and Central outreach will provide a wide range of books and other materials to facilitate adult learning.</p> <p>Ab. The Cooperative will provide interactive materials that facilitate adult learning, such as online practice exam materials and online language learning materials.</p> <p>Ba. Member libraries will provide group instruction for patrons on the use of technology and library resources.</p> <p>Bb. Member libraries and Central outreach will provide one-on-one instruction on use of library resources.</p> <p>Bc. The Cooperative will provide job-seeking assistance to patrons.</p>	<p>Aa. On-going. Increase in budget for OverDrive Advantage program (additional downloadable titles for WCCLS patrons).</p> <p>Ab. Additional databases added in FY10-11 to address language learning, college and career preparation, etc. Also Outreach has increased the number of programming kits available to care facilities.</p> <p>Ba. On-going.</p> <p>Bb. On-going. Central Outreach shares information about job-seeking resources and services at Outreach events.</p> <p>Bc. Examples: library sponsored workshops on resume writing, and job strategies. Provision of Oregon Career Information System and Learning Express contribute. In 2011 WCCLS Central Support and Tigard Library partnered with the State Library to implement Project Compass – trained Oregon librarians to provide job-seeking support for Oregonians. COPE investigated online resources to support direct patron assistance, but found none suitable for Washington County.</p>

Accessibility Goals and Objectives

Goal 1	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will find materials in the major languages spoken in the service area.</p> <p><i>Objective A:</i> The Cooperative will analyze Census and other data to identify and locate language and ethnic service populations.</p>	<p>Aa. Member libraries will use the data to formulate collection development plans.</p> <p>Ab. The Cooperative will use data to determine languages into which to translate basic library print and online materials.</p>	<p>Aa. Data analysis not yet done. Beta Partnership with CIVICTechnologies initiated June 2011 to do additional patron/census/marketing analysis.</p> <p>Ab. Translation card done 6/30/2010. Beta Partnership with CIVICTechnologies initiated June 2011 to do additional patron/census/marketing analysis. Member libraries would like more training on e-portfolio to make better use of reports.</p>
Goal 2	2010 – 2012 Activities	2010-2012 Updates
<p>Residents will be served by a staff whose diversity reflects the diversity of Washington County residents.</p> <p><i>Objective A:</i> The Cooperative will analyze census and other data to formulate staffing plans.</p>	<p>Aa. Member libraries and Central Outreach will prioritize language skills when recruiting new staff.</p> <p>Ab. Member libraries will increase recruitment of volunteers from bicultural/bilingual groups.</p>	<p>Aa. In discussion stage. Topic has been discussed at Latino Services Committee meetings. No formal recommendation has been made to date. Central Outreach has met with one member library to support this effort. Central Outreach successfully recruited and hired bilingual/bicultural librarian. Hillsboro and Tualatin have language pay differentials now.</p> <p>Ab. In discussion stage. Upcoming Central outreach developed Spanish Language Library Brochure will include information on volunteering at the library. City of Hillsboro (and library) made this a strategic plan priority; new circulation manager is bilingual. Cornelius & Hillsboro have bilingual volunteer coordinators; helps with recruitment and training.</p>
Goal 3	2010 – 2012 Activities	2010-2012 Updates
<p>Residents in rural and underserved areas have improved access to library services.</p> <p><i>Objective A:</i> The Cooperative will investigate ways to increase access in underserved</p>	<p>Aa. The Cooperative will explore options for deposit collections in underserved areas.</p>	<p>Aa. Not yet implemented. Postpone to 2013-2016.</p>

<p>areas including things such as bookmobiles, self-service kiosks, and mail delivery.</p> <p><i>Objective B:</i> The Cooperative will develop a countywide plan for locating future library buildings to best serve residents.</p>		<p>Objective B. Scheduled for 2013-2016. Central Support will continue to monitor the County’s urbanization discussions to see that library services are included in planning for future development. 2011 beta partnership with CIVICTechnologies will identify patron concentrations and library location needs.</p>
<p>Goal 4</p>	<p><i>2010 – 2012 Activities</i></p>	<p><i>2010-2012 Updates</i></p>
<p>Residents who have difficulty using library services will encounter fewer barriers.</p> <p><i>Objective A:</i> The Cooperative will plan for reaching out to underserved populations.</p>	<p>Aa. Member libraries and Central Outreach will create deposit collections and provide training and programs for care facilities.</p> <p>Ab. Member libraries and Central outreach will identify agency partners to help them reach target populations.</p> <p>Ac. The Cooperative will lobby for better public transportation options for residents to reach member libraries.</p> <p>Ad. Central outreach will increase the marketing of homebound services.</p> <p>Ae. Central support will monitor the access to high-speed Internet bandwidth in rural areas while planning electronic services.</p>	<p>Aa. Central Outreach does this on an on-going basis for residential care facilities; Cedar Mill and Beaverton provide outreach to child care facilities in their service areas.</p> <p>Ab. On-going. Outreach Librarian for Latino Services began attended New Immigrant Networking meetings in the fall of 2010.</p> <p>Ac. Not yet implemented. Still needed.</p> <p>Ad. On-going.</p> <p>Ae. On-going.</p>

<p><i>Objective B:</i> The Cooperative will reduce barriers for obtaining and using library cards.</p>	<p>Ba. The Cooperative will clarify countywide policies for obtaining library cards. Bb. The Cooperative will allow patron-defined borrowing privileges, especially cards for institutions and educators.</p> <p>Bc. The Cooperative will address the issues of library card registration and use by children and teens. Bd. The Cooperative will explore options for fine forgiveness for children and teens.</p>	<p>Ba. In progress with Policy Group, changes to be implemented 9/1/2010. Bb. Policy Group discussed and dismissed educator and institution cards; other changes have been implemented. Bc. Card Associations approved by Policy Group for implementation 9/1/2010. No action taken on topic of different cards for children and teens. Bd. Discussion of fine rate changes planned for Nov 2011.</p>
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Cooperative Maintenance Goals and Objectives

Goal 1	<i>2010 – 2012 Activities</i>	<i>2010-2012 Updates</i>
<p>Residents continue to receive excellent countywide library service.</p> <p><i>Objective A:</i> The Cooperative will conduct a “wellness check” to assure that its service plans are addressed and its structure and governance continues to meet residents’ needs for library services.</p>	<p>Aa. Central support services will produce Welcome Packets for member library staff and boards to increase their understanding of the Cooperative structure.</p> <p>Ab. Member libraries will schedule annual WCCLS orientations for staff, boards, and councils.</p> <p>Ac. The Cooperative will continue to review joint policies to improve customer services and the patron experience.</p> <p>Ad. The Cooperative will review the current public library funding model in FY10-11.</p>	<p>Aa. Done.</p> <p>Ab. Not-yet!! Get out your calendars!!! 2011 orientations should be scheduled soon to include info on new levy implementation, RFID and other central initiatives.</p> <p>Ac. On-going.</p> <p>Ad. Done! Executive Board discussed in spring 2011; will finalize secondary distribution pool in fall 2011.</p>

Library	Service Pop.	Hours of Service	OLA Adequate	OLA Excellent
Banks	6,431	55	45	60
Beaverton	139,007	63	60	75
Cedar Mill	69,213	62	60	75
Cornelius	12,177	57	55	70
Forest Grove	27,042	51	60	75
Garden Home	5,482	56	45	60
Hillsboro	132,787	64	60	75
North Plains	5,482	42	45	60
Sherwood	20,242	60	55	70
Tigard	68,212	66	60	75
Tualatin	27,095	65	60	75
West Slope	13,969	55	55	70
Outreach	NA	NA	NA	NA
Total	527,139	696	660	840

Library	Service Pop.	Current Sq. Ft.	OLA Min. Sq. Ft.
Banks	6,431	3,000	4,898
Beaverton	139,007	74,032	93,044
Cedar Mill	69,213	29,009	50,470
Cornelius	12,177	3,025	9,265
Forest Grove	27,042	24,700	20,562
Garden Home	5,482	1,860	4,176
Hillsboro	132,787	53,000	89,250
North Plains	5,482	2,500	4,176
Sherwood	20,242	14,400	15,394
Tigard	68,212	48,430	49,859
Tualatin	27,095	23,000	20,602
West Slope	13,969	6,142	10,626
Outreach	NA	NA	NA
Total	527,139	283,098	372,323
Gap: sq. ft & %		89,225	24%

Library	Service Pop.	Total Collection*	OLA Adequate	OLA Excellent
Banks	6,431	56,225	19,293	25,724
Beaverton	139,007	481,726	347,518	417,021
Cedar Mill	69,213	287,408	173,033	207,639
Cornelius	12,177	49,155	36,531	48,708
Forest Grove	27,042	132,115	81,126	108,168
Garden Home	5,482	50,270	16,446	21,928
Hillsboro	132,787	354,083	331,968	398,361
North Plains	5,482	42,070	16,446	21,928
Sherwood	20,242	73,303	60,726	80,968
Tigard	68,212	263,627	170,530	204,636
Tualatin	27,095	129,987	81,285	108,380
West Slope	13,969	87,835	41,907	55,876
Outreach	NA	NA	NA	NA
Total	527,139	2,007,804	1,376,808	1,699,337
Gap: # books & %			(630,997)	-37%

Library	Service Pop.	Physical Collection**	OLA Adequate	OLA Excellent
Banks	6,431	26,816	19,293	25,724
Beaverton	139,007	452,317	347,518	417,021
Cedar Mill	69,213	257,999	173,033	207,639
Cornelius	12,177	19,746	36,531	48,708
Forest Grove	27,042	102,706	81,126	108,168
Garden Home	5,482	20,861	16,446	21,928
Hillsboro	132,787	324,674	331,968	398,361
North Plains	5,482	12,661	16,446	21,928
Sherwood	20,242	43,894	60,726	80,968
Tigard	68,212	234,218	170,530	204,636
Tualatin	27,095	100,578	81,285	108,380
West Slope	13,969	58,426	41,907	55,876
Outreach	NA	NA	NA	NA
Total	527,139	1,654,896	1,376,808	1,699,337

Source: Oregon Public Library Statistical Reports for the Fiscal Year Ending June 30, 2011, 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 COMPARISON WITH OLA STANDARDS FOR FY2010 - 2011

Library	Service Pop.	Librarians with MLS	OLA Adequate	OLA Excellent		Total Library Staff FTE	OLA Adequate	Total OLA Excellent
Banks	6,431	0.00	1.00	1.80		3.19	3.22	6.43
Beaverton	139,007	18.50	16.64	21.83		62.55	56.99	70.89
Cedar Mill	69,213	15.40	13.94	18.25		51.75	28.38	35.30
Cornelius	12,177	1.00	2.05	2.40		4.20	6.09	8.52
Forest Grove	27,042	3.80	3.95	4.93		11.80	13.52	18.93
Garden Home	5,482	2.00	1.00	2.31		5.25	2.74	5.48
Hillsboro	132,787	15.67	19.55	25.73		74.19	54.44	67.72
North Plains	5,482	0.50	1.00	1.78		3.13	2.74	5.48
Sherwood	20,242	4.00	3.11	3.82		8.45	10.12	14.17
Tigard	68,212	15.20	10.70	13.93		38.80	27.28	34.11
Tualatin	27,095	7.00	5.25	6.67		17.00	13.55	18.97
West Slope	13,969	2.00	2.81	3.40		7.20	6.98	9.78
Outreach/Courier	NA	4.00	NA	NA		11.83	NA	NA
Admn/Auto/Ref	NA	6.00	NA	NA		17.45	NA	NA
Total	527,139	95.07	80.00	105.05		316.79	226.06	295.78

FY10-11 Library per Capita Statistics

Library	Service Pop.	Total Expenditures	Expnd Per Capita	Collection Expenditures	Coll. Exp. Per Capita	Circulation	Expenditure Per Circ	Circ Per Capita
Banks	6,431	\$185,827	\$28.90	\$16,952	\$2.64	74,798	\$2.48	11.6
Beaverton	139,007	\$7,410,139	\$53.31	\$826,340	\$5.94	3,373,916	\$2.20	24.3
Cedar Mill	69,213	\$3,436,991	\$49.66	\$345,084	\$4.99	2,508,615	\$1.37	36.2
Cornelius	12,177	\$324,491	\$26.65	\$38,775	\$3.18	103,055	\$3.15	8.5
Forest Grove	27,042	\$898,296	\$33.22	\$80,625	\$2.98	405,855	\$2.21	15.0
Garden Home	5,482	\$337,384	\$61.54	\$35,804	\$6.53	222,166	\$1.52	40.5
Hillsboro	132,787	\$6,943,739	\$52.29	\$667,257	\$5.03	2,780,359	\$2.50	20.9
North Plains	5,482	\$141,973	\$25.90	\$8,800	\$1.61	55,809	\$2.54	10.2
Sherwood	20,242	\$976,530	\$48.24	\$93,999	\$4.64	403,868	\$2.42	20.0
Tigard	68,212	\$5,666,418	\$83.07	\$671,298	\$9.84	1,512,898	\$3.75	22.2
Tualatin	27,095	\$1,507,214	\$55.63	\$212,587	\$7.85	751,126	\$2.01	27.7
West Slope	13,969	\$617,144	\$44.18	\$76,856	\$5.50	378,445	\$1.63	27.1
Total/Average	527,139	\$28,446,146	\$53.96	\$3,074,377	\$5.83	12,570,910	\$2.26	23.8

Library	Service Pop.	Total Collection*	Collection Per Capita	Physical Collection**	Phys. Coll. Per Capita	Square Feet	Sq. Ft. Per Capita	Library Visits Per Capita	Visits Per Year	Hours Per Year	Visits Per Hour
Banks	6,431	56,225	8.7	26,816	4.2	3,000	0.47	28,295	4.4	1,816	15.6
Beaverton	139,007	481,726	3.5	452,317	3.3	74,032	0.53	971,422	7.0	5,889	165.0
Cedar Mill	69,213	287,408	4.2	257,999	3.7	29,009	0.42	746,737	10.8	6,334	117.9
Cornelius	12,177	49,155	4.0	19,746	1.6	3,025	0.25	65,430	5.4	2,880	22.7
Forest Grove	27,042	132,115	4.9	102,706	3.8	24,700	0.91	208,387	7.7	2,549	81.8
Garden Home	5,482	50,270	9.2	20,861	3.8	1,860	0.34	98,748	18.0	2,850	34.6
Hillsboro	132,787	354,083	2.7	324,674	2.4	53,000	0.40	831,069	6.3	5,990	138.7
North Plains	5,482	42,070	7.7	12,661	2.3	2,500	0.46	26,294	4.8	2,100	12.5
Sherwood	20,242	73,303	3.6	43,894	2.2	14,400	0.71	279,886	13.8	3,030	92.4
Tigard	68,212	263,627	3.9	234,218	3.4	48,430	0.71	502,987	7.4	3,391	148.3
Tualatin	27,095	129,987	4.8	100,578	3.7	23,000	0.85	333,301	12.3	3,314	100.6
West Slope	13,969	87,835	6.3	58,426	4.2	6,142	0.44	147,529	10.6	2,755	53.5
Total/Average	527,139	2,007,804	3.8	1,654,896	3.1	283,098	0.54	4,240,085	8.0	42,898	98.8

*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, 2010-2011

Library	salaries & wages	benefits	total staff expenditures	total paid staff	staff expend per FTE
Banks	\$106,225	\$35,251	\$141,476	3.19	\$44,350
Beaverton	\$3,055,865	\$1,545,271	\$4,601,136	62.55	\$73,559
Cedar Mill	\$2,062,163	\$508,200	\$2,570,363	51.75	\$49,669
Cornelius	\$198,074	\$70,278	\$268,352	4.20	\$63,893
Forest Grove	\$560,228	\$192,149	\$752,377	11.80	\$63,761
Garden Home	\$213,333	\$46,518	\$259,851	5.25	\$49,495
Hillsboro	\$3,343,300	\$1,258,473	\$4,601,773	74.19	\$62,027
North Plains	\$89,309	\$14,467	\$103,776	3.13	\$33,155
Sherwood	\$436,219	\$159,927	\$596,146	8.45	\$70,550
Tigard	\$2,195,335	\$802,149	\$2,997,484	38.80	\$77,255
Tualatin	\$905,624	\$349,545	\$1,255,169	17.00	\$73,833
West Slope	\$332,344	\$132,798	\$465,142	7.20	\$64,603
WCCLS	\$1,689,247	\$686,274	\$2,375,521	29.28	\$81,131
Totals/Average	\$15,187,266	\$5,801,300	\$20,988,566	316.79	\$67,273