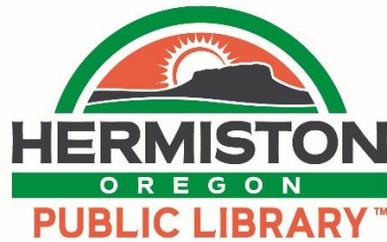


- I. What were your goals for FY2019-20?
  - A. Develop or improve the Spanish language collection.
    - 1. Weeding of the current collection will be conducted during the next 6 months.
    - 2. Budget funds will be set for the development of this collection
    - 3. Processes and resources will be developed to insure that items are selected and added.
  - B. Due to staffing changes, a space currently used as staff office will be vacated. That space will become a small meeting and programming room.
    - 1. The room will painted, furniture acquired and ready for use during early 2020
    - 2. Resources for active learning will be selected and a schedule of acquisition developed by early 2020.
  - C. Current public computer resources will be updated and improved.
    - 1. Self-check-out stations will be brought back with new equipment.
    - 2. Public access computers will provide standard office productivity software as well as open source products.
      - a) *Staff will receive training on the standard office productivity software*
      - b) *Staff will offer computer classes on such products to the public.*
- II. What community needs did your goals meet?
  - A. The Spanish speaking population in Hermiston may be as high as 40%, our current Spanish language collection is far from representative of that number. Improving that collection will offer the Spanish speakers in Hermiston a better library experience.
  - B. We hope the community will find learning opportunities beyond reading with hands on learning activities.
  - C. The Library needs to set a standard for good use of computers and technology and staff that can help them learn to use such resources.



III. What goals did you accomplish in FY2019-20?

Short term goals, above, made progress described below. A long term goal, expansion of Library services into the entire library building is moving forward, though indirectly, with the renovations being done in the basement.

- A. Finding Spanish language items in Igram has examined and become more efficient for Library staff. Weeding has not occurred nor has a budget for these materials been set.
- B. The space intended for meeting and programming is now required to function as staff office space due to the remodeling of the library basement. This goal cannot be met until the completion of the basement remodeling project.
- C. There are now 2 self-check-out stations housed in recently updated computers.

IV. Share the challenges, if any, you had in meeting your plan's goals. What changes would you have made to better meet the needs in your community?

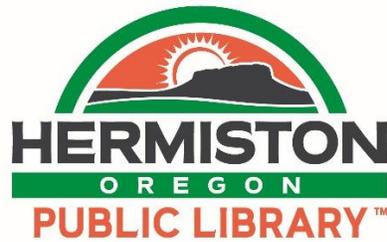
The unexpected need to move city hall into the basement of the library has overridden all other plans and intents. As it fills a long term goal of eventually using all of the building as library space it is worthwhile.

- A. With the restrictions of the pandemic and the changes you had to make, how did your goals and activities change?

The primary issue the pandemic created is fear of working with the public. Customer service has suffered and will likely continue to suffer until public trust is redeveloped. Care and protection of staff is critical as is a reasonable effort to control the unseen by our government.

V. List your library and/or community partners, with a brief statement about how they supported the accomplishment of your goals.

- A. Due to Covid 19 we have made few if any requests of our partners, knowing that for some, survival is their primary goal at this time.
- B. The City of Hermiston has directed a significant sum of assistance (\$60,000) to the local theater and bowling alley. In return the city is receiving use vouchers that will be distributed though both Park & Recreation and the Library. These will be available from October and good through May of 2021.



VI. What actions did you take this last year to increase awareness of District support of library customers? Examples include, but are not limited to – having a member of the UCSLD staff attend a board meeting or city council meeting or library event, submitting your events to the UCSLD calendar online and/or to the column, Libraries Provide-Countywide, including the UCSLD logo on your program publicity, participating in the countywide “Food for Fines” program, etc.

It is our intent to participate in these opportunities, the USCLD staff have not been invited to attend either a Library Board meeting or a Hermiston City Council meeting. When participating in District county wide programs we use the artwork provided as appropriate.

VII. Outside of current financial support, in what ways can the UCSLD continue to support district libraries’ staff members and customers?

UCSLD must be prepared to present a contract to cities that both obligates and guarantees library service to our citizens. Cities must see fairness and consistency in the funding formula and understand their obligation to citizens in receiving USCLD funding.