



Legislation Text

File #: 19-065, Version: 1

Oregon City Library Continuous Public Participation (Goal 4)

RECOMMENDED ACTION (Motion):

Staff will provide an overview and support a discussion by the City Commission on the proposed goal.

BACKGROUND:

Goal 4: *Pursue Opportunities to Increase Transparency and Encourage Citizen Participation* **Oregon City Library**

** Create and implement a consistent method to survey and assess from the community to meet the Oregon Library Public Library Standards and ensure the Library provides appropriate resources and services.*

The 2019-2024 Library Strategic Plan calls for the library to pursue multiple surveys and assessments in the coming year. Since these tools are another way for patrons to provide feedback, Director Cole believed that this library goal might fall under Goal 4 for the City. The initial goal provided by Director Cole for your review has been revised in an effort to provide clarity and consistency.

To provide some background, the Standards for Public Libraries from the Oregon Library Association recommends several regular assessments and surveys in order to ensure that libraries reflect their community and their community needs.

These include:

- 1) an annual technology needs assessment which includes digital inclusion and adaptive technology components;
- 2) an annual survey of patron satisfaction including perception of facilities; and
- 3) an annual general needs assessment including program preferences, diversity, and public perception.

Since the Standards for Public Libraries reflect best practices, these assessments and surveys are included in the 2019-2024 Oregon City Library Strategic Plan.

This coming year the library will design these tools, some of which could potentially be combined, and implement an ongoing survey process. The library will use information gathered by these tools in the decision-making process for drop boxes, programs, equipment, and many other things. There are resources available to libraries which provide suggested designs to assist in this process. The implementation, coordination, timing, and analysis of results will require quite a bit of staff time but the insight into community needs will be invaluable.

BUDGET IMPACT:

Mostly staff time in 2019; unknown as to how much until we investigate survey tools from Project Outcome and the Edge Project, resources available to libraries.