



*Find your happy place*

# Happy Valley Library Strategic Plan



**HAPPY VALLEY, OR**  
EST. 1965



# Table of Contents

**Visit the Library** .....2

**Acknowledgements** .....3

**Read All About It** .....3

**Selected Service Standards** .....4

    Visit a Comfortable Place .....4

    Stimulate Imagination.....5

    Satisfy Curiosity .....6

    Create Young Readers .....7

    Celebrate Diversity .....8

    Staff Competencies .....9

# Visit the Library

**Hours**

Sunday, Monday: 10am – 6pm  
Tues, Wed, Thurs: 10am – 8pm  
Friday, Saturday: 10am – 6pm

**Directions**

13793 SE Sieben Park Way  
Happy Valley, OR 97015

**Contact Us**

Front Desk: (503) 783-3456 | [Email](#)  
Reference Desk: (503) 783-3455 | [Email](#)  
Youth Services: (503) 783-3454 | [Email](#)



# Acknowledgements

## City Council

Lori DeRemer, Mayor  
Markley Drake, Councilor  
Tom Ellis, Councilor President  
David Golobay, Councilor  
Brett Sherman, Councilor

## 2018 Library Board

Al Matecko, Chair  
Jerry Dukleth  
Ray Kato  
Alan King, Vice-Chair  
Keith Milsark  
Diane Morrow  
Gary Schmidt

## Staff

Jason Tuck, ICMA-CM, City Manager  
Ben Bryant, Assistant City Manager  
Doris Grolbert, Library Director

# Read All About It

The Happy Valley Library provides and promotes informational, educational, cultural and recreational materials, and resources to enhance the economic, social and cultural vitality of the community. The Happy Valley Library is responsive to the needs of the community with welcoming environments, a broad range of relevant programs and materials in a variety of formats and highly qualified, customer-focused employees. Want to know more? Follow us online at [happyvalleyor.gov](http://happyvalleyor.gov), or click the icons below!



# Selected Service Standards

## Visit a Comfortable Place

### *Physical and Virtual Spaces*

*Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.*



### Goal:

Create and cultivate a space that is viewed as “The Community’s Living Room.”

### Objectives:

#### **1. Analyze the space needs and identify inadequacies of the current facility size and/or layout. 2019 – 2020**

- Staff will track and analyze current space use:
  - Limitations to programming and community use.
  - Requests for other spaces (small meeting rooms or study rooms).
  - Frequency of all study tables in use.
  - Frequency of all Internet stations in use with wait times.
- Staff will identify current space needs to address.
- Staff will, if possible, develop alternative solutions to space needs without a building expansion.
  - Virtual programming, alternative locations, library laptops etc.
- Staff will identify any additional resources needed to implement solutions.
- Staff will identify and implement solutions to continue to make the current space comfortable.
- Staff will outline space needs for an expansion.

#### **2. Survey residents to gather suggestions for additional physical spaces. 2019 – 2020**

- Using the current survey, identify space needs and categorize them, so they may be addressed now and in the future.

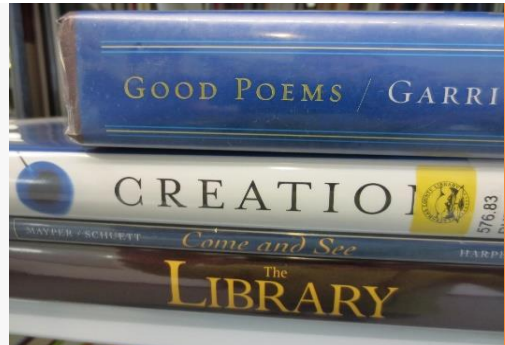
### 3. Maintain a safe environment for library users and staff. On-going

- Continue to work with the City to identify issues and develop solutions.

## Stimulate Imagination

### *Print, Viewing and Listening*

*Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from among the options.*



### Goal:

All ages will have access to print, media, and digital material that will delight, inspire, motivate, encourage, and entertain with the assistance of a well-trained staff.

### Objectives:

1. **Evaluate and manage the collections and services to meet the needs of the community. 2019 – On-going**
  - Develop tools to track collection uses, weeding, and updating.
  - Develop a system to identify publisher and series gaps.
  - Streamline ordering.
  - Develop reports to measure baseline and progress.
2. **Explore and identify opportunities to provide alternative ways to access materials and services both inside and outside the Library. 2019 – 2020**
  - Visit organizations to identify needs, abilities and opportunities.
  - Investigate deposit collections, mail programs, etc.
  - Advocate for a Countywide Homebound program.
  - Investigate additional downloadable and streaming services.
  - Improve the promotion of databases, download opportunities, etc.
  - Identify opportunities to use of Mobile Circulation as an outreach tool.
3. **Provide adequate levels of trained staff to assist our community with selecting materials to satisfy their interests. On-going**
  - Identify opportunities for staff training.



4. **Survey residents to gather suggestions for library collections and services. Develop ongoing opportunities for residents to offer suggestions and express needs. Gather information about the barriers that prevent residents from accessing the library's materials. 2020**

- Explore additional methods for residents to provide suggestions and express needs in the library and electronically.

## **Satisfy Curiosity**

### *Life Long Learning*

*Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.*



### **Goal:**

All ages will enjoy a comprehensive collection of engaging and relevant materials available when and where they want them.

All ages will have programs and interactive experiences that will: focus on current interests, entertain, educate, and inspire a joy of reading and lifelong learning.

### **Objectives:**

1. **Evaluate current programs and services and identify gaps. Develop a plan to address those gaps. 2019 – On-going**
  - Investigate who is not using the library and why.
  - Work with Non-profits and other businesses to offer additional programming.
  - Continue to evaluate current programming to ensure it reaches a variety of ages and interests.



- Develop a plan, including resources and staff, needed to implement.
  - Investigate a portable computer lab for classes.
  - Track staff availability to provide additional programming.
  - Identify number and type of positions needed to support current and additional programs.
- 2. Explore and Identify alternative venues for programming and opportunities to expand accessibility by meeting the communities needs where they are. 2020 – On-going**
- Work with businesses, Parks and Recreation, schools, non-profits and the City to identify opportunities for off-site venues.
    - Afterschool programs, daycares, retirement & assisted living facilities, pubs and restaurants, food carts, etc.
    - Track staff availability and additional staff needed to provide additional programming.
- 3. Survey residents for program needs and accessibility challenges. 2019 – 2020**
- Review the survey for suggestions and challenges.

## Create Young Readers

*Children from birth to age five will have programs, services and materials designed to ensure that they will enter school ready to learn to read, write and listen.*



### Goal:

Children and their caregivers will have access to materials, programs, and activities that will develop an excitement for reading and learning.

### Objectives:

- 1. Evaluate and develop collections and programs that meet the needs of the community. On-going**



**2. Evaluate and provide sufficient levels of staff and training to support children’s programming. February 2019**

- Identify staffing needs to ensure desk coverage by well trained staff.
- Identify staffing needs to provide coverage for vacations, sick time, outreach, and programs.

**3. Identify and explore additional outreach opportunities. February 2019**

- Develop a plan for preschool, daycare, and school outreach. Including staffing and other resources.

## Celebrate Diversity

*Residents will have programs and services that promote appreciation and understanding of the personal heritage and the heritage of others in the community.*



### Goal:

Residents will have access to materials in various languages, programs celebrating different cultures, and service provided by trained staff.

### Objectives:

**1. Identify community partners to help develop culturally appropriate programming that reflects the diversity of our community. On-going**

- Work with the City, County, LINCC Libraries, schools, patrons, etc. to identify and develop partners and advisers.
- Investigate programming that would provide insights to other cultures.

**2. Investigate and implement ways to acknowledge and celebrate holidays and significant dates of diverse cultures. 2019 – On-going**

- Work with community partners and members to identify opportunities.
- Develop programs with the help and advice of appropriate community members.





- With the success of the Lunar New Year program, add two more in the next five years.

### **3. Identify and provide diversity training for all staff. 2018, 2020...**

- Work with Amber to develop appropriate training for Staff Training Day.

### **4. Expand materials and classes provided in various languages. 2021-2022**

- Based on survey results, school statistics, and patron requests, expand current collections and, if called for, develop new collections in an unrepresented language. Analyze new census data.
- Investigate ESL programming.

## **Staff Competencies**



### **Goal:**

Market and promote Library Services electronically and through social media.

### **Objectives:**

1. Update the website to keep it fresh, inviting, useful and intuitive. Investigate and develop a virtual space on the website for recommendations and virtual book groups. 2020
2. Work with the City to expand our use of different types of social media to increase exposure. On-going
3. Work with Parks and Recreation to cross promote programs and activities.
4. Continue to promote subscription to our newsletter and the use of Facebook and Instagram. On-going