



Submitted by: Adrienne Doman Calkins, Library Manager

Background

The full Standards are available at www.olaweb.org/pld-standards.

Who developed this tool?

The Oregon Library Association (OLA), which is the professional association for all libraries in Oregon, the Public Library Division (PLD) of OLA, OLA leadership, and the State Library of Oregon developed these standards using established best practices and research from throughout the profession. National assessments such as Edge Initiative and Project Outcome, and other statewide standards for public libraries are reflected in the PLD Standards.

What do we do with this information?

Standards provide a tool to allow library stakeholders to review best practices for a public library, where we are in that context, discuss where we want to be, and make plans for what it will take to get there.

The Standards should be used together with the Strategic Plan and any community and city priorities to determine what, if anything, should be focused on for improvement. Note that some of the indicators and activities changed from 2019 to 2021, and will likely change again in coming years. This tool, and all similar checklists, should always be seen as a moving target.

How are the PLD Standards organized?

As a precursor to the Standards, there are 11 minimum legal requirements for public libraries in Oregon. Next, there are seven sections (Governance, Staff, Materials, Services and Programs, Technology, Community Engagement and Advocacy, and Facilities). Each section has sub-categories. These are what we are calling the Standards; there are 19 Standards, which are still rather broadly stated.

The Standards are broken down further into 52 total indicators, and from there into 339 attributes. The attributes under each indicator are grouped into “essential”, “enhanced” and “exemplary” levels.

How are the PLD Standards scored?

Sherwood Public Library scores have been calculated using one point per attribute to highlight areas of strength, weaknesses, and potential for growth.

The 339 attributes throughout the Standards are the sometimes easily measurable as a “yes” or “no” and other times are a more subjective and open to interpretation. In some cases, I’ve given us partial credit for works in progress or when there is still much room for improvement.

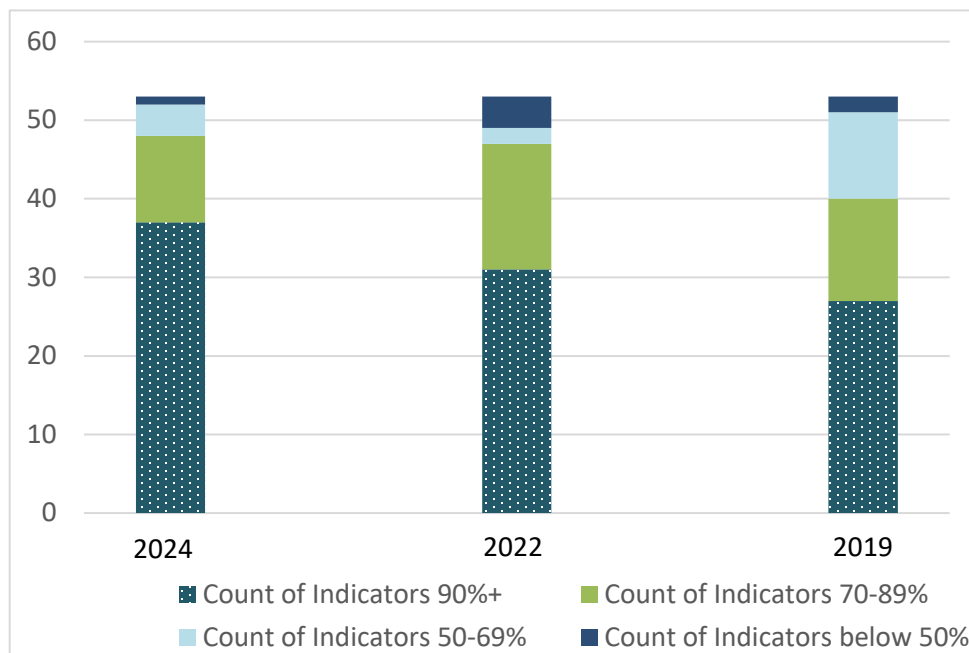
Scoring Summary

Sherwood Public Library scores for 2024:

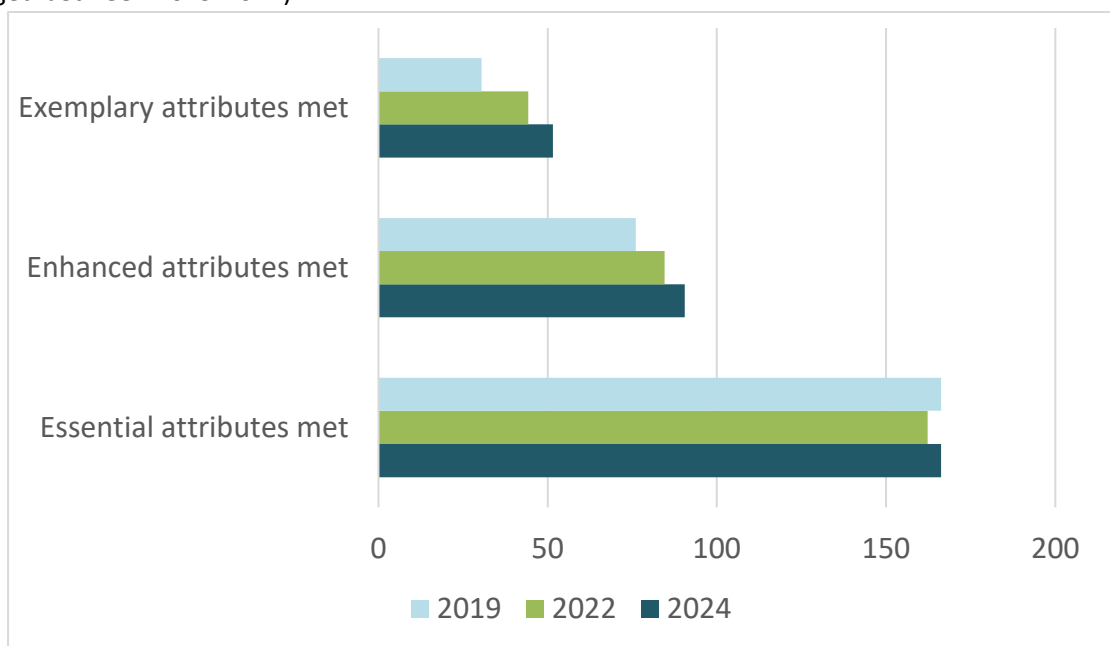
- Meeting 100% of the minimum requirements for a public library in Oregon
- Overall score of 91% for the PLD Standards

- Increased by nearly 5% from 2022
- We saw gains in points especially with our work in partnerships, technology, and accessibility.
- We are meeting 308 of the total 339 attributes
- 36 of the 52 indicators are being met at 90% and higher (up from 31 in this range in 2022)
- Our average scores of meeting the attributes of each Standard's level:
 - Essential—99%
 - Enhanced—88%
 - Exemplary—75%

Below is a comparison of the last three reports for our library by Indicator score:



Here is a comparison of the last three reports for our library by Standards levels (recall the Standards changed between 2019-2022).



Our Strengths

- Governance Standards—Services & Leadership. We have strong policies and an informed Library Advisory Board.
- Staff Development and Learning—We support our staff with training opportunities and professional development, as well as have the support of our City's HR department and WCCLS.
- Materials Standards—Collection Management and Community Access to the Collection. Local staff and our membership in WCCLS provide our community a wonderful collection.
- Services and Programs Standards—Robust services to all ages.
- Community Engagement—Community members are actively involved. Examples can be seen in our strategic planning, volunteers, partnerships in the community and relationships in the county.
- Technology Standards—Digital content via our membership in WCCLS and our own offerings.

Our Areas for Improvements

- Essential attributes we are not meeting:
 - Our building is not adequately sized for the community we serve.
 - Clear high-contrast signage on the building and directing people to the building from 99W and other major roads.
 - Cultivating relationships with elected officials at all levels of government.
 - ADA improvements are pending a citywide project.
- Enhanced attributes we are not meeting (scores 50% and under):
 - We have limited staff who speak languages other than English and therefore are not able to provide robust services in all the languages our patrons request services in.
 - We have limited outreach programs to address needs of minority communities.
 - We must contract out Spanish-languages classes and presentations.
 - We are not custodians of local history. While we have some archives of local newspapers, they are not complete, and we refer researchers to the Sherwood Heritage Museum. We were unable to accept a large donation of Sherwood's historic newspapers because of lack of space in the City.
 - We do not have a meeting room and community space available for use by the public.
 - We do not offer adult literacy classes. Referral options are not local.
 - We do not have a dedicated teen area. The young adult area is an open space where the Young Adult books are shelved and large study tables are used regularly. There is not a separate teen space appropriate for gathering for discussion, or to take part in activities.
 - We do not have a dedicated quiet area.
 - Our dedicated children's area becomes overcrowded with tweens and teens using the space, along with the toddlers and younger children the space is intended for.
 - We have room for improvement to supply spaces, equipment, and furniture to meet the needs of people with disabilities.
 - We only have some interior wayfinding signage in Spanish, and no other languages besides English and Spanish.
 - Facility Master Plan—Our plan from 2019 has not been adopted and we are failing to provide long-term planning of the facility, funding, or community input.
- Exemplary attributes we are not meeting (scores 50% and under):
 - We do not have a variety of meeting room and community spaces available for use by the public, such as study rooms and meeting rooms of various sizes.
 - We do not have staff who speak priority languages in our community other than Spanish and English.
 - We are not currently funding library staff memberships in community organizations and

groups (we formerly had staff involved in Rotary and no longer have capacity).

- We are no longer able to fund staff attendance at national or regional conferences.
- Our budget for board member training is very low.
- Advocacy training for staff, board, and stakeholders has room for improvement.
- We do not have succession plans for all library positions.
- We do not have professionally trained marketing and communications staff or a dedicated staff person for this role.
- Staff salaries and benefits are not within the top five percent in comparative jurisdictions and positions.

Scoring

Below are scores at the indicator level sorted by high percentage to low. The attributes are scored in the full PLD Standards document. See Library Manager for more information.

0.0.0 Min. Requirements	100%	See page 7 of the PLD Standards.
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Section	Standard	Indicators	Total %
1.1.1	Governance Standards--Services & Leadership	The community has access to a legally established public library.	100%
1.1.2	Governance Standards--Services & Leadership	Community members can safely exercise their intellectual freedom rights in the library, as granted to them by the Bill of Rights to the U.S. Constitution and Article I of the Oregon Constitution.	100%
1.1.4	Governance Standards--Services & Leadership	The community is informed about the library board's actions and community members' perspectives are considered in the decision-making process.	100%
1.1.5	Governance Standards--Services & Leadership	The community informed about the role of the library and its plans for the future.	100%
1.2.1	Governance Standards--Policies & Procedures	The public and staff go about their library business using established, easy-to-understand rules as outlined in policies approved by a governing board.	100%
1.2.2	Governance Standards--Policies & Procedures	The community can easily access information about library policies.	100%
2.1.1	Human Resources	The library maintains a staff of well-qualified professionals with the skills, knowledge, and abilities to provide uncompromising access to information in service to the public and social wellness.	100%

2.4.2	Staff Development and Learning	Library staff are engaged in professional library organizations.	100%
3.1.1	Materials Standards--Collection Management	The library adopts a collection management plan.	100%
3.1.2	Materials Standards--Collection Management	The library provides a curated, up-to-date, and diverse collection.	100%
3.1.3	Materials Standards--Collection Management	The library collects data and analyzes statistics to inform collection development and management and to assess collection performance.	100%
3.2.1	Materials Standards--Community Access to the Collection	The library has a digital catalog of its materials.	100%
4.1.2	Services and Programs Standards--Services	The library provides services to patrons of all ages and levels of literacy.	100%
4.1.5	Services and Programs Standards--Services	The library invites patrons to provide written feedback on the library and its services.	100%
4.2.1	Services and Programs Standards--Programs	The library provides free educational and cultural programs to all ages.	100%
4.2.3	Services and Programs Standards--Programs	The library invites patrons to provide feedback on its programs.	100%
5.1.1	Technology Standards--Technology Access and Assistance	The library provides technology training and/or one-on-one assistance to the public.	100%
5.1.2	Technology Standards--Technology Access and Assistance	The library provides access to relevant digital content.	100%
5.2.2	Technology Standards--Digital Content for Community Needs	The library provides technology resources to meet community members' need for online government and legal information services and assistance.	100%

5.2.3	Technology Standards--Digital Content for Community Needs	The library provides technology resources to meet community members' need for educational support.	100%
5.2.4	Technology Standards--Digital Content for Community Needs	The library provides technology resources to meet community members' need for reliable health and wellness information.	100%
5.2.5	Technology Standards--Digital Content for Community Needs	The library accommodates users with disabilities.	100%
5.3.1	Technology Standards--Community Engagement in Technology Decisions and Access	The library makes strategic decisions based on community priorities for digital inclusion and innovation.	100%
5.3.2	Technology Standards--Community Engagement in Technology Decisions and Access	The library builds strategic relationships with community partners to maximize public access technology resources and services provided to the community.	100%
5.3.3	Technology Standards--Community Engagement in Technology Decisions and Access	The library supports continuous improvement in public access technology services internally and by sharing expertise and best practices with other providers locally, regionally, and nationally.	100%
5.4.1	Technology Standards--Technology Resource Management	The library provides staff, technology, and processes to support community access to technology and information resources.	100%
6.1.2	Community Engagement and Advocacy Standards--Community Engagement	Community members are actively involved in the library.	100%
7.1.1	Facilities Standards--Community Anchor	Community members think of the library as a central community gathering place.	100%
7.1.2	Facilities Standards--Community Anchor	The library continually assesses community perception of the facility.	100%

7.2.2	Facilities Standards--Design	Design supports staff functions.	100%
2.1.3	Human Resources	The library provides trained staff to facilitate a professional level of public services to all ages in the following areas: • Collection management • Community outreach • Event programming • Materials and technical services • Readers' advisory • Reference services • Services in languages other than English • Technology support during all library service hours • Website management • Youth services	98%
3.2.2	Materials Standards--Community Access to the Collection	All users have access to all materials.	93%
5.2.1	Technology Standards--Digital Content for Community Needs	The library provides technology resources to meet community members' job-seeking and entrepreneurial needs.	92%
6.1.3	Community Engagement and Advocacy Standards--Community Engagement	The library provides broad access to information about library services, opportunities, and challenges.	91%
2.4.1	Staff Development and Learning	Library staff members are educated, engaged, and capable of adapting to community needs.	90%
6.1.1	Community Engagement and Advocacy Standards--Community Engagement	Libraries are active participants in their community.	89%
2.3.1	Staff Duties and Responsibilities	The library offers professional, relevant library services and collections that meet community needs and expectations.	88%
6.2.1	Community Engagement and Advocacy Standards--Advocacy	Staff and community members have the tools and support to effectively advocate for the library.	88%
7.2.4	Facilities Standards--Design	The library provides an interior that reflects best practices in library user experience.	88%
5.1.3	Technology Standards--Technology Access and Assistance	The library enables community members to create their own digital content.	86%

7.2.1	Facilities Standards--Design	Design supports the functions of the library with a plan for growth and incorporates current best practices for public libraries.	86%
1.1.3	Governance Standards--Services & Leadership	The community is confident that its library is overseen by a library board and staff who are responsible public officials and stewards.	85%
4.1.3	Services and Programs Standards--Services	The library provides trained staff members who offer assistance to the public in the use of technology, circulation, and access to materials.	83%
4.2.2	Services and Programs Standards--Programs	The library provides early literacy programming.	83%
2.1.2	Human Resources	The library maintains and adheres to accessible, well-defined, and consistent written policies governing the training, performance, and recognition of all staff in order to provide a clear and transparent organizational environment.	78%
7.3.1	Facilities Standards--Assessment and Planning	The library has a long-range facilities plan.	71%
4.1.1	Services and Programs Standards--Services	The library provides services free of charge to everyone, as defined by written policies.	70%
7.2.3	Facilities Standards--Design	The library is designed to be welcoming to a diverse population for a variety of services.	67%
2.2.2	Diversity and Community Engagement	Library staff and supporters are active and engaged participants in the community and in community organizations.	67%
2.2.1	Diversity and Community Engagement	The library targets and actively reaches out to minority populations through programming, collection development, outreach, and education.	64%
4.1.4	Services and Programs Standards--Services	The library encourages/invites the community to make use of library space. [Noting this low score is due to lack of public meeting spaces and other dedicated spaces for various age groups and uses.]	25%