

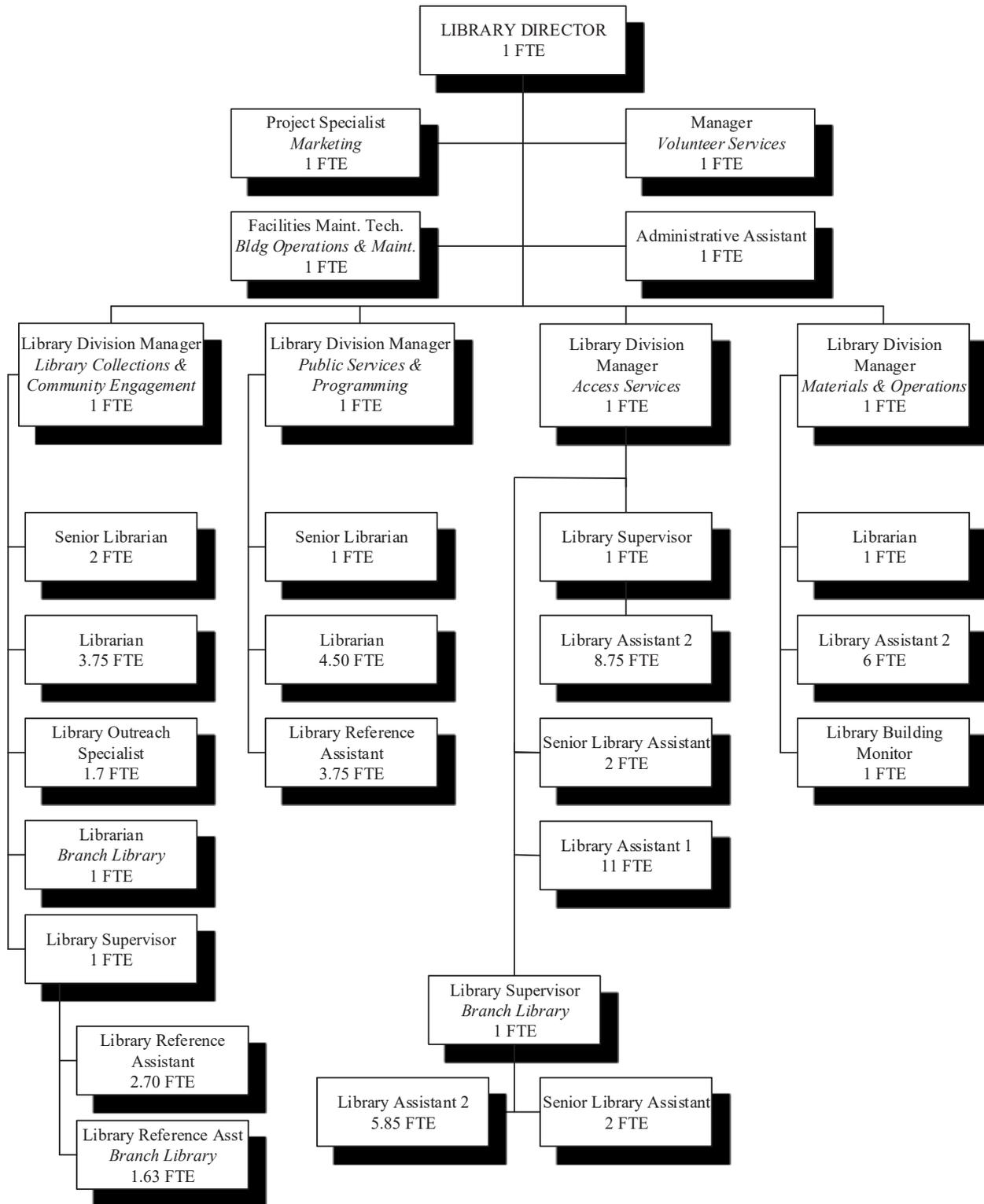


Library Fund

- Administration
- Materials and Operations
- Access Services
- Public Services and Programming
- Libr. Collection and Community Engagement
- Branch Library
- Library Trust
- Building Operations and Maintenance

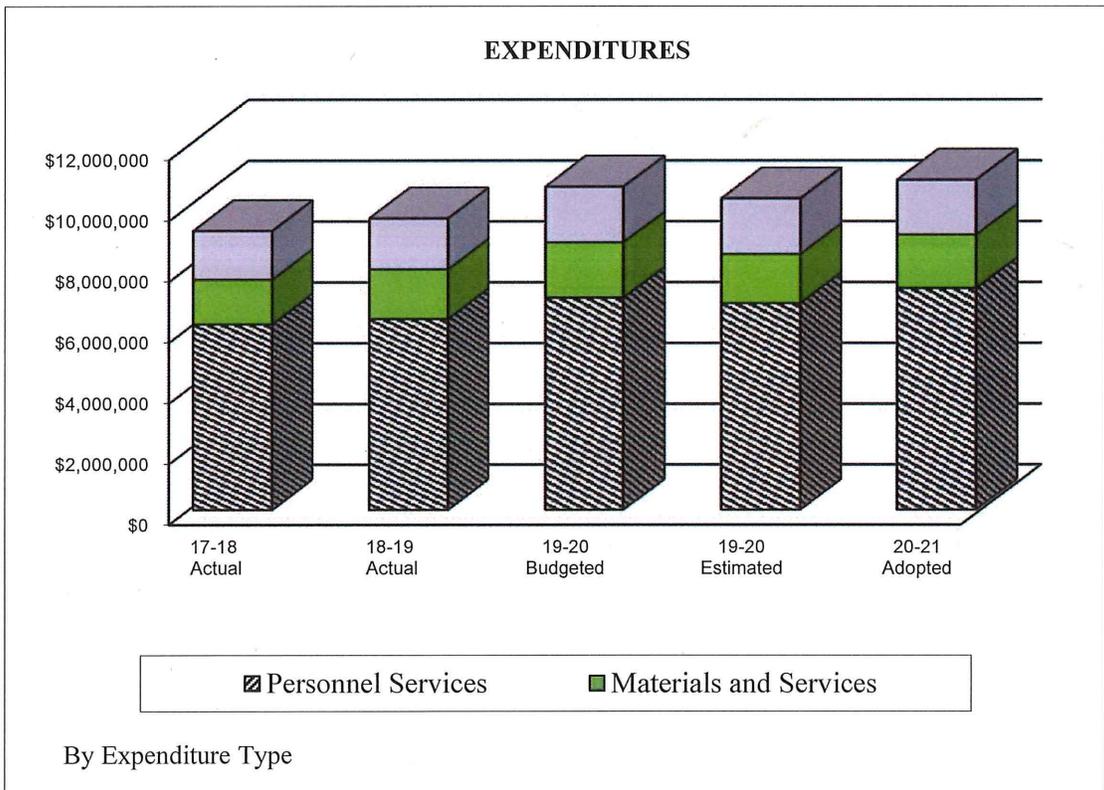
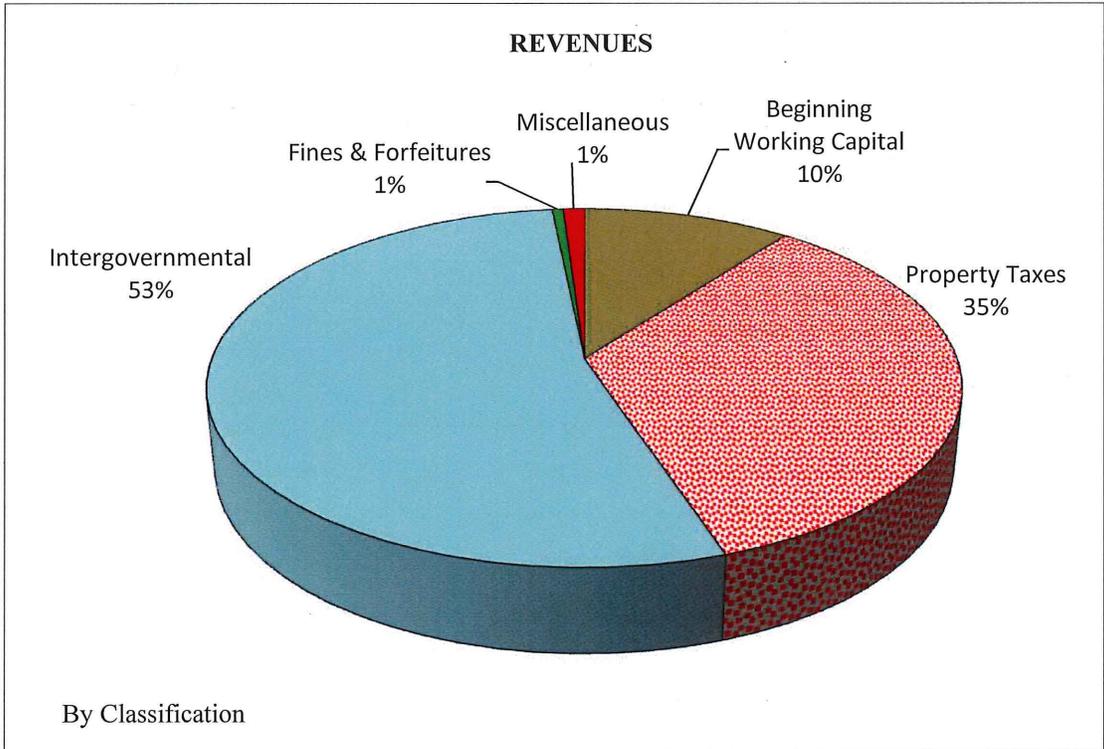
Library Fund

FY 2020-21 BUDGETED POSITIONS



CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET

LIBRARY FUND
ADOPTED FY 2020-21



CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET

**LIBRARY FUND (MAJOR FUND)
SUMMARY OF REVENUES AND EXPENDITURES
AND OTHER FINANCING SOURCES & USES**

	<u>FY 2017-18 Actual</u>	<u>FY 2018-19 Actual</u>	<u>FY 2019-20 Budgeted</u>	<u>FY 2019-20 Estimated</u>	<u>FY 2020-21 Adopted</u>
Revenues:					
Taxes	\$3,100,577	\$3,563,468	\$3,582,142	\$3,582,142	\$3,989,845
Intergovernmental	5,748,251	5,882,280	6,015,795	6,106,449	6,190,696
Fines & forfeitures	134,778	124,903	130,000	84,000	65,000
Interest on investments	30,340	50,358	46,800	46,800	32,500
Miscellaneous	143,559	50,773	38,000	42,700	41,200
Sub Total Revenues	<u>\$9,157,505</u>	<u>\$9,671,782</u>	<u>\$9,812,737</u>	<u>\$9,862,091</u>	<u>\$10,319,241</u>
Expenditures:					
Personnel services	\$6,119,421	\$6,292,150	\$6,992,620	\$6,810,166	\$7,301,487
Materials & services	1,468,041	1,631,122	1,815,218	1,611,083	1,756,900
Capital outlay	0	0	0	0	0
Sub Total Expenditures	<u>\$7,587,462</u>	<u>\$7,923,272</u>	<u>\$8,807,838</u>	<u>\$8,421,249</u>	<u>\$9,058,387</u>
Revenues Over/Under Expenditures	\$1,570,043	\$1,748,510	\$1,004,899	\$1,440,842	\$1,260,854
Other financing sources (uses):					
Transfers in	\$0	\$336,618	\$60,000	\$50,000	\$55,000
Transfers out	<u>(1,598,646)</u>	<u>(1,673,062)</u>	<u>(1,826,308)</u>	<u>(1,826,308)</u>	<u>(1,799,915)</u>
Total Other Financing Sources (Uses):	<u>(\$1,598,646)</u>	<u>(\$1,336,444)</u>	<u>(\$1,766,308)</u>	<u>(\$1,776,308)</u>	<u>(\$1,744,915)</u>
Net Change in Fund Balance	(\$28,603)	\$412,066	(\$761,409)	(\$335,466)	(\$484,061)
Fund Balance/Working Capital					
Beginning of Year	<u>1,149,194</u>	<u>1,120,591</u>	<u>1,532,657</u>	<u>1,532,657</u>	<u>1,197,191</u>
Fund Balance (Contingency)/Working Capital					
End of Year	<u>\$1,120,591</u>	<u>\$1,532,657</u>	<u>\$771,248</u>	<u>\$1,197,191</u>	<u>\$713,130</u>

Contingency for FY 2020-21 adopted budget is available for appropriation upon the City Council's approval. The contingency policy is to provide funding for continued operations equal to 11% of operating expenses (total expenditures and total other financing sources/uses) on a budgetary basis and 17% on an actual basis. The contingency of \$713,130 equals 9.8% of operating expenditures.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
DEPARTMENT HEAD: GLENN FERDMAN	

MISSION STATEMENT:

The mission of the library is to foster community and enrich the lives of individuals through learning, engagement and connection.

REQUIREMENTS	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2020-21
POSITION	ACTUAL	ACTUAL	BUDGETED	PROPOSED	ADOPTED
PERSONNEL SERVICES	\$6,119,421	\$6,292,150	\$6,992,620	\$7,301,487	\$7,301,487
MATERIALS & SERVICES	1,468,041	1,631,122	1,815,218	1,756,900	1,756,900
CAPITAL OUTLAY	0	0	0	0	0
TRANSFERS	1,598,646	1,673,062	1,826,308	1,799,915	1,799,915
CONTINGENCY	0	0	771,248	409,086	713,130
TOTAL	\$9,186,108	\$9,596,334	\$11,405,394	\$11,267,388	\$11,571,432

Funding Sources:	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2020-21
Beginning Working Capital	\$1,149,194	\$1,120,591	\$1,532,657	\$1,197,191	\$1,197,191
Property Taxes	3,102,377	3,501,114	3,584,142	3,688,801	3,992,845
State Library Grant	15,960	15,696	15,696	15,696	15,696
Wash. Co. Library Local Option Levy	5,732,291	5,866,584	6,000,099	6,175,000	6,175,000
Library Fines	134,778	124,903	130,000	65,000	65,000
Interest Earnings on Investments	30,340	50,358	46,800	32,500	32,500
Energy Efficiency Rebates	7,239	7,695	8,000	8,000	8,000
Contributions & Donations	89,386	78,090	61,000	56,000	56,000
Miscellaneous Revenue	45,135	39,222	27,000	29,200	29,200
Transfers from General Fund	0	259,108	0	0	0

Services and Trends:

Beaverton City Library has two locations: the Main Library, located at Hall and Fifth St, and the Murray Scholls Branch in the Murray Scholls Town Center. The major program areas in the budget are: Administration, including volunteer services; Materials and Operations; Access Services; Public Services and Programming; Library Collections and Community Engagement; and the Branch Library.

The Beaverton City Library (BCL) is the busiest library in the Washington County Cooperative Library System (WCCLS) system, having circulated 2,728,890 items (including ebooks and audiobooks) in calendar year 2019, which represents 25% of the total WCCLS circulation of 10.95 million items. Based on data from the Oregon State Library (FY18-19, the most current year), BCL also consistently ranks at the top of the list of OR public libraries in collection size, number of visitors, circulation, program attendance and volunteer hours; we have the second highest circulation of any library in the state, behind Multnomah County (which has 19 locations, compared to our 2).

With 359,933 volumes in its collection, Beaverton City Library contains the lion's share of holdings in the WCCLS system which totals more than 1.7 million items. Beaverton residents also have access to additional library holdings via the Metropolitan Exchange (MIX) program, which includes libraries in the greater Portland metro area; and to more than 120 libraries statewide who participate in the Oregon Library Passport Program.

The number of visitors increased slightly compared to last year, by 0.40%, with the great gains occurring at the Murray Scholls branch (up by nearly 5%). Library card registrations were up by 7.6%. The number of books and other items loaned to other WCCLS libraries increased by more than 26% and the number of individuals attending adult programs was up by nearly 30%.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
	DEPARTMENT HEAD: GLENN FERDMAN

Programs and Events:

The number of programs for children and teens was up by more than 13% and the number of items added to the collection was up by more than 8%. Circulation of physical objects (i.e., books, DVDs, CDs, etc.) was down by nearly 4% (part of an overall national trend); whereas circulation of electronic content (i.e., ebooks, audiobooks, etc.) was up by nearly 49%, resulting in an overall decline in circulation by 0.25% (though up at the branch by slightly more than 3%).

In its role as the educational, cultural, and intellectual center of the community, Beaverton City Library offered close to 2,100 programs and events in FY2018-19, including book discussion groups, story times, STEM activities, teen events, computer classes, English conversation classes, poetry workshops and open mics, entrepreneur workshops, back-to-school night, programs for developmentally disabled adults, concerts, lectures, job and resource fairs, etc. The library also offers programs in Spanish, Japanese, Korean and Arabic in addition to English.

Additionally, last year the library made 1,215 Community Outreach and Engagement visits, to the local Farmer’s Market, daycare centers, school classrooms, city-wide events, etc., serving and interacting with 52,512 people in the process.

Support from Friends and Foundation:

The Library receives strong support from two non-profit organizations: the New Friends of Beaverton City Library and the Beaverton Library Foundation. Together, these groups donated more than \$75,000 last year for library materials, equipment and programs.

Library User Survey Results:

In the Fall of 2019, the library conducted a user satisfaction survey and received more than 850 replies. 98% of respondents said they were “very satisfied” (77%) or “satisfied” (21%) with their library experience (a 3% increase compared to two years ago). Additionally, 99% either “agreed” (12%) or “strongly agreed” (87%) that they had benefited from using the library!

Budget Highlights:

The Library continues to adjust responsibilities and align staff capabilities with its mission to serve the ever-changing interests and needs of a growing and diverse user base. Toward that end, a new organizational structure was implemented in February, 2020 (the first such change in approximately three decades), to improve the library’s ability to serve the community. The change re-aligned our collections, programming and outreach / engagement areas by function, as opposed to by age and also did away with the traditional ‘divisions’ in favor of ‘teams’ to emphasize collaboration and to provide more opportunities for staff training, growth and development.

Additional budget highlights include:

- Collections
 - Launch of the “Grab & Go” collection at the Beaverton Transit Center
 - Continue to shift collections to reduce barriers to access and increase circulation
 - Continue efforts to diversify holdings to be more inclusive
 - Revisit mini-library concept at Home Plate Youth Services (DEI Plan PE2.2)
- Facilities
 - Continue planning for and implementation of library Space Plan:
 - Open makerspace to the public
 - Build out study rooms
 - Complete Reading Room project
 - Install new interior and exterior signage
 - Identify locations for new public service desks
 - Identify other areas for renovation
 - Replacement fleet vehicle for 2001 Crown Victoria at the Main Library
 - Go back out to bid for coffee service at Main Library
 - Evaluate results of feasibility study to integrate Friends retail operation into library
 - Reallocate collections to create more space for themed displays and better merchandising of collections
 - Continue work on design for branch library at Wishcamper site (South Cooper Mtn.)

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
	DEPARTMENT HEAD: GLENN FERDMAN

- Replace carpeting on stairs and refinish woodworking at Main
- Replace LED lights in parking lot (Main)
- Replace exterior lobby doors (Main)
- Replace pavers in front of library (Main)
- Add bottle-filling stations to water fountain(s)
- Increase library hours to 8pm on Thursday (both locations)
- Programming, Outreach and Community Engagement
 - Additional part-time social worker to assist with behavioral health and substance abuse issues (Main) (DEI Plan PE2.2; HL1.2)
 - New library user tour
 - Redesign early literacy parent workshop
 - More multigenerational programming
 - Continue with summer internship for underrepresented youth (DEI Plan EE1.5))
 - Hold inclusive readers advisory trainings for staff
 - Continue with English Conversations program (DEI Plan CB4.1)
 - Launch parenting workshops
 - More innovative skill-building programs
 - More programming for seniors
 - Conduct reading workshop in Spanish for parents of children in K-5 (DEI Plan CB2.1)
 - More STEAM and DIY programs for all ages
 - Diversity, Equity and Inclusion (DEI Plan CP3.4)
 - Refine diversity, equity and inclusion toolkit for staff use
 - Convene task force to identify next steps
 - More Spanish-language storytimes at the library and in the community (DEI Plan PE2.3)
 - Develop a community outreach plan
 - Develop welcome kits for new families (DEI Plan PE2.2)
 - Create a garden on library grounds for programmatic purposes and community enjoyment (DEI Plan CB2.1)
 - Evaluate and relaunch Youth Access Card program (DEI Plan PE3.5)
 - Commence 2022-2026 strategic planning process
 - Develop a library marketing plan
 - Develop marketing materials for distribution to residents of new housing developments
- Staff, Volunteers, Board, Friends and Foundation
 - Continue work on library reorganization at the Team level
 - Create training manual for new hires
 - Continue to identify equivalent experiences and degrees in job qualifications to increase percentage of people of color in the library workforce (DEI Plan CP 1.1-1.3)
 - Evaluate and improve volunteer onboarding / exit procedures
 - Develop library Foundation board
 - Take lead on development of a Beaverton-area volunteer coordinator support network
 - Work with Library Assistant 1 staff to develop work-process goals
 - Additional staff training opportunities throughout the year to keep current with library trends and best practices, including DEI and trauma-informed care (DEI Plan CP3.3)

The Beaverton City Library provides a multitude of collections, services and programs on behalf of the residents of the City and service area, many of which align with action items found in the Beaverton Community Vision Action Plan, such as:

- *Community Vision Action #2: Create a Beaverton brand and market identity:* Library services and programs are branded in alignment with established marketing standards, including social media efforts, to highlight Beaverton’s standing as “The Best of Oregon.”
- *Community Vision #5: Expand outreach to underrepresented populations:* The Library offers programs, including summer reading events, at locations throughout the City of Beaverton to reach those who may not regularly visit the library or be aware of its offerings. Last year, the library developed a virtual tour of the main library in five languages.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
	DEPARTMENT HEAD: GLENN FERDMAN

The library offers cultural programming and displays throughout the year. Programs and classes are offered in Spanish, Korean, Japanese and Arabic.

- *Community Vision Action #6: Establish a volunteer coordination program and information fair:* Library volunteers donated more than 24,000 hours of service last year, performing a variety of tasks on behalf of the library. Volunteers hail from over 20 different countries. The library was the site of the newly established annual city volunteer fair. In addition, the library shares information about volunteer opportunities at area non-profits and helps groups to professionalize their volunteer programs.
- *Community Vision Action #25: Expand community involvement in schools:* The library has a strong and vibrant relationship with area schools and homeschooling families, providing programs, tours and services tailored to teachers and students. Beaverton Library staff led the way in the creation of a new Youth Access Card implemented this year, which provides all BSD students with a WCCLS library card and access to age-appropriate print and electronic materials. Library staff also increased the number of Ready, Set, Kindergarten sessions for parents whose children will start kindergarten the following year.
- *Community Vision Action #26: Promote affordable extracurricular programming:* Beaverton City Library offered nearly 2,900 programs and outreach last year for children, teens, adults, seniors and families, up by more than 4% from last year. This year, the library expanded its STEM program offerings, added additional story times and playgroups to meet the demand.
- *Community Vision Action #33: Provide training and support for families of seniors.* The library provides reference and referral services, materials on aging and related topics, and programs for seniors and their family members. Of special note were the series of “Brain Fitness” classes, and the “Powerful Tools for Caregiver” series.
- *Community Vision Action #12: Adopt measures to reduce and prevent homelessness:* The library strives to provide a welcoming environment for all, regardless of housing status. To assist patrons in need, the library has had a social worker from Community Action on-hand three days per week, to provide referral services for residents dealing with issues related to housing and energy costs.
- *Community Vision Action #35: Work with partners to expand resource fairs:* The library offers a Family Resource Fair each fall to connect young children and their families with approximately two dozen local social services and health providers. In addition, staff and volunteers provide library information at resource fairs, including Project Homeless Connect, senior fairs at the Elsie Stuhr Center, and many school open houses and education-related fairs.
- *Community Vision Action # 37: Increase library access:* This year, we shifted our World Languages collection to the first floor and intershelfed materials for both adults and children to increase access, resulting in greater utilization. In addition, next year we are hoping to launch a ‘mini-library’ at Home Plate Youth Services, to provide additional access to materials on behalf of their clients.
- *Community Vision Action #38: Provide early learning resources through library:* The library provides seven story times a week, along with many other programs designed to improve children’s literacy and language skills, beginning at a young age. Through its Library on Wheels program, the library visits 70 child care centers each month. Library youth services staff provide early literacy training for child care providers, parents groups and participates in the Washington County Early Learning Hub.
- *Community Vision Action #39: Expand library functions, services and events:* Earlier this year we launched our first ‘mini library’ at a laundromat near the Main library. We have also expanded our STEM programming, the number of story times and playtimes and redeployed staff to increase our capacity to provide community outreach to schools, daycare centers, WIC offices, senior centers, pediatrician offices and healthcare clinics. We also introduced STEM and interactive programs for adults with special needs and partnered with the Washington County Law Library to provide monthly visits by one of their law librarians.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
DEPARTMENT HEAD: GLENN FERDMAN	

- *Community Vision Action #87: Develop activities and gathering spaces for teens:* Both library locations now have dedicated space for teens, and offer a wide-variety of programming. Last year we offered 136 programs attended by 3,128 teens. The Teen Library Council (TLC) also advises library staff on programs and services of interest to teens, and a TLC member also serves as a liaison with the Library Advisory Board, to provide a teen perspective to board discussions.

Performance Measures:	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21
	Actual	Actual	Budgeted/Revised	Adopted
Effectiveness Measures				
Circulation per capita	20.2	19.3	20.0 / 18.6	18.5
Reference questions per capita	.43	.41	.40 / .39	.38
Visits per capita	5.9	5.7	5.8 / 5.5	5.4

Per capita values are based on Beaverton City Library's service population which includes parts of unincorporated Washington County. Beaverton

151,149 for FY 2015-16
 153,698 for FY 2016-17
 135,811 for FY 2017-18
 141,671 for FY 2018-19
 147,655 for FY 2019-20

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0551 LIBRARY ADMINISTRATION	DEPARTMENT HEAD: GLENN FERDMAN

Program Goal:

To provide the best possible library service for the community of Beaverton through the optimal utilization of all available library resources. The Beaverton City Library serves as the intellectual and cultural center of the community and helps to provide a sense of community identity.

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	4.00	5.00	5.00	4.00	4.00
PERSONNEL SERVICES	\$480,178	\$472,390	\$595,238	\$553,295	\$553,295
MATERIALS & SERVICES	468,097	432,693	627,066	141,866	141,866
CAPITAL OUTLAY					
TRANSFERS	1,508,796	1,581,485	1,729,424	1,705,842	1,705,842
CONTINGENCY	0	0	680,022	309,876	613,920
TOTAL	\$2,457,071	\$2,486,568	\$3,631,750	\$2,710,879	\$3,014,923

Program Objectives:

This program area is effective in helping the City achieve numerous elements of the Vision Action Plan, including:

- *Community Vision Action #2: Create a Beaverton brand and market identity*
- *Community Vision Action #6: Establish a volunteer coordination program and info fair*
- *Community Vision Action #26: Offer affordable extracurricular programming*
- *Community Vision Action #32: Enhance youth and senior connections*
- *Community Vision Action # 34: Adopt measures to reduce and prevent homelessness*
- *Community Vision Action #37: Expand library access*
- *Community Vision Action #39: Expand library functions, services and events*

Progress on FY 2019-20 Action Plan:

- Prioritize wayfinding and welcoming signage during Space Plan implementation. The library has deployed a variety of wayfinding and welcoming signage throughout the library during the course of the year on a test basis to determine its appropriateness and effectiveness. Permanent signage is being ordered based on an evaluation of the test results.
- Identify and incorporate unique volunteer opportunities for our community members in support of library programs and services. Our volunteer manager has identified and incorporated a number of unique opportunities for volunteers during the course of the year, including serving as ‘books’ as part of the library’s successful “Human Library” program, held in January, facilitators for our Death Café series, in conjunction with the County and Committee on Aging, and as assistants for our ESL Conversation group.
- Implement to aspects of the Space Plan: complete conversion of the computer classroom to a ‘makerspace,’ and build out three individual and group study rooms. The conversion of the computer classroom to a makerspace is scheduled for completion in the Spring of 2020. Work on the build-out of the three new study rooms is expected to begin shortly after the completion of the makerspace.
- New fleet vehicle to replace aging 2001 Crown Victoria at the Main Library. After discussion with the City’s fleet manager it was decided to retain the 2001 Crown Victoria for another year. In FY2021 we hope to replace it with a newer used model fleet vehicle.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0551 LIBRARY ADMINISTRATION	DEPARTMENT HEAD: GLENN FERDMAN

- Staff
 - New orientation program for new employees. We were not able to make progress on this initiative, unfortunately, due to unanticipated staffing changes. We will try and begin work on it towards the latter part of the fiscal year, with a target rollout date during next fiscal year.
 - Training and Development
 - Additional training for dealing with difficult patrons. Numerous staff trainings on this and related topics were held throughout the year, including Trauma Informed Care, offered by the County, Librarians Guide to Homelessness, provided by one of the foremost authorities on homelessness in libraries (Ryan Dowd), Active Threat training, provided by the Beaverton Police Dept., and others
 - CATT 2.0: Cultural Awareness Training Team in-service events throughout the year. In-service training events this past year have included trainings on the following cultures (presented by speakers from those cultures): Pacific Islander, African, and Native American. We are planning on additional presentations on Slavic and African American cultures later this year.
 - Additional staff training opportunities throughout the year to keep current with library trends and best practices. Staff attended a variety of trainings throughout the year, including the Oregon Library Association annual conference, the Public Library Association conference,
 - PSU Hatfield School of Government School for Public Service
 - Summer intern to develop diversity, equity and inclusion program for the library. Dean Allsopp a graduate student at the University of Washington and PSU Hatfield Fellow, was hired this past summer to develop a diversity, equity and inclusion ‘toolkit.’ The toolkit is currently undergoing revisions to further enhance its ability to be used as a ‘checklist’ in the planning and development of library programs, services, collections, marketing, etc.

FY 2020-21 Action Plan (highlights):

Administrative

- Continue work on library reorganization (DEI Plan CP4.5)
- Continue work on revising diversity toolkit and on DEI initiatives (DEI Plan CP4.1; 4.3)
- Continue to use demographic data to inform decision-making and budgetary decisions (DEI Plan CP4.2)
- Begin work on 2022-2026 library strategic plan (DEI Plan CP4.5; HL5.1)
- Continue library Foundation development
- Evaluate and improve volunteer onboarding / exit process
- Develop volunteer partners’ skillset
- Develop “Library 101” training for volunteers
- Grow internship program (DEI Plan PE3.2; EE1.5)
- Create and support Beaverton-area volunteer coordinator network
- Continue efforts to diversity Library Advisory Board (DEI Plan PE5.2)
- Continue efforts to diversify library staff (DEI Plan CP1.1; CP3.1)
- Continue to provide staff trainings on diversity and trauma-informed care (DEI Plan CP3.3)
- Continue efforts to develop library ‘Executive Team’

Marketing and Communications

- Rework vestibule space to include guidelines
- Train staff in publisher to ensure more consistent marketing collateral
- Continue updating visuals and signage, including bi-lingual and Tier 1 and 2 language signage (DEI Plan PE1.6)

Facilities

- Replace carpeting, refinish woodwork at Main
- Complete Book Coner integration feasibility study
- Continue work on Wishcamper development in South Cooper Mtn.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0551 LIBRARY ADMINISTRATION	DEPARTMENT HEAD: GLENN FERDMAN

- Continue work on library space plan
- Implement coffee service in Main lobby
- Add bottle refill capacity to water fountains at Main

Outreach and Engagement

- Purchase Bookmobile or Book-o-mat to service underserved area(s) of COB (DEI Plan CP4.5)
- Add 2nd on-site Community Action Social worker to assist patrons with behavioral health and substance abuse issues (DEI Plan HL1.3)
- Work with Behavioral Health Court re: transitioning excluded patrons back to the library (DEI Plan HL1.3)
- Grow community engagement efforts (DEI Plan PE2.2)
- Continue work with County to identify underserved communities and remove barriers to access (DEI Plan CP4.6)

Performance Measures:	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21
	Actual	Actual	Budgeted/Revised	Adopted
Workload Measures				
Provide direct customer transactions (total of circulation, reference questions, program attendance, and enrollment in summer reading program).	2,824,604	2,897,014	2,625,000 / 2,893,976	2,890,000
Efficiency Measures				
Total Volunteer hours	25,045	23,500	24,500 / 27,108	27,500
Main Library	14,482	12,200	13,000 / 13,542	13,600
Branch Library	2,917	2,800	3,000 / 3,331	3,350
Book Corner	7,646	8,500	8,500 / 10,304	10,300

Performance Outcomes and Program Trends:

The residents of Beaverton will receive excellent customer service from Beaverton City Library. They will have convenient access to current books, periodicals, media such as CDs & DVDs, and technology including public use computers, Wi-Fi access, and electronic access to informational databases, ebooks and audiobooks, and movies. Library staff will also assist the public in the access, use and evaluation of these resources. In addition, they will have use of several exciting new and renovated spaces in at the Main library: makerspace, study rooms, revamped reading room.

Like most public libraries across the county, state and country, the Beaverton City Library has seen a decline in use in part to an improving economy, and a shift toward personal devices and electronic access to books, music and movies. Both Beaverton locations have also been affected by the opening of the new Aloha Library and expanded hours and services by other neighboring libraries.

That said, a Fall 2019 library user satisfaction survey of more than 850 people found that 98% of respondents said they were “very satisfied” (77%) or “satisfied” (21%) with their library experience (a 3% increase compared to two years ago). Additionally, 99% either “agreed” (12%) or “strongly agreed” (87%) that they had benefited from using the library!

The Beaverton City Library (BCL) remains the busiest library in the Washington County Cooperative Library System (WCCLS) system, having circulated 2,728,890 items (including ebooks and audiobooks) in calendar year 2019, which represents 25% of the total WCCLS circulation of 10.95 million items. Based on data from the Oregon State Library (FY18-19, the most current year), BCL also consistently ranks at the top of the list of OR public libraries in collection size, number of visitors, circulation, program attendance and volunteer hours; we have the second highest circulation of any library in the state, behind Multnomah County (which has 19 locations, compared to our 2).

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0551 LIBRARY ADMINISTRATION	DEPARTMENT HEAD: GLENN FERDMAN

With 359,933 volumes in its collection, Beaverton City Library contains the lion’s share of holdings in the WCCLS system which totals more than 1.7 million items. Beaverton residents also have access to additional library holdings via the Metropolitan Exchange (MIX) program, which includes libraries in the greater Portland metro area; and to more than 120 libraries statewide who participate in the Oregon Library Passport Program.

The number of visitors increased slightly compared to last year, by 0.40%, with the great gains occurring at the Murray Scholls branch (up by nearly 5%). Library card registrations were up by 7.6%. The number of books and other items loaned to other WCCLS libraries increased by more than 26% and the number of individuals attending adult programs was up by nearly 30%.

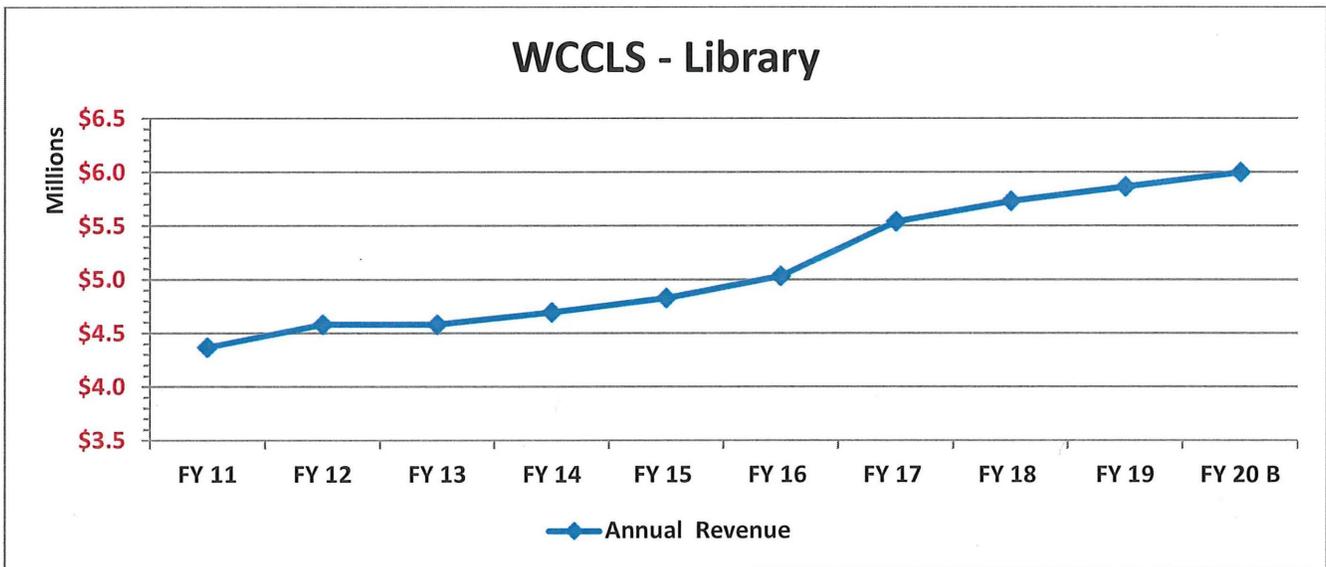
And, the number of programs for children and teens was up by more than 13% and the number of items added to the collection was up by more than 8%. Circulation of physical objects (i.e., books, DVDs, CDs, etc.) was down by nearly 4% (part of an overall national trend); whereas circulation of electronic content (i.e., ebooks, audiobooks, etc.) was up by nearly 49%, resulting in an overall decline in circulation by 0.25% (though up at the branch by slightly more than 3%).

In its role as the educational, cultural, and intellectual center of the community, Beaverton City Library offered close to 2,100 programs and events in FY2018-19, including book discussion groups, story times, STEM activities, teen events, computer classes, English conversation classes, poetry workshops and open mics, entrepreneur workshops, back-to-school night, programs for developmentally disabled adults, concerts, lectures, job and resource fairs, etc. The library also offers programs in Spanish, Japanese, Korean and Arabic in addition to English.

Additionally, last year the library made 1,215 Community Outreach and Engagement visits, to the local Farmer’s Market, daycare centers, school classrooms, city-wide events, etc., serving and interacting with 52,512 people in the process.

Revenue Trends:

The Beaverton Library has two significant and stable sources of funding (97%). The City’s operating levy is shared with the Library, providing approximately 36¢ per \$1000 assessed valuation (AV) annually, totaling approximately \$3.5 million each year. In addition, Washington County provides support for Beaverton and other members of the WCCLS, through its General Fund resources as well as a local option levy of 22¢ per \$1000 AV. The base of both sources are expected to increase by approximately 4% annually due to rising property values in Washington County. The local option levy continues until June 2021 and a renewal opportunity will be offered to voters at the May 2020 election.



CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0552 MATERIALS & OPERATIONS	DIVISION MANAGER: MICHELE CALDWELL

Program Goal:

To purchase and process all library materials, including electronic databases, in a timely, cost-effective manner so that materials will be readily accessible for public use.

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	7.75	8.00	8.00	9.00	9.00
PERSONNEL SERVICES	\$690,097	\$729,219	\$804,864	\$901,954	\$901,954
MATERIALS & SERVICES	24,420	24,792	27,150	23,900	23,900
CAPITAL OUTLAY					
TRANSFERS	21,053	23,606	26,423	25,551	25,551
TOTAL	\$735,570	\$777,617	\$858,437	\$951,405	\$951,405

Program Objective:

Ninety percent of all new library materials will be available for circulation within 30 days of receipt and high demand material will be available within one week of receipt. All items to be withdrawn from the collection will be deleted from the catalog in a timely manner.

Adapt new technologies and vendor services into department workflows to improve efficiency. Incorporate new cataloging and processing procedures as needed to add new formats such as e-books, e-readers and Library of Things materials to the library collections.

Maintain an active volunteer work force to assist in the processing, repair, and maintenance of library materials.

Progress on FY 2019-20 Action Plan:

- Continued to keep collection inventories up-to-date using reports available in Polaris and performing regular weeding of collections. In conjunction with implementing elements of the Space Plan study for the main library, downsized and moved the Reference and Magazine & Newspaper collections. Study Rooms will be built in the space that used to house the Reference collection. Magazines & Newspapers were moved into the room in the southwest corner of the 2nd floor as part of an effort to create a quiet, comfy Reading Room.
- Continued to expand the Library of Things collections that were launched in June 2018, including purchasing, cataloging and packaging items for this unique collection.
- Interlibrary loan services were moved to Technical Services in FY 2016-17. Continued to update and streamline processes to provide excellent customer service to library patrons and partnering libraries across the country.
- As a division, worked to align internal goals with the library's strategic plan and contributed to the library-wide action plan.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0552 MATERIALS & OPERATIONS	DIVISION MANAGER: MICHELE CALDWELL

FY 2020-21 Action Plan:

- Continue to administer the Grab & Go collection and make adjustments as needed to this new service that was launched in March of 2020. Grab & Go is a shelf of books located at the Beaverton Transit Center where commuters are invited to grab a free book to keep. Inventory for the Grab & Go services comes from donations made to the Friends of the Library and withdrawn library books.
- Continue to keep collection inventories up-to-date and perform regular weeding of collections. Continue to re-use withdrawn library materials as much as possible through donations to partner organizations and supplying the Grab & Go service.
- Continue to develop and execute plans for strategic weeding and relocation of collections in conjunction with implementing elements of the Space Plan study for the main library.
- Continue to expand the Library of Things collections that were launched in June 2018, including purchasing, cataloging and packaging items for this unique collection.

Performance Measures:	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Budgeted/Revised	FY 2020-21 Adopted
Workload Measures				
Total Number of items added to collection	43,541	47,239	48,000 / 46,000	46,000
Total Number of items withdrawn from collection	59,027	31,204	45,000 / 50,000	45,000
Interlibrary loans borrowed from other libraries	4,059	4,170	4,000 / 4,500	4,500
Interlibrary Loans lent to other libraries	2,488	3,139	2,200 / 3,600	3,600
Effectiveness Measures				
Total number of items in collection	336,984	353,019	326,984 / 357,019	356,019

Performance outcomes and Program Trends:

Customers will have quick access to best sellers and other high priority materials. They will have access to a large collection of materials that are organized, packaged and labeled in a manner that allows users to easily identify items in the catalog and locate materials throughout the library.

The catalog will be up-to-date and accurately represent library holdings and inventory. Regular, timely removal of inactive inventory records is performed to maintain catalog accuracy. Library materials are collected in more than 20 languages, with language-appropriate cataloging and access including a Spanish-language catalog interface.

On-going weeding of library collections ensures that materials available to the public are up-to-date and relevant. Selected withdrawn library items are offered for sale through the New Friends of Beaverton City Library. Other withdrawn materials are donated to partner agencies, given away during the annual Beaverton parade or used to supply the Grab & Go shelf at the Beaverton Transit Center. Materials that cannot be reused are recycled.

Volunteers continue to play an integral role in the Technical Services Division's ability to meet demands for new materials and in the maintenance and repair of items, as well as the removal ("weeding") of materials from collections.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0553 ACCESS SERVICES	DIVISION MANAGER: MELISSA LITTLE

Program Goal:

To provide library users with courteous and efficient access to materials.

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	24.60	23.50	23.75	23.75	23.75
PERSONNEL SERVICES	\$2,032,887	\$2,016,523	\$2,195,505	\$2,205,696	\$2,205,696
MATERIALS & SERVICES	67,636	86,986	91,326	83,767	83,767
CAPITAL OUTLAY					
TRANSFERS	14,556	16,412	17,615	16,259	16,259
TOTAL	\$2,115,079	\$2,119,921	\$2,304,446	\$2,305,722	\$2,305,722

Program Objectives:

Provide directional and informational assistance and give a friendly welcome to all library users; provide prompt and courteous checkout of library materials, including both self-service and personal service options; issue library cards and maintain patron accounts including collection of fines and feeds.

Check in and re-shelve library materials promptly and efficiently; process and shelve holds for patron pick up within 24-hours of delivery; support intra-library borrowing of materials among WCCLS member libraries.

Support other library teams through programming assistance, collection maintenance, and providing basic reference and reading recommendations to patrons.

Progress on FY 2019-20 Action Plan:

- LEAP, the Polaris Mobile App, has been purchased by WCCLS. Currently it can only be used in the library buildings due to restrictions on the network used. In 2020 we will be working with city ISD and WCCLS Automation to develop a plan that will allow the library to circulate materials off-site using a virtual private network.
- WCCLS member libraries created Polaris Core Competencies which our team is using to ensure knowledge of current staff and to train new hires.
- The Murray Scholls Access Services staff are using When to Work to schedule staff and offer available shifts. The Main Library, with a larger pool of learners, plans to be using this software by March 2020.
- Three new self-checks have been purchased for the main library in the last two budget cycles. We will be investigating options for replacement of the two very outdated machines at the Main Library.
- In the fall of 2019, Victoria Campbell finalized a plan that allowed WCCLS to get data directly from Beaverton School District. This initiative resulted in the library registering over 13,000 additional cards. (DEI Plan PE3.5)

FY 2020-21 Action Plan:

- Work with WCCLS Automation and ISD to develop a plan that will allow the library to circulate materials off-site using a virtual private network.
- Use Patron Facing Core Competencies developed by WCCLS with local library input to improve patron services and develop Access Services staff.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0553 ACCESS SERVICES	DIVISION MANAGER: MELISSA LITTLE

- Replace the two remaining self-checks which have not been upgraded to Windows 10.
- Work with Materials and Operations Services to find areas where Access Services staff can help with Grab & Go Library and the Library of Things.
- Work with Programming and Public Services to create opportunities to help with programming initiatives, especially around the new Beaverton DAM (Design and Make).
- Work with WCCLS and Beaverton School District to determine a plan for renewing existing library cards as well as issuing cards to any new students in the 2020-21 school year. (DEI Plan PE3.5)

Performance Measures:	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Budgeted/Revised	FY 2020-21 Adopted
Workload Measures*				
Annual circulation of print materials at the Main Library (by fiscal year)	1,885,419	1,773,455	1,925,000 / 1,828,750	1,825,000
Annual Number of library cards issued	7,232	7,829	8,500 / 26,500*	10,000
Annual number of customers entering library building (gate count)	563,866	555,128	560,000 / 557,000	560,000
Annual number of holds picked up at Main Library	288,000	254,569	255,000 / 255,000	255,000

*Workload measures are only for the Main Library. The Branch provides its own measures in its divisional goals and objectives.

Program Outcomes and Program Trends:

Beaverton City Libraries continue to be one of the busiest libraries in WCCLS. While circulation of print materials continues to trend downward by 5% every year, digital holdings help to keep total use of library materials high overall.

Library cards issued had a large growth due to the project referenced above. While new students will continue to be registered, we will not see the one time jump that we saw this year.

We continue to look for training and growth opportunities for those staff whose workload has decreased due to materials handling being less a focus of Access Services. Employees from this work group have been very active in community engagement. In 2019, staff from this team attended 32 events in the city in addition to the community outreach efforts done by children's, teen, and adult librarians. We will continue to look for opportunities for this group to do more public service assistance the requests for outreach to the community continues to grow. In 2021, we will examine the budget impact of re-classifying some LA1 staff (who only handle materials) to LA2 to gain the flexibility needed to grow patron services.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0554 PUBLIC SERVICES & PROGRAMMING	DIVISION MANAGER: DAWN BORGARDT

Program Goal:

To serve the community by developing a collection of reference, fiction and nonfiction materials in a variety of formats, both print and electronic; to provide access to timely information; to provide answers and instructions in the use of library resources; to promote lifelong learning through a variety of programs and services and to make the library services and resources accessible to all customers.

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	9.95	10.20	10.25	10.25	10.25
PERSONNEL SERVICES	\$1,068,141	\$1,007,547	\$1,139,776	\$1,165,396	\$1,165,396
MATERIALS & SERVICES	552,426	724,341	658,089	48,783	48,783
CAPITAL OUTLAY					
TRANSFERS	21,313	20,585	20,918	20,905	20,905
TOTAL	\$1,641,880	\$1,752,473	\$1,818,783	\$1,235,084	\$1,235,084

Program Objectives:

The program goal, objectives, action plan, measures and trends reflect the work of the division formerly known as Adult Services.

This program is effective in achievement of several elements of the Vision Action Plan:

- *Community Vision Action# 5: Expand outreach to underrepresented populations*
- *Community Vision Action #26: Promote affordable extracurricular programming*
- *Community Vision Action #31: Expand senior activities, classes and connections*
- *Community Vision Action #32 Enhance youth and senior connections*
- *Community Vision Action #33: Provide training and support for families of seniors*
- *Community Vision Action #39: Expand library functions, services and events*

Foster community with services that reflect the diversity and build on the strengths of the Beaverton community. Enrich the lives of individuals by providing access to books, resources, and skill building opportunities in the library and remotely. Build a sense of connection to the community and world through resources and technology.

Progress on FY 2019-20 Action Plan:

- Provided services, programs, and outreach that attracted, represented and celebrated the cultural diversity of the Beaverton community.
- Provided services, programs and outreach that helped develop a community of readers, inspire creativity and lifelong learning, and help adults of all ages improve their quality of life.
- Partner with agencies and organizations to extend and enhance services, activities and programs for adult.
- Provided workshops, individual help, classes and other learning options related to technology and information literacy.
- Worked to align internal goals with the library's Strategic Plan and help implement the library-wide Action Plan.
- Worked with other WCCLS libraries to develop policies and procedures that ensure patron satisfaction.
- Worked with other Washington County libraries to develop policies and procedures that ensure patron satisfaction.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0554 PUBLIC SERVICES & PROGRAMMING	DIVISION MANAGER: DAWN BORGARDT

FY 2020-21 Action Plan

- Strive to meet patrons where they are with the tools and services that improve their lives.
- Continue to work with community partners to leverage the library's reputation as a trusted location in the community to expand access to social services. (DEI Plan PE2.2)
- Provide workshops, individual help, classes and other learning options related to technology and information literacy.
- Strive to create a more welcoming space through policy and space updates. (DEI Plan PE1.6)
- Update the Adult Services webpages to be more user-friendly and reflective of the scope of resources the library offers. (DEI Plan PE1.6)

Performance Measures:	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Budgeted/Revised	FY 2020-21 Adopted
Demand Measures				
Number of reference questions answered	23,547	21,057	23,000 / 18,900	17,000
Number of non-reference patron interactions at Adult Service desks	28,277	22,820	25,000 / 18,500	14,600
Workload Measures:				
Number of adult services public programs	265	192	225 / 225	160
Number of outreach visits to adults	16	11	45 / 10	8
Effectiveness Measures:				
Circulation of adult print materials	865,830	804,990	730,000 / 748,000	695,000
Circulation of adult digital materials	No Data	192,360	No Data / 244,000	309,000
Number attending adult programs	4,113	5,361	5,200 / 6,000	6,500
Number of outreach contacts to adults	416	210	525 / 65	60

CITY OF BEAVERTON, OREGON
 FISCAL YEAR 2020-21 BUDGET
 CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0554 PUBLIC SERVICES & PROGRAMMING	DIVISION MANAGER: DAWN BORGARDT

Performance Outcomes and Program Trends:

The Library provides a diverse collection of materials in a variety of formats and languages. This collection is extended through the use of interlibrary loans. Library staff connect patrons with resources and informatoin in person, online and by telephone.

The Adult Services Division has 40 computers and 2 printers available for public use, provides Wi-Fi connectivity for user devices and offers wireless printing. The library offers opportunities for community members to develop technology skills through the volunteer Computer Helper program, as well through computer classes, and one-on-one on an as-needed basis.

Downloadable media, especially eBook use continues to increase. Data comparing circulation of adult digital material has been added (as compiled by WCCLS) above to show that while the trend with print material circulation continues down, there is a significant upward trend in circulation of and demand for digital materials.

Programming that features critical conversations (Death Café), listening and empathy (Human Library), and that reflects our community members' experience (2nd year of One Book, One Beaverton), and that provides intrinsic, rather than external incentives (Read for Bees Summer Reading for Adults) are all increasing in popularity. In fact, the author talk for January's One Book, One Beaverton event was at capacity only 7 minutes after the doors opened, attendance more than doubled in the program's second year. Multigenerational programming like the Fermentation Festival and the BeeFest are also trending this FY.

Partnerships continue to play a critical role in helping fulfill the library's mission – particularly this FY we have seen increased demand for social services provided at the library through our partnership with Community Action of Washington Coutny.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0555 LIBRARY COLLECTIONS & COMMUNITY ENGAGEMENT	DIVISION MANAGER: VICTORIA CAMPBELL

Program Goal:

To promote the joy of reading and the value of library resources to the children and teens of Beaverton and their caregivers. To provide programs and materials that will encourage children and teens to become lifelong learners and library users.

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	11.45	12.15	12.15	12.15	12.15
PERSONNEL SERVICES	\$1,024,291	\$1,166,261	\$1,271,253	\$1,341,416	\$1,341,416
MATERIALS & SERVICES	40,318	51,410	51,539	521,036	521,036
CAPITAL OUTLAY					
TRANSFERS	32,928	30,974	31,928	31,358	31,358
TOTAL	\$1,097,537	\$1,248,645	\$1,354,720	\$1,893,810	\$1,893,810

Program Objectives:

The program goal, objectives, action plan, measures and trends reflect the work of the division formerly known as Youth Services.

This program is effective in achievement of several elements of the Vision Action Plan:

- *Community Vision Action #5: Expand outreach to underrepresented populations*
- *Community Vision Action #25: Expand community involvement in schools*
- *Community Vision Action #26: Offer affordable extracurricular programming*
- *Community Vision Action #38: Provide early-learning resources through library*
- *Community Vision Action #39: Expand library function, services and event*
- *Community Vision Action #87: Develop activities and gathering spaces for teens*

Introduce books and reading to the infant, toddler, and preschool population of Beaverton and their caregivers through diverse collections, high quality story times, and daycare center visits. Prepare children to be ready to read and ready to learn when they enter Kindergarten. Publicize special events through media, schools, websites, social media and other outlets.

Promote the excitement and value of reading and library resources to students from kindergarten through twelfth grade by providing high quality reference and readers advisory services, dynamic programs, and instructional library tours to groups. Promote reading and library use through outreach to schools, WIC, Head Start programs, pediatrician offices and other locations.

Provide young adults (Grades 6-12) with an excellent collection of print and electronic resources that fulfills popular interests and supports their educational, cultural and informational needs. Collections include over twenty languages for children.

Encourage reading and library use when school is not in session. Promote the annual Summer Reading Program including reading incentives and special events for children and teens from infant through twelfth grade both at the library and in the community.

Engage volunteers and unpaid interns with the youth services division. Volunteers provided more than 3500 hours of service at the Main Library by helping staff prepare for and assist with programs, providing Homework Help and registering children for Summer Reading each summer. Volunteers provided more than 1000 hours for youth services at Murray Scholls last year.

Provide teens with a room that is enjoyable, safe and helpful for the diverse needs of that age group. The room is an attractive and appealing place for teens to spend time as well as a useful site for homework and research. Involve teens in developing programs and services, utilizing the Teen Library Council, surveys and other opinion gathering activities when planning programs and developing policies.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0555 LIBRARY COLLECTIONS & COMMUNITY ENGAGEMENT	DIVISION MANAGER: VICTORIA CAMPBELL

Progress on FY 2019-20 Action Plan:

- Worked with Beaverton School District and four other local WCCLS libraries to issue Youth Access Cards to all students. At Beaverton, we issued over 13,000 new cards to students and reviewed over 4,000 established cards to remove fines so they could use the library again. (DEI Plan PE3.5)
- Evaluated our Summer Reading Program to implement changes in 2020.
- Expanded the Juvenile Library of Things collection at both library locations.

FY 2020-21 Action Plan:

- Develop welcome kits for new families (DEI Plan PE5.3).
- Develop an community outreach plan to better serve kids, teens and adults outside the library (DEI Plan PE2.2).
- Implement Summer Reading Program redesign to increase opportunities outside the library. (DEI Plan PE2.2).
- Continue to work with Beaverton School District to renew cards issued this year and issue new Youth Access Cards to incoming kindergarteners and new students. (DEI Plan PE3.5)
- Add an additional .5 Library Outreach Specialist to increase outreach capacity, including brining Library on Wheels to Beaverton School District’s additional pre-K classrooms.

Performance Measures:	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Budgeted/Revised	FY 2020-21 Adopted
Demand Measures: (Main Library)				
Number of reference questions answered	21,752	20,699	20,000 / 20,000	20,000
Number of non-reference patron interactions	28,919	27,191	27,000 / 30,000	33,000
Workload Measures: (Both Libraries)				
Number of programs offered	1,651	1,868	1,600 / 1,800	1,800
Number of outreach visits	1,120	1,143	1,150 / 1,200	1,400
Number of volunteer homework helper hours	451	217	350 / 250	250
Effectiveness Measures:				
Attendance at programs (both libraries)	45,412	49,674	48,000 / 49,000	50,000
Outreach contacts to children, teens, and parents at schools and other locations (both libraries)	37,275	39,137	39,000 / 39,000	44,000
Summer Reading Program finishers (both libraries)*	4,111	3,964	4,300 / 4,300	4,500
Circulation of Children’s and Young Adult Materials – physical format (Main Library only)	1,019,599	968,465	950,000 / 929,000	892,500
Circulation of Children’s and Young Adult Materials – eFormat (Main Library only)*	47,654	69,019	80,000 / 80,000	92,000

* new measure

CITY OF BEAVERTON, OREGON
 FISCAL YEAR 2020-21 BUDGET
 CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0555 LIBRARY COLLECTIONS & COMMUNITY ENGAGEMENT	DIVISION MANAGER: VICTORIA CAMPBELL

Performance Outcomes and Program Trends:

The library was awarded Beaverton School District’s WE award for District Community Partner of the Year in 2015 and received another WE Award for their work with Nutrition Services in 2017. Staff currently participate in ten school district community partnership teams, which have creative new opportunities to connect to schools. As local schools become Future Ready, the youth services division will need to continually increase the resources available electronically and provide access to those resources. Oregon Battle of Books titles are available for children and teens from two different ebook services, on Kindles that can be checked out from the library, as well as in audiobooks and print formats. Ebook checkout is also on the rise, especially for children’s books. Youth services staff is working with Beaverton School District to offer Youth Access Cards to students. This parentship will continue by issuing new cards to kindergarten students and new students each fall.

Youth Services staff continue provide early literacy/learning workshops and early literacy tips at story times to assist parents as they guide their future students to become ready for kindergarten, in accordance with best practices set by the Oregon Department of Education. Of special note is that Youth Services staff visit kindergarten orientations, and are working with the Beaverton School District’s Early Learning Committee to provide additional kindergarten readiness programs, like 1,000 Books before Kindergarten and Ready, Set, Kindergarten. Staff also continue to provide early literacy training offsite at Head Starts, mom’s groups, and at Beaverton School District’s Title 1 schools. Library staff also provided early literacy training for parents in BSD’s Continuing Education for Young Parents program. Requests for outreach in Spanish by community partners are filled by our Outreach Specialist position and include bilingual and Spanish Early Literacy Workshops, Baby Early Literacy Storytimes, Latino Parent Group Presentation, and WIC Storytimes. This work is now at capacity and additional staff is needed. Youth Services will continue to slightly reduce the number of programs held inside the library in order to provide more outreach services beyond the library walls.

Teen room and programs continue to be popular. The New Friends of Beaverton City Library sponsors the annual Teen Art Show and two annual writing contests. The Homework Help program for Grades 6-12 helped over 30 students a month during the school year. Staff have also mentored teens at a local high school to build resume and interviewing skills. The library continues to seek advice from the Teen Library Council as the Teen Room at main gets a small refresh.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0558 BRANCH LIBRARY	DIVISION MANAGER: VICTORIA CAMPBELL AND MELISSA LITTLE

Program Goal:

To provide the best possible library services to Southwest Beaverton and its surrounding areas.

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	10.80	11.73	11.48	11.48	11.48
PERSONNEL SERVICES	\$823,827	\$900,210	\$985,984	\$1,023,343	\$1,023,343
MATERIALS & SERVICES	266,276	268,514	289,048	281,180	281,180
CAPITAL OUTLAY					
TRANSFERS					
TOTAL	\$1,090,103	\$1,168,724	\$1,275,032	\$1,304,523	\$1,304,523

Program Objective:

This program is effective in achievement of several elements of the Vision Action Plan:

- *Community Vision Action #26: Offer affordable extracurricular programming*
- *Community Vision Action #38: Provide early-learning resources through library*
- *Community Vision Action #39: Expand library function, services and events*
- *Community Vision Action #87: Develop activities and gathering spaces for teens*

Provide residents of all ages with an excellent collection of print and electronic resources that fulfills popular interests and supports their educational, cultural and informational needs.

Introduce books and reading to the infant, toddler, and preschool population of Beaverton and their caregivers through diverse collections, high quality story times, and other services. Prepare children to be ready to read and ready to learn when they enter Kindergarten.

Promote the excitement and value of reading and library resources to students from kindergarten through twelfth grade by providing high quality reference and readers advisory services, dynamic programs, and instructional library tours to groups.

Encourage reading and library use when school is not in session. Promote the annual Summer Reading Program including reading incentives and special events for children and teens from infant through twelfth grade.

Reduce the digital divide by offering public use computers, Wi-Fi connectivity, and wireless printing.

Engage volunteers with opportunities for meaningful involvement that supports all areas of the library and its services.

Progress on FY 2019-20 Action Plan:

- The Branch Program (0558) supports the shared goals of Circulation (0553) and Youth Services (0558). The strategic goals and action plan are the same for both library locations

FY 2020-21 Action Plan:

- The Branch Program (0558) supports the goals of Circulation (0553) and Youth Services (0558). The strategic goals and action plan are the same for both library locations.
- Some Performance Measures will be maintained separately for the two locations to better track progress and growth.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0558 BRANCH LIBRARY	DIVISION MANAGER: VICTORIA CAMPBELL AND MELISSA LITTLE

Performance Measures:	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Budgeted/Revised	FY 2020-21 Adopted
Demand Measures				
Number of customers entering the Branch (gate count)	242,172	254,109	260,000 / 256,000	260,000
Annual number of holds picked up at Branch	133,113	136,757	135,000 / 139,350	140,000
Number of reference questions answered	14,121	14,062	14,000 / 14,000	14,000
Total Internet user sessions (New measure)	17,851	15,074	14,750 / 14,750	14,000
Workload Measures				
Annual Circulation of Library Materials	642,234	641,417	710,000 / 642,000	645,000
Annual number of library cards issued	2,025	2,127	2,200 / 2,200	2,200
Effectiveness Measures				
Circulation of Children's and Young Adult Materials (Murray Scholls only)	410,720	413,174	350,000 / 414,000	416,000

Performance Outcomes and Program Trends:

The Murray Scholls branch opened in 2010 and expanded in 2015, and serves the neighborhoods of South Beaverton and beyond. It is anticipated that ongoing development in Cooper Mountain will increase demand for library services in south Beaverton, which necessitates some thoughtful consideration for how to meet those needs, vis-à-vis the current branch operation in a leased commercial space.

Many program expenses were shifted to other Library programs demonstrating the inter-connectedness of the programs, including the use of staff. Most of the expenses remaining in this program are staff nominally assigned to the branch or are facility related expenses such as janitorial services and common area maintenance charges.

Materials, services and programs for children and teens will continue to be the major focus for this location. Staff have also started to track the types and frequency of requests for additional adult services. In August 2018, hours at the branch were expanded, which resulted in increases in the number of programs and attendance, internet use, and circulation.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0559 LIBRARY TRUST	DEPARTMENT HEAD: GLENN FERDMAN

MISSION STATEMENT:

The Library Trust Fund accounts for specific donations and contributions received by the library and for the expenditures of said funds. Expenditures in this fund are reviewed by the Library Board and must be included in the City budget, which is approved by the City Council. The Trust Fund money is expended exclusively for the benefit of the Beaverton City Library for books, programs, equipment, materials and other property used by the library, but not for salaries of library personnel.

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION					
PERSONNEL SERVICES					
MATERIALS & SERVICES	\$48,868	\$42,386	\$71,000	\$27,500	\$27,500
CAPITAL OUTLAY					
TRANSFERS					
CONTINGENCY	0	0	91,226	99,210	99,210
TOTAL	\$48,868	\$42,386	\$162,226	\$126,710	\$126,710

Services and Trends:

Trust Fund revenues can vary significantly from year to year, as they depend on donations made by individuals, the Beaverton Library Foundation and the New Friends of the Beaverton City Library, and others. These funds are usually designated to support the Summer Reading Program and other special projects. Funds donated in honor or in memory of a loved one are expended as requested by the donors.

Progress on FY 2019-20 Action Plan:

- The Trust Fund continued to be the depository and expenditure mechanism for gifts and donations made to the library. The library does not actively solicit for these donations.
- Provide support and guidance for the New Friends of Beaverton City Library and the Beaverton Library Foundation as they write and enact their own Strategic Plans. The Library Foundation Board underwent a major transition this past year which saw the resignation of most of its members. During that time we successfully recruited three new members, after which the president of 12 years decided to step down. We are currently working to add capacity to the Board prior to beginning a new strategic planning process.
- Continued to recruit, place, evaluate and recognize volunteers working with NFBCL. Several dozen new volunteers were added to the NFBCL this year.
- The New Friends of Beaverton City Library has agreed to assume funding for the summer reading program and several smaller funding items previously funding by the Foundation, to allow the Foundation to go after larger donations (e.g., funding for the library Space Plan), in response to a recent re-focusing of the Foundation's mission. The New Friends of Beaverton City Library continued to increase their revenues made through used book sales online and at The Book Corner store and bi-annual library sales. They donated more than \$60,000 to the library and additionally assumed funding for the summer reading program and several smaller funding items previously funded by the Foundation. A large portion of the Friends donations are being used to fund projects identified in the library Space Plan. With the Friends' adoption of the Foundation's funding commitments, the Foundation is better positioned to go after larger donations in response to a recent re-focusing of their mission.

FY 2020-21 Action Plan:

- Work with New Friends Board on exploring a new business model which involves a smaller physical footprint and increased reliance on their semi-annual used book sale and online sales.
- Continue to work with the Friends to identify new funding opportunities for the library.
- Continue to grow Foundation Board membership.
- Work with the Foundation on the planning of a fundraising event to help them achieve their goal of raising funds for a library bookmobile.

CITY OF BEAVERTON, OREGON
 FISCAL YEAR 2020-21 BUDGET
 CURRENT LEVEL OF SERVICES

FUND: 115 LIBRARY	DEPARTMENT: LIBRARY
PROGRAM: 0560 LIBRARY BUILDING OPERATIONS & MAINTENANCE	DEPARTMENT HEAD: GLENN FERDMAN

Program Goal:

To better track library building operations and maintenance costs.

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	0.00	0.00	0.00	1.00	1.00
PERSONNEL SERVICES	\$0	\$0	\$0	\$110,387	\$110,387
MATERIALS & SERVICES	0	0	0	628,868	628,868
CAPITAL OUTLAY TRANSFERS					
TOTAL	\$0	\$0	\$0	\$739,255	\$739,255

Program Objective:

To consolidate all library building operations & maintenance expenses (including personnel, professional services, utilities, building maintenance, etc.) from the General and Library Funds into one program area to better track those costs and separate them from the rest of the library operations.

FY 2020-21 Action Plan:

Perform needed maintenance and repairs to library HVAC system, as well as other critical library building maintenance (e.g, replacement lights in East parking lot, replacement carpeting, etc.).