Strategic Priorities
2018–2020

FVRLibraries
FORT VANCOUVER REGIONAL LIBRARIES

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"Libraries are built on a system of trust and sharing. FVRL takes its responsibility to be good stewards of the community's investment seriously and seeks to ensure that everyone has access to our resources."

- Amelia Shelley, Executive Director, FVRLibraries

Fort Vancouver Regional Libraries (FVRLibraries) is the fifth-largest library district in the state of Washington, serving 4,200 square miles. Established in 1950 as the first inter-county rural library district in the state, the district's communities are served through 15 library locations (including two express locations) and two bookmobiles.

Get to know who we serve

2017 Service area statistics:

Square miles: 4,200
Population: 489,218
Library locations: 15
Total square footage: 182,112
Bookmobiles: 2
Collection: 650,000 volumes

2017 Library statistics:

Registered cardholders: 273,789
Items checked out: 3.5 million (including over 1 million uses of eContent)
Patron visits: 1.9 million
Programs: 5,740
Program attendance: 129,572
Public service hours: 35,224
Number of employees (FTE): 222.15
Volunteer hours: 32,000

Successful Communities

Helping people where they live

In 2016, we set out to discover how our libraries can help our communities succeed. We undertook a series of Community Conversations with organizations and individuals to ask a series of questions about what made a community great and what it would take to see those attributes in our communities. Overwhelmingly, we heard from respondents that the kind of community they wanted to live in was one that was safe, community-oriented and one where you knew your neighbors.

Ideas that surfaced around areas for improvement varied by community, but the themes of transportation, affordable housing, job growth, and more educational opportunities were shared by all. We also heard that an increased number of community events in varied locations, and a better awareness of what's going on, could help create change.

We learned that the success of a community depends on its people's success, and the success of people depends on their access to, and ability to use, trustworthy information. Wherever you live in our 4,200 square mile service area, you need access to information and resources that enrich and improve your life. To that end, we developed FVRLibraries' organizational mission, vision, and values.

Wherever you live, you need access to information and resources to lead a successful life.

FVRLibraries

FORT VANCOUVER REGIONAL LIBRARIES

Our Mission

To strengthen our communities through knowledge, experiences, and creativity.

Our Vision

Everyone recognizes and values libraries as an essential element of a free society.

Our Values

Community Success: We are an engaged and valued partner.

District-wide Collaboration: We thrive when we all support our common goals.

Exceptional Service: We deliver positive and successful experiences.

Innovation: We believe in imagination and possibilities.

Intellectual Freedom: We ensure confidential and open access to all points of view.

(Adopted by Fort Vancouver Regional Library District Board of Trustees on January 23, 2017.)

Priorities

2018–2020

Our Strategic Priorities At A Glance

3 Priorities / 6 Objectives:

1. Support Student Success
    - Support Washington's goal of every child entering kindergarten ready to learn
    - Connect students and teachers with high quality online research tools

2. Build Connected Communities
    - Develop and maintain great partnerships with area organizations
    - Increase opportunities for people to discover area resources, learn about their community, and participate in civic engagement activities

3. Foster a Culture of Innovation
    - Staff adopt outcome based evaluation as an approach to solving problems and developing new service
    - FVRL establishes benchmarks for core service goals, and uses staff insight to find great ways to meet those goals

Support

Strategic Priority
Supporting Student Success

1

Desired Outcome: *Students have the tools they need at school, home, and in the community to overcome barriers and achieve success.*

We believe that libraries can make a difference in preparing our youngest learners for school and supporting school-age children with access to information that will aid in their growth and development.

Ready to Learn

Grow A Reader!

We embrace **VIEWS2** and **Supercharged Storytime** curriculum developed by the iSchool at the University of Washington. Library staff receives training and support materials to provide this immersive and literacy-based programming for children and their caregivers.

- Supports parents and caregivers in their role as their child's first teacher by modeling early literacy skills

- Creates engaging early learning spaces in our libraries

- Seeks opportunities to partner with community agencies and businesses to reach communities most in need of early literacy support

- Provides early literacy materials in waiting rooms throughout our service areas to stimulate reading opportunities for families in non-traditional settings

Tools to Learn

Our **ConnectFVRL** initiative supports K-12 students across our service area by giving them access to FVRLibraries' online resources through their student identification number.

In 2017, we conducted a pilot project with two area school districts to provide their students easier access to the information resources the library has available online, including downloadable ebooks, homework help, career guidance tools, college preparation, language learning, and more. Following the successful pilot we are continuing to expand the project to more schools throughout our district.

- Expands access to high-quality research and media resources for students in every grade

- Works with teachers, school librarians, and students to make the most of these valuable resources

- Reduces the amount of taxpayer dollars schools need to spend on resources the library already provides

Build

Strategic Priority 2

Build Connected Communities

Desired Outcome: *People discover their communities by connecting with each other and area organizations in vibrant, welcoming spaces.*

Based on our 2016 Community Conversations, we learned that people have concerns about their ability to find needed resources, connect with neighbors, and stay up-to-date with what is happening in our rapidly changing and growing areas. Developing robust civic engagement opportunities and strengthening our partnerships with area organizations are two ways we will support this important outcome.

Community Partnerships

Currently, we work with more than 200 different organizations, ranging from community groups to national service organizations in the four counties covered by our 4,200 square mile service area. By improving the ways we work together, we can provide services and programs that build connected communities. We will seek to partner with other agencies to offer opportunities to connect library resources to our users at the point of need.

- Connects people with the services they need

- Provides library resources to new audiences

- Supports the mission of partner organizations

- Raises the visibility of the library as a valued community asset

Civic Engagement

The public library is one of the most trusted organizations in the community, which makes it an ideal platform for discussions, debates, and explorations of topics of interest. We've seen an increased interest in civic engagement programs and events in our area, such as Forum at the Library and Meaningful Movies. These events help people learn about organizations and resources in the community while exploring critical issues.

- Increases awareness of community issues

- Builds relationships and understanding of others

- Promotes civility through facilitated public discourse

Fostering

Strategic Priority

Foster A Culture Of Innovation

3

Desired outcome: *Staff feel confident sharing their ideas for service improvements as a welcomed, valued, and necessary component of organizational success.*

We believe a culture of innovation begins with a shared understanding of the needs of the community, and the core services the library provides to meet these needs. Our first step toward this innovative culture is to match our core services to community outcomes, and create benchmarks for reaching those outcomes. We believe this framework will enable staff at all levels to better share and assess ideas to fill service gaps.

Core Service Improvement

While focusing our energies on these strategic priorities, we are also committed to maintaining and improving our core services. These day-to-day services fulfill our commitment to strengthen our communities through knowledge, creativity, and experiences.

- Assesses each service to determine basic outcomes, expectations, and needs

- Uses feedback from our communities to inform planning

- Aligns our resources to ensure consistent services are available throughout our district

Our Five Core Services

- Collections - Physical and digital materials to use, borrow, download or stream

- Customers - Reference, reader's advisory, technology assistance, patron accounts

- Programs - Classes, performances, storytimes, discussions, forums

- Spaces - Brick and mortar locations, online environments, bookmobiles, outreach

- Technology - Computers, internet access, software, experiential learning

Facilities

FVRLibraries operates 13 full-service libraries, 2 library express outlets, and 2 bookmobiles. The District works to maintain these spaces as vibrant, welcoming and up-to-date facilities for the benefit of the communities served. Every library experiences ongoing maintenance and upgrades as needed, but some libraries have been identified as being in need of new, expanded, or remodeled spaces.

Teens at Ridgefield Community Library enjoy programming especially for them, even though the space is sometimes tight.
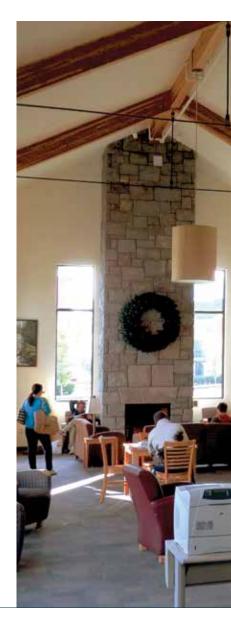
Our Facilities
Past, Present, and Future projects

Battle Ground Community Library: This 14,000 square foot facility in Battle Ground Village was completed in 2009, and features natural wood details, a large children's area, and a cozy fireplace. FVRLibraries recently purchased the parking lot adjacent to the building. A parking lot upgrade, new carpet, paint and improvements to the building exterior are in the planning stages.

Brush Prairie: The northeast Vancouver area was identified in the 2013 Facilities Planning Study as being in need of a library. In 2018, FVRLibraries acquired land in the Bowyer Marketplace, at 119th Street and Hwy 503, just north of Prairie High School. The parcel can accommodate a 9,000 square foot facility, with plenty of parking. No date is currently set to start construction.

Cascade Park Community Library: This 24,000 square foot facility adjacent to the Firstenburg Center was completed in 2009 and remains in excellent shape, regularly drawing in over 1,200 visitors a day to enjoy the children's and teen areas, attend a program or use a study room. In 2017, the parking lot was resurfaced.

Goldendale Community Library: In 2018, the historic Goldendale Community Library underwent a major interior renovation. A combination of library funds and two generous donations were used to fund the project. Built over 100 years ago, this Carnegie library is now fully updated and ready for the future.

La Center Community Library: This historic 3-story building started as a hospital for the area in 1905. In 2001, owner Margaret Colf Hepola saved it from being used as a practice building for firefighters and worked with FVRLibraries to turn it into a local library instead. In 2018, the La Center Library is set for a refresh of new paint, carpet, and furnishings.

Goldendale remodeling included updated restrooms, new shelving, more computers, paint, carpet, and a reorganization of the collections.

North Bonneville Community Library: A public library has been located in the North Bonneville City Hall since 1954, moving when the whole town was moved in 1979, and continues to provide local service to the residents of this Skamania County community.

Ridgefield Community Library: Ridgefield was one of three communities identified in the 2013 Strategic Facilities Plan as needing new or significantly upgraded facilities. The library currently occupies about 2,000 square feet of the 8,000 square foot Ridgefield Community Center. In 2018, the building was generously donated to use as a site for a new 11,000 square foot library.

Stevenson Community Library: This 1967 building celebrated 50 years as a library with a significant interior remodel in 2017. At the library, residents enjoy stunning views of the Columbia River Gorge while relaxing with a magazine, getting online, or enjoying local art in the downstairs gallery. The facility is also home to a bookmobile serving Skamania County and parts of Klickitat County.

2017 remodel in Stevenson included paint, carpet, lighting, furniture, shelving, ADA compliant restrooms on both floors, and a new deck.

Three Creeks Community Library: A destination for residents all over north Clark County, this 13,000 square foot facility was built in 2002 and recently refreshed with new carpet, paint and study rooms. On sunny days, visitors often take advantage of the relaxing outdoor courtyard.

Vancouver Community Library: This 83,000 square foot destination library was completed in 2011 and features the largest library-based Early Learning Center in the United States on the 3rd floor. In 2016, part of the third floor was renovated to include a new Tween area, and in 2018 the library grounds became home to part of the City's outdoor sculpture collection.

Spaces

Vancouver Mall Library: This library opened in 1983, moved twice over the years, and was remodeled in 2013, reopening in the same location in a space of 3,500 square feet. Area residents and mall visitors have had convenient access to library resources at the mall for over 35 years, including helpful staff, fun programs, and computer access.

Washougal Community Library: The 2013 Strategic Facilities Plan identified Washougal as needing a new or upgraded facility. FVRLibraries is working with the city and community to upgrade the current 2,400 square foot library to a new facility of 10,000 to 14,000 square feet in the downtown Washougal area.

White Salmon Valley Community Library: The current facility, housed in a former bowling alley, was opened in 2000 and remodeled in 2016. Visitors enjoy local art in the gallery, programs for people of all ages, and views of the Gorge from the many south-facing windows.

Woodland Community Library:
Woodland was identified in the 2013 Strategic Facilities Plan as being in need of a new or significantly upgraded library. The current 2,200 square foot building is on track to be replaced with a new library of about 10,000 square feet at 820 Goerig St.

Friends of Woodland Community Library celebrate at the future library building site.

Express Libraries

Yacolt Library Express: The library is accessible 68 hours per week through an innovative system that allows library card holders to unlock the front door by scanning their library barcode. Inside, library users browse a 3,000 item collection, connect to the internet via wifi or one of two computers, and pick up their requested items. Staff are onsite on a regular basis to tidy up, bring new materials, and assist patrons.

Yale Valley Library District: FVRL provides contracted services to the residents of the Yale Valley Library District in Cowlitz County. In 2012, the Yale Valley community transitioned from a bookmobile stop to an installation in the Yale Elementary school lobby.

The Yale Valley Library District is in the process of building a new library facility in the area, with the help of FVRL.

Bookmobiles

Bookmobiles

Skamania County has had bookmobile service since the 1940s, and **Klickitat County** since the 1970s. Bookmobiles travel far and wide, providing books, friendly staff, and traveling programs to smaller communities.

A new set of bookmobiles are nearly complete and will be delivered in late 2018.

Thank You

In 2016, utilizing resources provided by the American Library Association's Libraries Transforming Communities Initiative we asked 382 individuals and 27 organizations these questions about their communities:

- What kind of community do you want to live in?

- Why is that important to you?

- How is it different from how you see things now?

- What are some of the things that need to happen to create that kind of change?

Much of this plan was developed in response to the results of our community conversations with these area organizations, as well as many individual interviews - thank you for your input and participation!

Catholic Community Services	Latino Community Resource Group
City of Battle Ground	Lutheran Community Services
City of Goldendale	One America
City of Ridgefield	Ridgefield School District
City of Vancouver	Safe Communities Task Force
City of Washougal	Soroptimist Goldendale
City of Woodland	Vancouver Community Concert Band
Clark College	Vancouver Housing Authority
Clark County PUD	VanTechy - Columbia Collective
Columbia River Economic Development Council	Washington Gorge Action Programs (WaGAP)
C-TRAN	White Salmon Valley Teen Council
Evergreen School District	Woodland School District
Janus Youth	WorkSource Business Services
Kiwanis Goldendale	WSU-Vancouver

Our Mission

To strengthen our communities
through knowledge,
experiences, and creativity.

Youth book discussion groups provide
a safe space to learn necessary social
skills and build confidence.