

Following is Pendleton Public Libraries' report for the Annual Library Service Plan.

1. What were your goals for FY 2018-19?

The Pendleton Public Library selected the following three goals for fiscal year 2018-19

- K-12 Youth Programs
- Training Program
- Effective Library Board

2. What community needs did your goals meet?

K-12 Youth Programs: *Our community needs and deserves consistent, engaging, age appropriate, literacy and community building activities for children kindergarten through high school. Our objective to meet this goal was three fold.*

Hire a Youth Services Librarian

We hired Brittany Young in May. She resigned in August. This was a big blow to our progress but we are happy to report that our most recent recruitment for a Youth Services Librarian has been more lucrative than our last. We will be interviewing for this position, October of 2019 and are confident that we will find a good fit for our community.

Create a School Outreach Plan

This was intended to be organized by our Youth Services Librarian and has been tabled until we hire. We did however conduct the following outreach efforts with the Pendleton School District in FY 18-19.

- Bi-monthly Book Talks in grades 2,3, and 4
- Library card sign ups at the Pendleton Early Learning Center's back to school night
- PELC Hunt- A monthly activity for area kindergarteners requiring them to visit the Library
- 1st and 2nd grade Library field trips

Divide monthly programming into ages 8 and under and ages 8-12

We began this tactic in April and have seen a tremendous benefit. Children under the age of eight have enjoyed programs more suited to their skill set. It has allowed us to offer sensory storytimes which have been very popular and incorporate more literacy into our activities. Children 8-12 have also enjoyed it because we are able to offer more complicated crafts and activities without having to keep in mind what the younger children will or won't be able to keep up with. Our goal with 8-12 programming is to feed them directly into our new teen program. In the past we have seen a drop off in participation for this age group and we want to avoid that going forward.

Training Program: *The staff of the Pendleton Public Library had not had any significant training outside of city health and safety requirements and district in-services in quite some time. At the library boards annual retreat staff training was identified as a pressing need. As a result some or all of the staff has participated in the following trainings.*

- Ryan Dowd's Service to the Homeless online course
- Gale database training on a variety of resources
- Customer service training through CIS
- PPL only Staff In-service
- ILL conference
- Mending course

Effective Library Board: *The board of the Pendleton Public Library is stacked with active, engaged, citizen's passionate about the library. With that in mind, we believe it is important to use this board to their full potential. With their guidance and input the Library will be better capable of meeting and assessing community needs as a whole. To meet this goal the Library Board has committed to the following strategies.*

Setting board goals

The Library board determined two things they would like to work toward, putting an end to the downward trend of circulation, and playing a more participatory role in library programs and fundraisers. The board has seen progress toward both goals with circulation exceeding previous years for the past two months and board members participating in Library Prom as well as helping to staff our farmer's market booth.

Creating opportunities for Library advocacy.

The board is working to advocate for the library by amplifying our message on social media, facilitating conversations about the library with the general public

and inviting library staff to present to other groups they are a part of. They have met this goal as each helps to advertise the library and I have recently presented to Kiwanis Club at their request.

3. 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.

This year our biggest challenge was in staffing. We were unable to fully meet our first goal due to the long hiring process, followed by quick departure of our Youth Services Librarian. We made the choice not to extend outreach efforts until a new person is in the position. Community Outreach is essential to a thriving Library. We want to make sure the person we have doing our outreach is a permanent fixture in the library. They are the face of our organization.

4. List your library(s) and/or community partners, with a brief statement about how they supported the accomplishments of your goals.

Greater Oregon Behavioral Health Inc: GOBHI provided the Library with weekly parenting education. They assisted in spreading the word about the Library, promoted literacy, and encouraged parents to consider the Library a safe place to improve their parenting skills. They also provided free lunches for participants.

St. Anthony's Hospital: During Child Abuse Awareness Month St. Anthony's brought in 4 speakers to address tough topics like sexual assault, protecting our children through parenting and internet safety.

Pendleton School District: The staff of the 2nd and 3rd grade classes allowed the Library to give bi-monthly book talks in each classroom. First and second grade teachers brought their classes to the Library for an information literacy field trip and the PELC invited us to attend back to kindergarten night.

State Library of Oregon: The State Library of Oregon offered Niche Academy access to all Oregon Libraries. Pendleton was able to take advantage of this by signing staff up for Ryan Dowd's Service to the Homeless course. This course would not have been possible in our normal budget for staff training. They also offered free training for Gale databases which several of our Library 2's took part in.

5. What actions did you take last year to increase awareness of District support of library customers?

- Submitted events to UCSLD Calendar online
- Participated in countywide "Food for Fines"
- Invited UCSLD to speak at Library Board Retreat
- Put UCSLD logo on summer reading materials and out of building flyers

- Wrote several articles for EO parent focusing on Library services in our county.

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

UCSLD has stepped up their game. We feel fortunate to be a part of a district that places a heavy importance on staff training, cooperation and library visibility. I do not have a suggested change this year.

Sincerely,

Jennifer Costley,
Pendleton Public Library