# Library Level of Service

**City of Camas**

## mission

provide

help

community

relationships

content

efficient

innovate

enjoyable experience

## vision

connect

partnerships

everyone

world

embrace
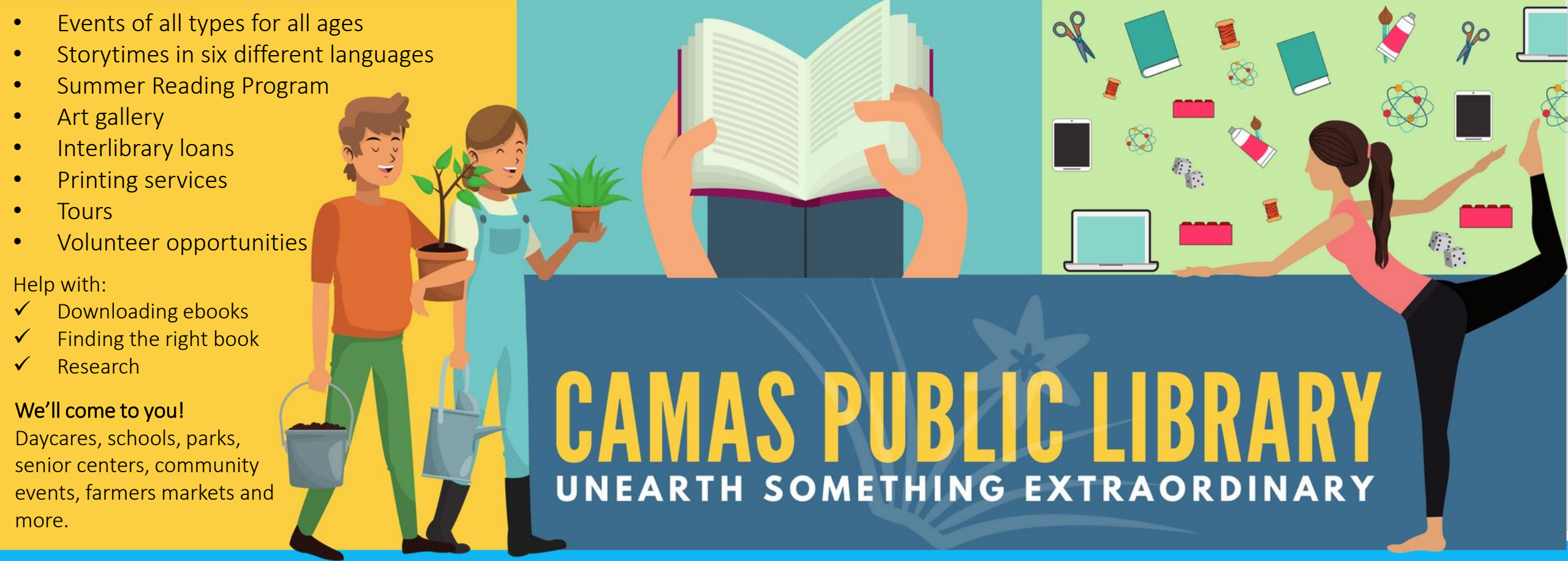
ideas

inviting

collaborate

friendly

growth

inspire

▶

# What defines what we do?

- **American Library Association**
  - Libraries today are less about what they *have* for people and more about what they <u>do</u> *for* and *with* people.

  - All libraries are forums for information and ideas.
    - Intellectual freedom and access for all regardless of origin, age, background, or views.

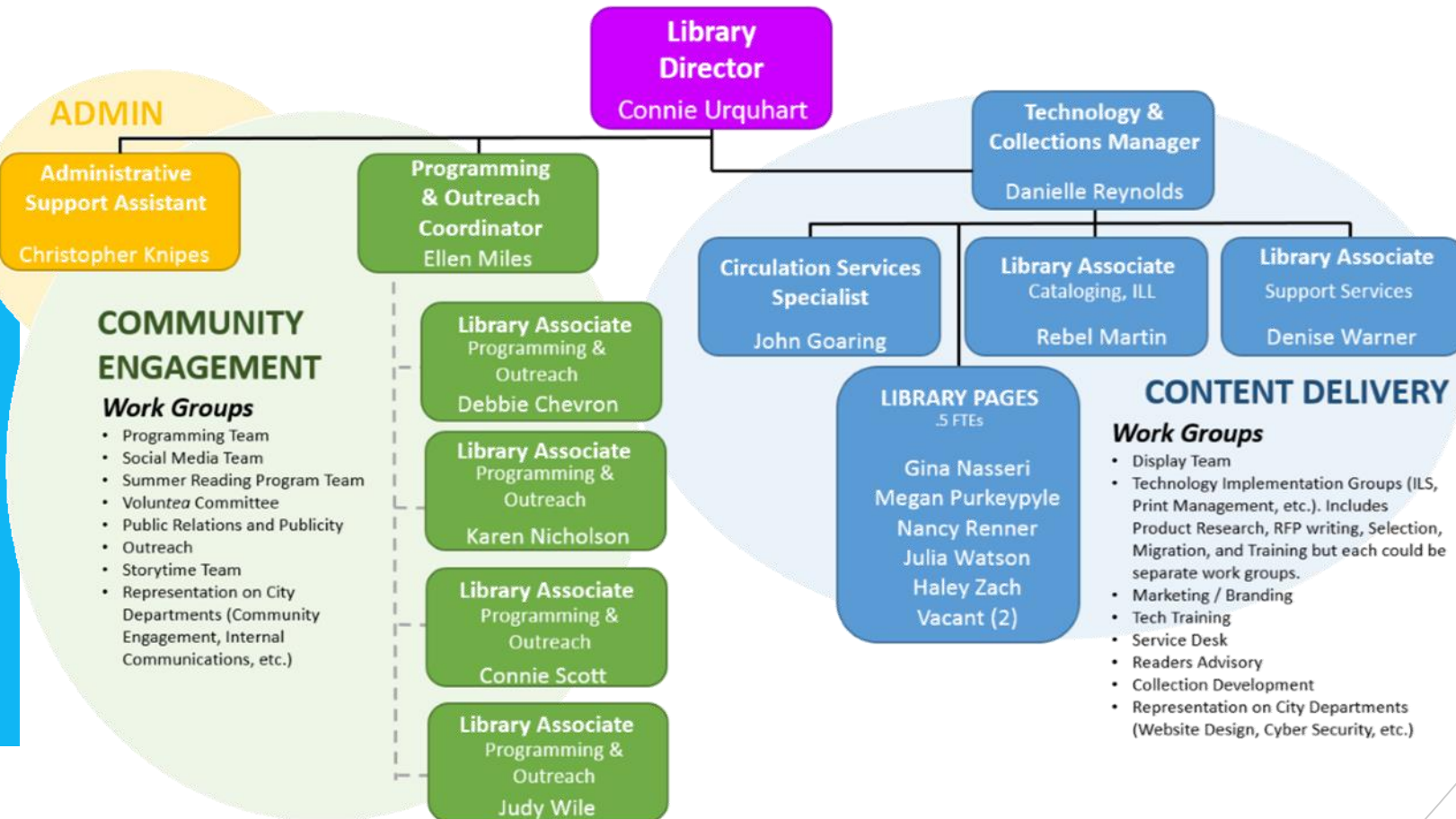- **Library Board of Trustees**
  - Policies

# Who do we serve?

- Camas citizens

- Residents of any MIX (Metropolitan Interlibrary Exchange) service area
  - Mostly those in Washougal and Cascade Park areas
- Organizations/individuals seeking meeting room space

- Community partners

- Anyone who walks through the doors or uses our online library

- Events of all types for all ages
- Storytimes in six different languages
- Summer Reading Program
- Art gallery
- Interlibrary loans
- Printing services
- Tours
- Volunteer opportunities

Help with:
- ✓ Downloading ebooks
- ✓ Finding the right book
- ✓ Research

**We'll come to you!**
Daycares, schools, parks, senior centers, community events, farmers markets and more.

CAMAS PUBLIC LIBRARY

UNEARTH SOMETHING EXTRAORDINARY

What services do we provide?

**WAYS TO MEASURE**

## Content Delivery

- holdings
- circulation
- online research tools
- interlibrary loan
- service desk help
- computer use

WAYS TO MEASURE

Community Engagement

- borrowers
- entry count

- events
- room use

- social media
- volunteers

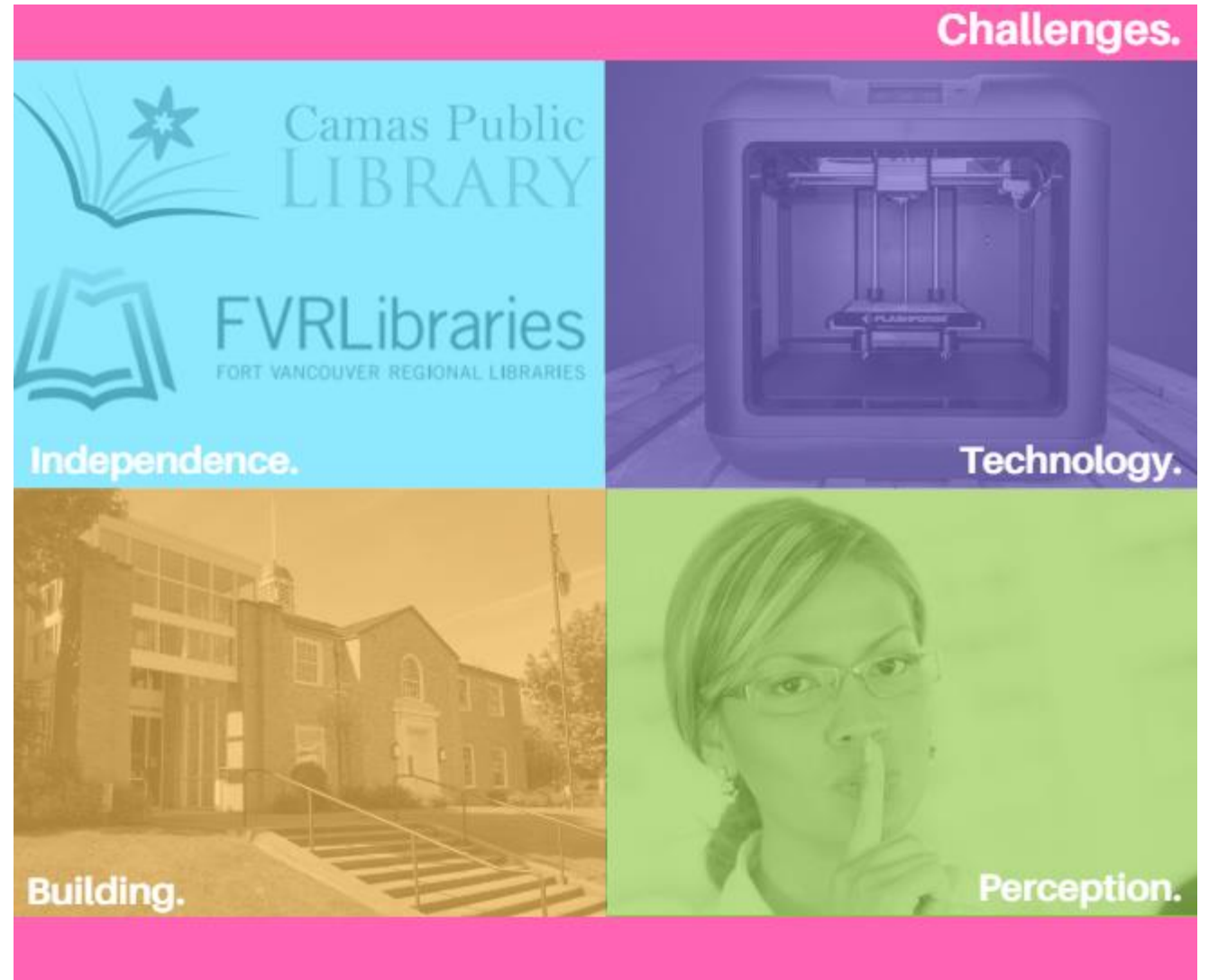What the measurements don't tell us

## Strategic Planning

### experts

staff
community groups
library stakeholders
users
**non-users**
all ages

### tools

collaborative drawing
1:1 interviews
kitchen table conversations
focus groups
online surveys
community survey from 2017

# Challenges

# Integrated Library System
## a recap

**CURRENT STATE**

FORT VANCOUVER REGIONAL LIBRARIES (FVRL) CONTRACTS WITH AN INTEGRATED LIBRARY SYSTEM (ILS) VENDOR AND "SUBLETS" A PORTION OF THEIR CATALOG TO THE CAMAS LIBRARY.

**LIMITATIONS**

AS OWNERS OF THE CONTRACT, FVRL CONTROLS THE LOOK, FEEL, CUSTOMIZATION AND MANY OF THE SETTINGS OF THE CAMAS CATALOG.

**CHANGES**

FVRL HAS ASKED TO END ITS AGREEMENT WITH CAMAS. MOST CHANGES WILL BE SEAMLESS; HOWEVER, PATRONS WILL NO LONGER BE ABLE TO REQUEST BOOKS TO BE DELIVERED BETWEEN BRANCHES. CAMAS IS ALSO REQUIRED TO PROCURE THEIR OWN CONTRACT WITH AN ILS VENDOR.

**EXPECTED OUTCOME**

NEW ILS WILL BE IMPLEMENTED BY 2019 WITH FEATURES THAT WILL ALLOW FOR BETTER, MORE CUSTOMIZED SERVICE FOR CAMAS PATRONS.

Camas Public
LIBRARY

# splitting the catalog

| | CHALLENGES | BENEFITS |
|---|---|---|
| **COST** | WILL COST ABOUT 3X WHAT WE WERE PAYING TO FORT VANCOUVER. <br><br> NO DELIVERIES BETWEEN BRANCHES MEANS WE NEED MORE ITEMS HOUSED AT CAMAS LIBRARY. | QUALITY WILL BE COMMENSURATE WITH COST. <br><br> COLLECTION WILL BE TAILORED TO CAMAS BASED ON SOPHISTICATED ANALYTICS FROM NEW ILS. |
| **STAFFING** | FORT VANCOUVER HANDLED SOME MAPPING, REPORTING, WORK WITH VENDOR, AND IT ISSUES. | CAMAS STAFF WILL COMPLETELY CONTROL ILS. THAT MEANS BETTER SERVICE AND MORE FEATURES FOR CAMAS PATRONS! |
| **COMMUNITY** | PATRONS ACCUSTOMED TO CURRENT USER INTERFACE, AND BEING ABLE TO REQUEST ITEMS TO BE DELIVERED BETWEEN CAMAS & FVRL BRANCHES. | NEW USER INTERFACE WILL BE CUSTOMIZED TO PROVIDE A WHOLLY NEW AND CAMAS-SPECIFIC EXPERIENCE. |
| **TIMING** | ALSO WORKING ON STRATEGIC PLAN, NEW DIRECTION WITH FRIENDS & FOUNDATION, AND FIGHTING CHANGE FATIGUE WITH STAFF. | NEW MANAGEMENT. NEW DIRECTION. BEST TIME! |

Camas Public LIBRARY

# New features

- Customized patron accounts

- Share to social media

- Patrons can write reviews

- Save searches and get alerts

- Automatically updated lists – Most popular books in Camas, What's new to the Library, What was just ordered, etc.

- Staff can create their own custom recommended reads

- Community profiles

# Red Rock
## PUBLIC LIBRARY

Welcome ▾     Search ▾     Community ▾     My Account ▾     Connections     Help ▾

**Save Search**

**In Our Community...** ▲

💼 Polaris Cycling Club
Come get fit and explore Central New York on wheels.
Community Organization

💼 Chattanooga Ski Club.
We are a snow ski club who organizes ski trips
worldwide; sponsors a variety ...
Community Organization or Club

**Narrow your search** ▲

**Format** ▲

☐ Book (90)
☐ Electronic Resources (2)
☐ Projected Medium (1)
☐ Visual Materials (1)

Availability ▾

Library Location ▾

Publication Date ▾

Audience ▾

Language ▾

Keyword search:    cycling    🔍

Search by:    Any Field ▾          Using:    My Library Database ▾

Limit by:    All material ▾                    Select Databases

More Search Options

Include related words (530 more titles)

1 - 10 of 91    10 ▾ PER PAGE                                SORT  Relevance ▾

1974    1. **Greater Washington area bicycle atlas, with maps and descriptions of *cycling* routes in the mid-Atlantic states from the Pennsylvania Dutch country to southern Virginia.**
by Berkowitz, Alan.

... Washington area bicycle atlas, with maps and descriptions of *cycling* routes in the mid-Atlantic states from the Pennsylvania Dutch ...

Available Copies: 0 (of 0)

Current Holds: 0

✔ WHERE IS IT?

▤ TELL ME MORE!

⇥ PLACE REQUEST

Add to My List

2. ***Cycling***
by Jenkins, George H., 1950-

✔ WHERE IS IT?

# Red Rock
## PUBLIC LIBRARY

Welcome ▾      Search ▾      Community ▾      My Account ▾      Connections      Help ▾

**In Our Community...** ▲

🧰 **Polaris Cycling Club**
Come get fit and explore Central New York on wheels.
Community Organization

🧰 **Chattanooga Ski Club.**
We are a snow ski club who organizes ski trips
worldwide; sponsors a variety ...
Community Organization or Club

**Related searches** ▲

Organization Name ▲

Polaris Cycling Club

Subject ▲

Biking
Cycling
Fitness
Mountain Biking
Nutrition

Community Search:

[ 🔍 ]

Search by:    [ Any Field ▾ ]          Limit by:    [ All types ▾ ]

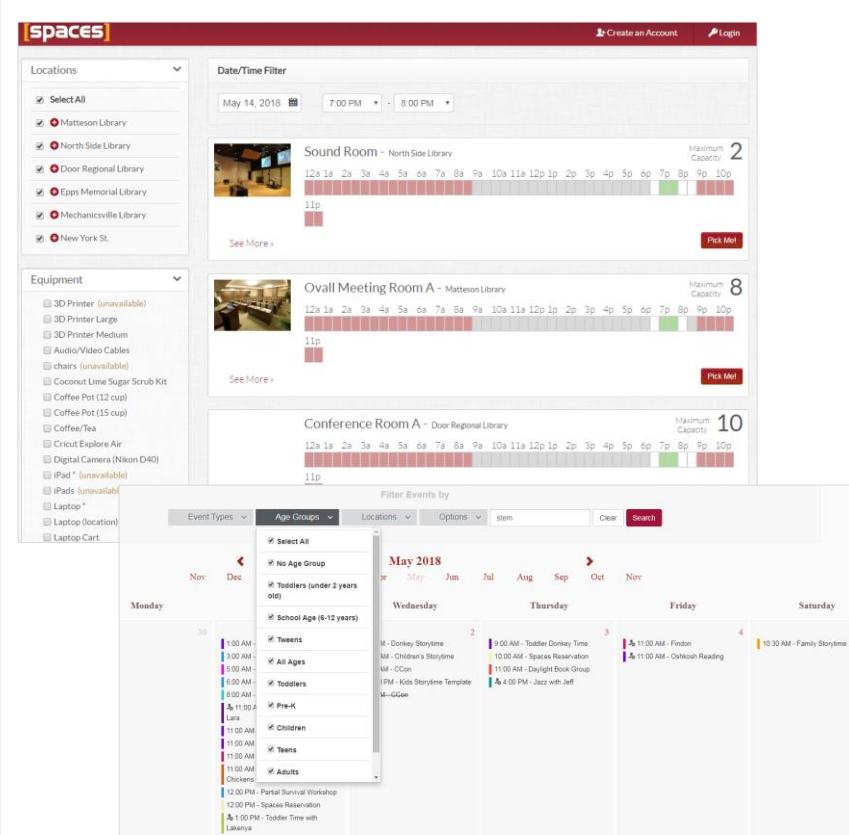**1 - 1 of 1**    [ 10 ▾ ] PER PAGE                                   SORT  [ Relevance ▾ ]

1. **Polaris Cycling Club**
   Subjects: Biking — Cycling — Road Cycling — Mountain Biking — Fitness — Nutrition — Test Boeing

   Primary Address: 103 Commerce Boulevard Liverpool NY 13088
   Telephone: 315-555-7882
   E-mail: wheelguy@gmail.com
   ↗ - Polaris Cycling Club Home Page

tech

- Online room reservation and event calendaring software
- Replacing end-of-life hardware
- Makerspace
- STEM center

The world changes. The Library changes with it.

## Building

- Old building + one that is starting to need repairs
- Leaks
- Outdated technology
- Lighting
- Furniture
- Doors

Well-loved Library

Perception. What's the Library have for me?

## Future State

### SERVICE DELIVERY GOALS

- Improve life for people in Camas

- Stay Relevant

### RESOURCES NEEDED

- Technology
  - Contract with Integrated Library System (ILS)
  - Contract for online event and room reservation software
  - Replace end-of-life hardware

- Collection
  - Utilize sophisticated reporting methods of new ILS to supplement Camas collection based on what Camas patrons need

- Building
  - Budget to incrementally replace and/or fix an area each year

# For Reference: how Camas stacks up against similar Washington libraries
## For 2017

| **COLLECTIONS** | **COLLECTIONS** |
|---|---|
| 3 books/items per capita | Books and materials: 4.97 per capita |
| Turnover rate 2.25 for 10,000-24,999 population category | Turnover rate: 1.93 |
| Average circulation rate per capita in WA state libraries: 10.5* | Circulated at 9.6 per capita |
| Average physical holdings in single branch WA state libraries: 96,716* | Physical holdings: 114,792 |
| **STAFFING** | **STAFFING** |
| Recommended 1 FTE for every 2,500 citizens | 1 FTE for every 1,592 citizens |
| 1/3 of staff (excluding support staff) should be librarians with master's degrees | 1/3 of staff (excluding support staff) are librarians with master's degrees |
| **EVENTS** | **EVENTS** |
| Average number of events in single branch WA state libraries: 255* | Library-sponsored events: 895 |
| Average attendance at events in single branch WA state libraries: 6,821* | Attendance at events: 36,981 |
| **ACCESS** | **ACCESS** |
| Average card holders per capita in WA state libraries: .68* | Card holders per capita: .59 |
| Average annual visits in single branch WA state libraries: 92,320* | Annual visits: 193,341 |
| Average public service hours for single branch WA state libraries: 1,826* | Public service hours: 2,756 |
| **BUILDING** | **BUILDING** |
| 1.25 square feet per capita | 1.51 square feet per capita |
| No current guideline or comparable for meeting room reservations | Rooms used for 250 non-Library events with 3,621 people in attendance |
| No current guideline or comparable for meeting room use (people) | Rooms used by Library + public and City for 1,145 events with 40,602 guests |

*Most recent state numbers available are 2016*

thank you