

## Umatilla County Special Library District

### Annual Library Service Plan 2009-10

#### UCSLD Vision:

To ensure that – Libraries within the District are seen as integral parts of the infrastructure and critical to the livability and economic development of their communities; Local governments are held accountable for high quality library services and programs; Libraries are equipped to provide 21st Century programs and services.

#### UCSLD Mission:

To support the development of public libraries in Umatilla County to provide services, programs, and continuing educational opportunities to individuals of all ages, thereby strengthening their communities through individual, family, economic and community development.

**1. Early Childhood Program:** Focused on early childhood literacy that gets children ready to learn.

#### *Goals & Objectives – Short Term*

*Provide best practice outreach education programs to communities for children birth thru 5 years to assist their school readiness preparation. Serve 60 childcare sites; provide incentive books and rotating book collections; provide demonstration storytimes in person and via the web; provide and coordinate “ready for school” programs and resources with community agencies, libraries and parents.*

#### *Outcomes*

*Using observational tools and surveys help up to 25% of Umatilla County children start school ready to recite rhymes; perform fingerplays; follow simple directions; engage in social interactions; identify storylines; count to 10 and name the alphabet.*

#### *Goals – Long Term*

*Help insure that 90% of Umatilla County children are ready to start school.*

**2. K-12 Youth Programs:** Focused on establishing/maintaining a lifelong relationship between the youth and the public library.

**3. Adult Programs:** Focused on continuing education programs, enhancement of economic viability, and lifelong learning. Includes outreach to seniors and the homebound.

**4. Training Program:** Focused on identifying and providing specific training needed by staff, board and volunteers that will strengthen skills, services, and programs.

***Goals & Objectives – Short Term***

***District Board and Staff to attend at least one CE training annually.***

***Outcomes***

***Attendees to do a brief report on how the CE training(s) made a difference in their work.***

***Goals – Long Term***

***District Board and Staff to attend at least two CE trainings annually.***

**5. Technology:** Focused on significantly increasing web presence and technology resources to provide rural community access to the Internet, jobs, and skill learning.

***Goals & Objectives – Short Term***

***Bring Adams PL and either Echo or Ukiah PL into online status of the Sage Library System. Determine appropriate and affordable commercial database(s) for District patrons.***

***Outcomes:***

***Adams PL and one other City Library online in FY 09-10; select databases through simple library and patron feedback surveys.***

***Goals – Long Term***

***All District Libraries have Sage Library System online status by June 2011.***

**6. Welcoming/User Friendly Atmosphere:** Focused on developing a library that is a friendly, active and welcoming center of rural community life.

**7. Effective Library Board:** Focused on committed and effective Board, actively engaged in the governance and planning of the library.

***Goals & Objectives – Short Term***

***Improve relationships and shared vision with City Library Governing Boards.***

***Update all City Library ordinances based on new model City Library ordinance.***

***Outcomes***

***Visit City Board meetings, Administrators and Mayor for feedback on updating model City Library Ordinances and Library Director Job descriptions.***

***Goals – Long Term***

***75% attendance at City and District Governance Training meetings***

***Work with cities to improve local financial support.***

**8. Friends/Volunteer Program:** Focused on utilizing Friends and Volunteers as active and effective resources to assist with access, services, program delivery, fundraising efforts, publicity and community relations.

**9. Community Relations Program:** Focused on establishing the library as a vital presence in the community.

***Goals & Objectives – Short Term***

***Improve relationships and implementation of common service plan goals with City Library Staff; hold two all City/District library trainings annually; Maintain three day per week local/regional courier service; Maintain state courier service; Improve marketing and PR efforts.***

***Outcomes***

***Simple staff surveys of patrons and staff***

***Goals – Long Term***

***Investigate options for improving library publicity  
Improve and expand cooperative services***

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Goals – Your goal(s) are where you want to be or what you want to accomplish

Objective(s) – Your objectives are the steps needed to get there

Outcome(s) – Your outcomes, for purposes of the ALSP are how you will solicit feedback for outcomes from patrons as to what difference a program or service made in their lives. Effective ways to gather this feedback are through customer surveys, focus groups, comments or letters and personal observations.