

SPOKANE COUNTY LIBRARY DISTRICT

# Community Impact Plan

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2013-2015  
Final Report

## **Summary**

Spokane County Library District has completed the third and final year of the Community Impact Plan (CIP). The District's focus on the four service priorities has made great progress in the community regarding childhood literacy, economic and career development, fostering lifelong learning, and bringing together people within the community. The District has also gained much in understanding how best to direct library resources and programs to best meet goals and objectives, including a framework for providing services with greater intentionality.

Consistent with the previous two years, the District had similar results in meeting and exceeding most objectives, as well as not experiencing success with a few. Growth and knowledge often come when there is a willingness to take a few risks. The ambitious CIP goals taught important lessons that may be applied to future strategic plans. By setting and tracking the objectives the District tested capacity and processes to better assess the changing needs and interests in the community.

## **Background**

The strategic planning process that resulted in the Community Impact Plan (CIP) began in August 2012 when then Branch Services Manager Doug Stumbough and Librarian Sonia Gustafson attended the Public Library Association's (PLA) Results Boot Camp for strategic planning. Stumbough and Gustafson subsequently implemented and guided the process throughout the fall of 2012. Input was gathered from focus groups conducted with library members in each of the 10 communities in the District's service area, and with all staff and Trustees. From that input, four service priorities were identified: Develop Young Learners, Support Job Seekers and Local Businesses, Explore and Discover, and Connect Communities. A strategic planning committee made up of staff from throughout the District developed goals and objectives for each of those service priorities in order to put them into action. Staff and Trustees provided additional feedback to further shape those goals and objectives, which resulted in the approval of the CIP by the Trustees in February 2013. Subsequent revisions based upon experiential knowledge gained from executing the plan were approved by the Trustees in 2014 and 2015.

Plan Model: The PLA strategic planning model provided some excellent tools for identifying priorities by talking with stakeholders. One challenge that came with this model was the emphasis on counting things like attendance, usage, and partnerships. While these numbers are important in telling the story of our work in support of community needs and interests, numbers are really about output and don't fully capture the impact of a particular program or service. Additionally, the use of surveys as an assessment tool we had only minor success—library members didn't seem all that interested in participating in them. That all said, key elements of the model, and the lessons we learned from implementing the CIP, were incorporated into the process for designing the subsequent strategic plan, the *Community Engagement Plan*.

The following report is broken down by service priority, goal, and objective, and, where applicable, includes definitions for how that objective was measured. For objectives with a cumulative timeline, 2012 statistics are used as the baseline. To better track year to year progress, the 2013 and 2014 report numbers are included for each objective as applicable. The District tallied detailed supporting documentation for each objective (as applicable), but opted not to include it here due to length. It is available upon request.

## Key Findings

- Develop Young Learners: While this is an area in which the District is well-established, the CIP provided the opportunity to increase efforts, particularly with community partnerships and in assisting parents and caregivers to help young children be school-ready. While program attendance never quite reached the level to which we aspired, the numbers are indicative of our impact in this critical area of education.
- Support Job Seekers and Local Business: This service priority was one in which the District had done very little historically, and there was uncertainty of what gains could make in a community that did not equate libraries with business and workforce support at the time. However, the District achieved, and in some cases, exceeded the vast majority of the objectives in this priority. Success in this area verified that it is indeed a community need and the District is well-positioned as a library to help address.
- Explore and Discover: This is another area in which the District is well-established. Cultural, educational, and experiential learning programs for all ages are services libraries are known for, and the community-first focus of the CIP allowed the District to showcase the rich talent and expertise within our community. Library members responded well to these programs, and almost every objective was met or exceeded. The District came close, but did not quite reach the average check-out rate for physical library materials. However, that was not surprising, given the continued modest decline in total check outs of those materials in general. That decline is offset some by the substantial increase of online and downloadable resources, which highlights a gradual shift in resource usage towards digital.
- Connect Communities: This service priority is where the District struggled the most, and did not consistently meet objectives year to year. For example, though certain strides were made, we learned there is more work to do in building a digital platform to showcase local content and community-interest information. Complications and delays in building that platform resulted in the decision to not pursue one minor objective. On the other hand, eliminating barriers to meeting room use yielded a healthy increase in use by the public, despite our own increased demand on the spaces due to more programming. In addition, we were able to find willing creative partners in the community who were eager to showcase their works at the libraries, which helped introduce local art and literature to our communities.

## Develop Young Learners

**Goal: Parents, teachers, and caregivers will have programs and services designed to help them prepare their children to start school.**

Each year, parents, teachers, and caregivers will have an opportunity to participate in at least 50 programs or resource-sharing activities.<sup>1</sup>

- **This objective was met. 68 programs were offered in 2015.**
  - 2013: 55 programs
  - 2014: 61 programs

Each year, at least 90% of parents, teachers, and caregivers surveyed will indicate that they're more aware of the importance of reading, talking, playing, singing, and writing with their children.

- **This objective was met for 2015. 100% of parents surveyed indicated that they are more aware of the importance of reading, talking, playing, singing and writing with their children. This survey was distributed in May and October 2015.**
  - 2013: Survey not distributed.
  - 2014: 100%

By the end of 2015, collaborative efforts with early learning agencies<sup>2</sup> will be increased by 50%.

- **This objective was met. In 2015, collaborative efforts have increased by 64% compared to 2012.**
  - 2012-2013 increase: 44%
  - 2013-2014 increase: 56%
  - 2014-2015 increase: 64%

**Goal: Children birth to five will have the services and programs they need to enter school ready to learn.**

Each year, 70,000 young children and their parents and caregivers will attend an early learning program<sup>3</sup> presented by the library.

- **This objective was not met. 45,200 young children and their parents and caregivers attended an early learning program presented in 2015—65% of the goal.**
  - 2013: 60,066
  - 2014: 43,901

By the end of 2015, community libraries will have at least 5, and resource libraries will have at least 8, interactive discovery stations.<sup>4</sup>

- **This objective was met in 2014. All community libraries have 5-7 interactive discovery stations. For the resource libraries, Spokane Valley has 9 interactive discovery stations and North Spokane has 11 interactive discovery stations.**
  - 2013: All community libraries—3; Spokane Valley—4; North Spokane—9.

<sup>1</sup> Early learning programs are defined as programs for children birth to five years old in the CIP. Resource-sharing activities are programs or events that involve giving out materials or sharing ideas about early learning. There is some cross-over into K-3 for early learning and some family oriented programs.

<sup>2</sup> Defined as SCLD working with early learning community partners on projects, grants, programming or committees.

<sup>3</sup> Early learning programs are defined as programs for children birth to five years old in the CIP. There is some cross-over into K-3 for early learning and some family oriented programs.

<sup>4</sup> Defined as technology resources, displays, and activity stations that encourage interactive play that promotes early learning goals.

## Support Job Seekers and Local Businesses

**Goal: Teens and adults will have the resources and opportunities they need to attain meaningful employment.**

By the end of 2015, teen and adult use and awareness of career, test preparation, and higher education resources will increase by 100%.

- **This objective was not met, though by a very small margin. Instances of use increased from 4047 in 2012, to 7917 in 2015—a 96% increase.**
  - *2012-2013 increase: 53%.*
  - *2013-2014 increase: 94%.*
  - *2014-2015 increase: 1%*

Each year, teens and adults will have the opportunity to attend<sup>1</sup> at least 100 career-related programs.

- **This objective was met. In 2015, 136 career-related programs were offered—136% of the objective.**
  - *2013: 39 programs*
  - *2014: 74 programs*

By the end of 2015, at least 90% of people surveyed will indicate the library provided the resources and opportunity they were looking for in regard to higher education, job skills, and career preparedness.

- **This objective was not met. An initial survey was distributed via our website in October 2014, but provided insufficient data. Based upon the lack of response, we did not revise or distribute the survey in 2015.**
  - *2013: Survey not distributed*
  - *2014: Survey provided insufficient data*

Each year, at least 1,000 people will participate in job skill and career development activities<sup>2</sup>.

- **This objective was met. In 2015, 1658 people attended job skill and career development activities—166% of the objective.**
  - *2013: 475 people participated.*
  - *2014: 1193 people participated.*

**Goal: Local businesses and non-profits will have the tools they need to develop and maintain successful and viable enterprises.**

Each year, local businesses and non-profits will have the opportunity to participate<sup>3</sup> in at least 25 local business support programs.

- **This objective was met. In 2015, we provided 82 business support programs—328% of the objective.**
  - *2013: 13 programs*
  - *2014: 37 programs*

Each year, we will partner with 50 local businesses or non-profits to provide collaborative programming<sup>4</sup> with the library.

- **This objective was not met in 2015. We offered 276 collaborative programs with 40 different local businesses and non-profits.**
  - *2013: 26 local businesses or non-profits.*
  - *2014: 53 local businesses or non-profits.*

By the end of 2015, at least 50 local businesses and non-profits will have used library resources to advance their business goals.

- **This objective was met. We fulfilled 35 Book a Librarian requests for business-specific assistance, and 128 distinct business library cards accessed online resources, for a total of 163.**
  - *2013: Services were not fully established yet.*
  - *2014: 15 Book a Librarian requests for business-specific assistance; distributed approximately 250 business library cards in the last quarter of 2014 (with an October launch).*
  - *2015: 20 Book a Librarian requests for business-specific assistance; distributed approximately 500 business library cards in 2015. During 2015, 128 distinct library cards accessed online resources in 410 sessions. We distributed approximately 500 business library cards in 2015.*

<sup>1</sup> Defined as those programs in which a person presently engaged in the profession is presenting program content that includes information related to their career. We count each instance of a program as an “opportunity to attend.”

<sup>2</sup> Defined as those activities in which members can increase their job/career skill sets. In addition to specific programming, we’re also counting usage of IT Academy e-learning, and internships with the Next Generation Zone, Spokane Valley Tech, Skills’kin. We are counting each instance of an activity as an “opportunity to participate.”

<sup>3</sup> Defined as those programs where local employers can increase work-related skill sets. We are counting each instance of a program as an “opportunity to participate.”

<sup>4</sup> Defined as those programs where a local business/non-profit or other regional employer presents content of interest to our members.

## Explore and Discover

**Goal: Everyone will have the resources they need to explore topics of interest and the support to share knowledge with others.**

Each year, at least 75 community experts<sup>1</sup> will share their knowledge in a library program.

- **This objective was met. In 2015, 104 community experts shared their knowledge in a program—139% of the objective.**
  - *2013: 72 community experts*
  - *2014: 105 community experts*

Each year, people will have at least 100 opportunities to attend community interest-driven programs<sup>2</sup>.

- **This objective was met. In 2015, we offered 147 programs that met the minimal attendance requirements—147% of the objective.**
  - *2013: 85 community interest-driven programs*
  - *2014: 105 community interest-driven programs*

Each year, items in the library will check out an average of 6 times<sup>3</sup>.

- **This objective was not met, though by a relatively small margin. Items check out an average of 5.4 times in 2015—90% of the goal.**
  - *2013: 5.8 average check-outs*
  - *2014: 5.3 average check-outs*

By the end of 2015, use of digital resources<sup>4</sup> will increase by 50%.

- **This objective was met. Instances of use of digital resources increased from 309,324 in 2012 to 772,358 in 2015 – a 150% increase.**
  - *2012 to 2013 increase: 23%.*
  - *2013 to 2014 increase: 45%.*
  - *2014 to 2015 increase: 41%*

Each year, at least 15,000 school-age<sup>5</sup> children will attend a library program.

- **This objective was met. In 2015, 17,568 school aged children attended or participated in library programs, both in and outside the library.**
  - *2013: 11,393 school-age children attended a library program.*
  - *2014: 15,264 school-age children attended a library program.*

<sup>1</sup> Defined as someone from the greater Spokane County/Kootenai County area with expertise in a given field. We are counting each individual expert once, regardless of how many programs they present.

<sup>2</sup> Defined as programs that our communities have demonstrated interest in, through attendance at similar programs, requests from community groups, Friends' group sponsorships, or comments and suggestions from program evaluations. We are also counting each instance of a program as an "opportunity to attend." We do not count any programs that have an attendance of less than 10 towards the goal [Fairfield is potentially an exception due to low population in that service area].

<sup>3</sup> For the purposes of the CIP, we are counting Annual Cumulative Circulation Totals, divided by the total number of physical items in the collection as of December 31.

<sup>4</sup> Digital resources include items in the Digital Library portion of the website [e.g. OverDrive, Zinio, Hoopla, ProQuest, HelpNow, Gale Courses, Consumer Reports, Microsoft IT Academy], and the LibraryThing for Libraries portion the catalog. Usage is: enrollments for Gale Courses and Microsoft IT Academy; checkouts for Hoopla, OverDrive, and Zinio; tutoring and database sessions for HelpNow and JobNow [and Tutor.com, our previous tutoring service]; emails sent for Online Book Clubs; click-throughs and reviews submitted for LibraryThing for Libraries; and click-throughs for all other digital resources.

<sup>5</sup> School-age is defined as the range between K-12<sup>th</sup> grade, which includes Children's, Tween, and Teen programs. Some Early Learning, or family oriented all ages programs [such as the Jim Gill Concert, and the Jenks Family concerts in the summer] cross over in the K-3 and so may count in more than one category. Summer Reading programs are included.

## Connect Communities

**Goal: Community members will connect with each other and engage in local activities.**

By the end of 2015, the number of visits to the community-specific sections of the Library District's website will increase by 20%.

- **This objective was not met. Visits to the community-specific sections of the SCLD website increased by 10% from 2014 to 2015.**
  - 2013: sections not yet established
  - 2014: 106,787 visits
  - 2015: 117,974 visits

By the end of 2015, the number of community blog contributions and comments on www.sclcd.org will increase by 20%.

- **This objective was met. The community blog contributions and comments on www.sclcd.org increased 31% from 2014 to 2015.**
  - 2013: sections not yet established
  - 2014: 17 blog posts; 171 community comments
  - 2015: 21 blog posts; 224 community comments and shares

By the end of 2015, at least 90% of people surveyed will indicate the library helped them know what is happening in their community.

- **This objective was not met. Due to changing priorities, we were unable to pursue this objective.**

By the end of 2015, community use of library meeting spaces will increase by 10%.

- **This objective was met. Meeting room reservations increased 13% between 2012 and 2015.**
  - 2012 to 2013 increase: 7%.
  - 2013 to 2014 increase: 1%.
  - 2014 to 2015 increase: 11%.

**22.)** Each year, every library will showcase local<sup>1</sup> authors and/or artists at least 5 times.

- **2015: This objective was not met overall, though 6 of the 10 libraries met this objective. On average, each library has provided 6 showcases. Individual library tallies:**

Library	Visual arts	Authors	Total
Airway Heights	6	2	8
Argonne	2	2	4
Cheney	4	2	6
Deer Park	3	4	7
Fairfield	0	1	1
Medical Lake	1	1	2

<b>Moran Prairie</b>	<b>6</b>	<b>5</b>	<b>11</b>
<b>North Spokane</b>	<b>8</b>	<b>5</b>	<b>13</b>
<b>Otis Orchards</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Spokane Valley</b>	<b>2</b>	<b>4</b>	<b>6</b>

- 2014: This objective was not met overall, though 9 of the 10 libraries met this objective. On average, each library has provided 12 showcases. Individual library tallies:

Library	Visual arts	Authors	Total
Airway Heights	10	3	13
Argonne	5	2	7
Cheney	7	6	13
Deer Park	10	3	13
Fairfield	2	2	4
Medical Lake	5	4	9
Moran Prairie	12	8	20
North Spokane	13	7	20
Otis Orchards	5	1	6
Spokane Valley	7	4	11

- 2013: This objective was not met overall, though 7 of the 10 libraries met this objective. On average, each library has provided 7 showcases. Individual library tallies:

<i>Library</i>	<i>Visual arts</i>	<i>Authors</i>	<i>Total</i>
<i>Airway Heights</i>	<i>6</i>	<i>2</i>	<i>8</i>
<i>Argonne</i>	<i>4</i>	<i>5</i>	<i>9</i>
<i>Cheney</i>	<i>5</i>	<i>3</i>	<i>8</i>
<i>Deer Park</i>	<i>3</i>	<i>2</i>	<i>5</i>
<i>Fairfield</i>	<i>2</i>	<i>0</i>	<i>2</i>

<i>Medical Lake</i>	2	1	3
<i>Moran Prairie</i>	1	3	4
<i>North Spokane</i>	7	6	13
<i>Otis Orchards</i>	4	1	5
<i>Spokane Valley</i>	8	5	13

<sup>1</sup>“Local” is defined as coming from the greater Spokane County/Kootenai County area. “Author” is defined as a writer of original published work(s). “Artist” is defined as a person or group of persons creating original works of art in a visual medium. Student artwork presentations displayed in partnership with area schools are not included.

## Appendix

This appendix provides more detailed information for each objective in the final report, using the corresponding numbering system.

### 1.)

- STARS (State Training and Registry System) classes for childcare providers and parents – 10 were offered in 2015
- Love Talk Play for Teen Parents – 3
- Ready for Kindergarten aimed at parents for children birth-5 at local schools – 6
- Engaging Fatherhood Conference and Resource Fair – 1
- EWAEYC (Eastern Washington Association for the Education of Young Children) Gift of Childhood Conference – STARS Classes – 1
- Prime Time Family Reading Program which has a preschool element and shows families how to discuss books – 6 sessions in June 2015 – July 2015 , 12 sessions in October to November 2015
- Parent Workshops – 4
- Raising of America – 4
- Dr. Seuss's Birthday – 1
- West Plains ECEAP – Family Thankful Event - 1
- EWU Childcare Community Night - 1
- Kira's Closet -1
- KSPS Kid's Fit Day – 1
- Millwood Family Connection Day-1
- One Stop Child Care – 4
- Family Construction Zone – 7
- Central Valley ECEAP Resource Fair – 2
- Our Kids, Our Business Resource Table – 1
- Valleyfest – 1
- For the Love of Children Conference – 1 STARS Class

### 2.)

We received a combined 276 survey responses from the two survey distributions.

### 3.)

#### **Early Learning Agencies we collaborated with prior to the CIP:**

- Inland Northwest Early Learning Alliance (INWELA) – Mary Ellen has served on the action team and the Executive Director has served on the Leadership team for 5 years.
- United Way of Spokane – We work together on the INWELA action team.
- NEWESD (Northeast Washington's Educational Service District) 101 – We have worked together on grants such as the Culture of Literacy Grant, as well as worked together on the INWELA action team.
- Early Childhood Educational Assistance Program (ECEAP) – We provide storytimes to the ECEAPS in Spokane County and have worked with teachers with STARS trainings and family nights.
- Eastern Washington Association for the Education of Young Children (EWAEYC)
- Spokane Regional Health District – We have collaborated on Community Cafes and forming Play and Learn groups. We also work together on the INWELA action team.

- Children's Home Society – We have collaborated on grants, done programming for, and work together on the INWELA action teams.
- Community Minded Enterprises – We have collaborated on a number of projects such as Play and Learn Storytimes and worked together on the INWELA action team.
- Child Care Aware – We have served on the Seeds to Success/Early Achiever community engagement committee and are working together to provide Love Talk Play training for Early Achiever coaches and child care providers.
- Reach Out and Read – We work with the CHAS (Community Health Association of Spokane) clinics here in Spokane providing resources (storytime flyers, book recommendations) for the physicians participating in the program.
- Early Achievers - We have served together on the Seeds to Success/Early Achieve committee and are working together to provide Love Talk Play training for Early Achiever coaches and child care providers.
- Early Learning Public Library Partnership (ELPLP) – We were one of the early joiners to the ELPLP. We have worked on the committee for their annual symposium and been awarded several grants.
- Foundation of Early Learning – (FEL) FEL is the supporting agency for the ELPLP. We have been awarded several grants and have worked together at events such as fundraising events in Spokane and Unity in the Community with the Uni (STEM activity center for children 0-5 and their caregivers).
- Spokane Public Schools – We work together on the INWELA action team.
- West Valley School District – We have worked with the Early Learning Center providing storytimes and doing programs at their family programs.
- West Valley School District – We have been on the Community Engagement Committee for their Strategic Planning Process.
- East Valley School District – We have helped with the Ready for Kindergarten program and provide storytimes for their ECEAP programs.
- Cheney School District - We have helped with the Ready for Kindergarten program and provide storytimes for their ECEAP programs.
- Central Valley School District - We have helped with the Ready for Kindergarten program and provide storytimes for their ECEAP programs and Early Learning Center.
- Freeman School District – We have worked with their Early Learning Center on storytimes and family programs.
- Mead School District - We have helped with the Ready for Kindergarten program and provide storytimes for their ECEAP programs.
- Riverside School District - We have helped with the Ready for Kindergarten program and provide storytimes for their ECEAP programs.
- Success by Six – We serve on the Success by Six board and have done TV spots on reading and storytimes and have created booklists for the website.
- Strengthening Families – We have worked on Community Cafes for families in the Spokane area.
- University of Washington iSchool - Cleary Libraries in support of the Cleary Library Position at UW; they ask for what support the libraries need from UW and Project VIEWS (Valuable Initiatives in Early Literacy that Work Successfully), which studied the effect storytime has on early learning in children birth - five. We had two storytimes that were studied over 2 years by doctoral students in the MLIS program (Now we are into Project VIEWS2).

### **New Collaborations 2013:**

- Department of Early Learning (DEL) – We were awarded 10 Early Achiever Outreach Partnership grants by DEL and the Washington State Library. In addition to reporting in regards to the grants, we have been working with DEL on making resources available to parents. The grants were awarded to each of our libraries; Airway Heights, Argonne, Cheney, Deer Park, Fairfield, Medical Lake, Moran Prairie, North Spokane, Otis Orchards, and Spokane Valley.
- Head Start – Community Colleges of Spokane – We work together on the INWELA action team. This has been a great opportunity to share information and offer STARS trainings to their teachers. They were a big help in getting out information to teachers and families about the Jim Gill concert we provided in the spring of 2013.
- Thrive by Five – Love Talk Play – This year we have worked closely with Thrive on a Teen parent engagement grant promoting Love Talk Play. We brought teen parents together to have a conversation about how the Love Talk Play program can support them as Teen Parents.
- Teen Parent Engagement Meeting in Seattle
- Teen Parent Engagement Meeting in Spokane
- Catholic Charities (St. Anne’s Child Care) – We have served on the INWELA action team together. This year is the first time we have collaborated on a grant from FEL, “Discoveries from the Field”. This grant focused on establishing a positive STEM (Science, Technology, Engineering and Math) experience for parents and children. The grant was submitted in August 2013. Unfortunately, our grant was not selected to be funded.
- Humanities Washington– Prime Time Family Reading – We were approached by Humanities Washington to provide a family reading program for families that are non-library users. We are worked through Opportunity Elementary School in the Central Valley School District to identify families that would benefit from the program. We had a total of 6 programs from October 14, 2013 – November 25, 2015. This program also gave us the opportunity to collaborate with Gonzaga University with one of their English professors joining the program as the scholar leading the families in the discussions of the books.
- Inland Northwest Early Learning Alliance (INWELA) Action Team – We worked on a grant from Thrive by Five to present Love Talk Play to teen parents. We worked with three organizations over the year (Young Lives Medical Lake, Young Lives Spokane and Volunteer of America) providing a total of 9 programs.
- Start Healthy Start Now Community Momentum Grant. This grant was awarded to the Spokane Regional Health District to improve the health of our families in Spokane County. We attended two trainings to learn about incorporating movement into our storytimes: “I am Moving, I am Learning” and “Let’s Move”.
- NEWESD 101 – We collaborated on developing a block program for the County. Two sets of blocks were put together for our organizations to use in presenting block programs to children and their families.
- Child Care Aware – We provided training for childcare providers in the Early Achiever Program on Love Talk Play.

**New collaborations 2013: 11 / Existing collaborations 2012: 25 = 44% increase**

**New Collaborations 2014:**

- Gonzaga University - Collaborating on a new Early Learning Conference called Young Child Expo & Conference
- BUILD Initiative – Collaborated on a session for their annual conference looping in libraries and museums into Early Learning Systems
- Excelerate Success (Ready for Kindergarten R4K) – Collective Impact in Spokane County to help get children ready for kindergarten

**New collaborations 2013-2014: 14 / Existing collaborations 2012: 25 = 56% increase**

**New Collaborations 2015:**

Spokane Regional Health District – Collaboration on offering Raising of America programs.  
Thrive Washington – Collaborating on STEM Grant and on the ELPLP Library Brain Trust Committee with Monthly Calls

**New collaborations 2013-2015: 16 / Existing collaborations 2012: 25 = 64%**

**4.)**

- Storytime – 44, 583 (in library + outreach)
- Prime Time Family Reading program; total attendance for 18 programs – 46
- Family Construction Zone – 83
- One Stop Child Care/Preschool Fair 45
- Jim Gill – 290
- Love, Talk, Play – 145
- Ready for Work - 8
- Total = 45,200 – 65% of goal reached

**5.)****Community Libraries:**

- OT – Early Learning Tablet (ELT), puppets, car, and Love Talk Play display, writing station, kitchen (6)
- AR – 2 ELT, writing station, block table, and Love Talk Play display (6)
- FF – ELT, writing station, flannel board, puzzles, and Love Talk Play display (5)
- MP – 2 ELT, writing station, puppets/puppet theater and Love Talk Play display (5)
- AH – ELT, writing station, block table, puzzle table and Love Talk Play display (5)
- ML – ELT, writing station, Block table, puzzle table, puppets, and Love Talk Play display (6)
- CH – 2 ELT, writing station, train table, puzzle table and Love Talk Play display (7)
- DP – 2 ELT, writing station, block table, puzzle table and Love Talk Play display (7)

**Resource Libraries:**

- SV – 3 ELT, writing station, magnet wall, castle, block table, kitchen and Love Talk Play display (9)
- NS – 3 ELT, writing station, castle, block table, 2 end panel activities, book drop, puzzle table and Love Talk Play display (11)

## 6.)

### Iterations of use:

- 2012: 4047
- 2013: 6207
- 2014: 7855
- 2015: 7917

### Breakdown by resource:

- *CAREER and TESTBOOK items checked out 2934 times in 2013, 2425 times in 2014, and 1968 times in 2015. This is an overall decrease of 33% from 2013-2015.*
- *Library members enrolled in 1164 courses on Gale Courses in 2013, in 992 courses on Gale Courses in 2014, and 1372 courses on Gale Courses in 2015. This is an overall increase of 18% from 2013-2015.*
- *Library members accessed 505 tutoring and database sessions in JobNow in 2013, 2935 tutoring and database sessions in 2014, and 2504 tutoring and database sessions in 2015. This is an overall increase of 396% from 2013-2015.*
- *Library members accessed Testing and Education Reference Center 1062 times in 2012, 1362 times in 2013, 1223 times in 2014, and 918 times in 2015. This is an overall decrease of 14% from 2012-2015.*
- *Library members enrolled in 129 Microsoft IT Academy courses in 2013, 281 Microsoft IT Academy courses in 2014, and 458 Microsoft IT Academy courses in 2015. This is an increase in usage by 63% from 2013-2015.*
- *Library members accessed Lynda.com 697 times in 2015. This resource was added in late 2015.*
- *Library members accessed the SkillsCenter module in Tutor.com 113 times in 2013. This resource was discontinued in 2013.*

## 7.)

- WSU Extension – Gardening/Landscaping/Food Preservation/Fermentation (15)
- Chocolate Apothecary (4)
- Heavenly Special Teas (5)
- Joshua Martin, Chef (3)
- South Perry Yoga (5)
- Leslie DoQui Srentenovich, therapeutic yoga (4)
- School of Tai Chi Chuan (5)
- SNAP Access IT Grant Classes: CRM, Social Media, WAVE Accounting (37)
- Whitworth Quartet (9)
- Floating Crowbar, band (8)
- Vellamo, band (2)
- Brad Keeler and Linda Parman, musicians (10)
- Ignite Community Theatre (5)
- Kevin Manning, astronomer (4)
- Simply Dance Studio (6)
- Spokane Art School, drawing classes (6)
- Miriam Robbins, genealogist (2)
- Selling items online classes (2)
- Writing and publishing workshops (4)

**9.)**

- STARS trainings—429 attend the 12 sessions.
- Ready for Work jobseeker series—120 attended the 48 sessions.
- Whitworth Children’s Lit Class Lecture—30 attended the 1 session.
- SNAP Access IT Grant Classes—231 attended the 54 sessions.
- Spokane Valley Tech interns—2 successful intern experiences.
- Skills’kin interns—2 successful intern experiences.
- Next Generation Zone intern—1 successful intern experience.
- 164 members created individual IT Academy accounts, and enrolled in 458 classes (enrollments are counted for this objective).
- 385 members accessed JobNow 2504 times, including 16 tutoring sessions (individual members are counted for this objective).

**10.)**

872 individuals attended the 82 programs for an average of 11 per program. Specific programs offered:

- STARS training (12)
- Greater Spokane Valley Chamber of Commerce NxLevel Business Resources Class (1)
- Greater Spokane Valley Chamber of Commerce Business Show (1)
- Business Resources Class for SNAP’s Women’s Business Center (2)
- Business Resource Class for local businesses and schools (4)
- SCORE’s Getting Started with Social Media (4)
- SCORE’s Simple Steps for Starting your Business (4)
- Access IT Grant: Orientation/Overview (4)
- Access IT Grant: Computer Basics Series (13)
- Access IT Grant: Customer Relationship Management (4)
- Access IT Grant: Social Media/Web Design Series (25)
- Access IT Grant: WAVE Accounting Series (8)

**11.)**

- Alzheimers Association, Inland Northwest Chapter (2)
- Brad Keeler and Linda Parman, musicians (10)
- Cheney Fairways (1)
- Chocolate Apothecary (4)
- Community Colleges of Spokane, FAFSA workshop (1)
- Deer Park Golf Club (1)
- Floating Crowbar, band (8)
- Hangman Valley Golf Course (1)
- Heavenly Special Teas (5)
- Hot Club of Spokane, musicians (4)
- Humanities Washington (7)
- Ignite Community Theatre (5)
- Joshua Martin, Chef (3)
- Kevin Manning, astronomer (4)

- Leslie DoQui Srentenovich, therapeutic yoga (4)
- Loretta West, Color Garden Studio, Soul Garden (7)
- Miriam Robbins, genealogist (2)
- Mobius (12)
- Rachel's Catering (18)
- School of Tai Chi Chuan (5)
- SCORE (8)
- Selling items online classes (2)
- Simply Dance Studio (6)
- SNAP Access IT Grant Classes: Cara Weipert, CRM and WAVE (6)
- SNAP Access IT Grant Classes: Deb Dickenson, WAVE Accounting (4)
- SNAP Access IT Grant Classes: Laurie Roth, CRM (2)
- SNAP Access IT Grant Classes: Mark Rosen, social media/web design (10)
- SNAP Access IT Grant Classes, Richie Schut, social media/web design (15)
- SNAP Dollars and Sense financial literacy series, Jay MacPherson (28)
- South Perry Yoga (5)
- Spokane Art School, drawing classes (6)
- Spokane Teacher's Credit Union (7)
- Star Financial (5)
- Uncles Games (2)
- Vellamo, band (2)
- West Valley Outdoor Learning Center (12)
- Whitworth Quartet (9)
- WorkSource, Ready for Work series (24)
- Writing and publishing workshops (4)
- WSU Extension (15)

### 13.)

We had 120 community experts share their knowledge:

- Adam Harum
- Alex McCloskey
- Alexis Alexander
- Anna Kestell
- Anne Yanacek
- Richard Hancock
- Becky and Tim Hattenburg
- Ben Greenfield
- Beverly Pogue
- Birgitt
- Brad Keeler and Linda Parman
- Cara Weipert (SNAP)
- Cathi Lamoreux Master Gardener
- Christel Decker Bresko
- Chuck Zahara of SCORE
- Cindy Hval and Hot Club of Spokane
- Craig Goodwin
- Deborah Dickenson from SNAP

- Eberhard Schmidt
- Elizabeth Roewe
- Emily Hnatishin
- Eric Herman
- Eric Puthoff
- Floating Crowbar
- Gabriela Marquis
- Ignite! Community Theater
- Inland Empire Dog Sled Association
- Inland Northwest Chapter of the Alzheimer's Association
- Jan Baker
- Jay MacPherson
- Jeanne Arnold
- Judy Cowan
- Jennifer Morgan
- Melanie Leudders
- Jenny Elliot
- Jeri Haworth
- Jim Rund
- Melissa Williams
- Josh King of SCORE
- Joshua Martin
- Joyce Caudel
- Julie Harrison
- Kathy Kalich
- Keith Appleton
- Kelly Clark
- Kevin Manning
- Kris Dinnison
- Trent Reedy
- Mary Cronk Farrel
- Bruce Holbert
- Beth Cooley
- Stephen Wallenfells
- Maureen McQuerry
- Leslie Doqui Sretenovic
- Loretta West
- Lt. Dan Cecil
- Dustin Toms, Otto and Doris
- Lilac Royal Court
- Makayla Miracle
- Marianna di Lorenzo
- Marilyn Carothers
- Marilyn Lloyd
- Mark Keathley
- Melissa DiLuzio
- Melissa Williams
- Mike Rosen

- Miriam Robbins
- Mobius Science Center
- Nicholas from the Chocolate Apothecary
- PJ Christo of the Alzheimer's Association
- Rich Landers
- Dr. Brian Henning
- Andy Braks
- Justin Hedrick
- Leonard Wolf
- Jay Kehne
- Joey McCanna
- Richard Schut
- School for Little People
- Spokane Child Development Center
- CV ECEAP
- Early Achievers
- Happy Hearts
- Sean Finley
- Sharma Shields
- Tim Greenup
- Kate Lebo
- Tod Marshall
- Ellen Welcker
- Sherri Davey
- Steve Nokes
- Tammy Zibell and Janet Rice
- Teachers from Tai Chi Chuan
- The Chocolate Apothecary Casey
- Uncle's Games
- West Valley Outdoor Learning Center
- Whitworth String Quartet

**14.)**

- At Airway Heights, Fairfield, Otis Orchards, and Medical Lake, people will each have 5 opportunities to attend community interest-driven programs. (20 total)
  - AH – 4 (out of 9 total programs)
  - FF – 0 (out of 4 total programs)
  - ML – 3 (out of 10 total programs, 5 programs just missed the minimum attendance))
  - OT – 15 (out of 21 total programs)
  -
- At Cheney, Argonne, and Deer Park, people will each have 10 opportunities to attend community interest driven programs (30 total)
  - AR – 12 (out of 26 total programs offered)
  - CH – 12 (out of 27 total programs offered)
  - DP – 13 (out of 23 total programs offered)
- At North Spokane, Spokane Valley, and Moran Prairie, people will each have 16-17 opportunities to attend community interest driven programs (50)

- NS – 36 (out of 47 total programs offered)
- SV – 24 (out of 36 total programs offered)
- MP – 24 (out of 36 total programs offered)

15.)

- 2015 total physical item checkouts 2,244,530/ 418,842 total physical items in the collection = 5.4x average checkouts per item.

16.)

- Considering the number of resources included in this count, the data is too lengthy to be presented here. Specific data broken down by resource can be provided upon request.

21.)

Library	Meeting Room Reservations				
	2012	2013	2014	2015	'12-'15 change
Airway Heights	59	87	104	122	107%
Argonne	690	714	610	721	4%
Cheney	185	220	277	251	36%
Deer Park	340	282	257	450	32%
Fairfield	12	7	8	11	-8%
Medical Lake	69	106	91	78	13%
Moran Prairie	680	676	754	766	13%
North Spokane	588	700	582	528	-10%
Otis Orchards	79	126	139	99	25%
Spokane Valley	709	735	640	828	17%
<b>DISTRICT TOTAL</b>	<b>3411</b>	<b>3653</b>	<b>3462</b>	<b>3854</b>	<b>13%</b>