



# Journey Map

 **2015**

Conducted User Survey—received feedback about children's area expansion, study rooms and teen area. Began diversifying adult collections. WCCLS levy passes locally by 59% and countywide by 64%. Revised mission statement.

 **2017**

User Survey. Adopted the library's first Strategic Plan. Participated in national Edge cohort for small & rural libraries. Added One-on-One Tech Help, more computer classes & Library Trivia @ 503 Uncorked. Launched e-newsletter. Purchased Spanish-language books in Mexico. Added picture books by topic section. Significant staff reorganization.

 **2018**

Implemented Project Outcome to evaluate the outcomes of programs. Completed signage project. Added Library of Things and electronic games. All holds now self-serve. Conducted staff training in RA, DEI, and reference. Two staff presented at OLA conference. Ginger the robotic cat added at front desk.

 **2019**

Won grant to diversify youth collections. Now have book groups for all age groups from K-adult. Increased staff trainings in databases. Revised Collection Development Policy. Newsletter redesigned. All regularly scheduled library positions now benefited.

 **2020**

WCCLS committee structure paused for redesign. COVID-19 pandemic hits US. SPL closes March 13, 2020, with only virtual services and staff working mostly remotely. WCCLS levy on the May ballot. Passes by over 68%. IGAs extended one year. Curbside services begin in June.

**2015-  
2021**

**2016**



Conducted 1st Edge Assessment of technology. Added LED lighting in stacks. WCCLS Levy increase took effect. Moved from storytime contract to in-house—a difficult and successful transition. Added school-aged events, Bilingual Storytime in the Park, and DIY Craftshop. Installed house kiosk in children's area.

**2017 cont'**



Expanded popular collections and displays. Added finding aides and lounge furniture. Redesigned website. Added multilingual signage and ergonomic equipment. Launched BookMatch @ Sherwood Public Library with national grant. WCCLS drops fines for youth materials.

**2018 cont'**



Added New sections for Children's and Teens' books. Launched Adult Winter Reading. Added more lounge furniture and display units. Installed ball run in Children's area. BiblioCommons launched. Joined OLA PLD Standards committee. WCCLS opens new warehouse and adds AMH.

**2019 cont'**



Added 3D printer programming. Approved Partnership Policy. New WCCLS Strategic Plan adopted. Participated in Edge 2.0. Facility Master Plan completed. Added Citizenship Classes. Circulating board games. Joint In-Service Day with TPL. Three staff published in peer-reviewed journals.

**2020-  
2021...**



Strategic Planning postponed. Strategic Focus areas developed with board and staff. Summer Reading pick-ups and Take & Makes are successful. Added Chromebooks and Hotspots. Added self-checkout in children's area. New WCCLS collaboration structure is developed. Countywide deep review of WCCLS IGAs. COVID-19 Delta variant brings new risks.