



LAKE OSWEGO PUBLIC LIBRARY STRATEGIC PLAN

IMPACT REPORT

2025



**VIEW THE FULL 2024-
2026 STRATEGIC PLAN**



www.lopl.org/strategicplan

Mission

Together, we inspire discovery and cultivate wellbeing by welcoming all people to read, learn, and connect.

01

SERVE PEOPLE BEYOND THE BUILDING



02

CREATE SPACE TO EXPAND SERVICES



STRATEGIC PRIORITIES

03

INCREASE AWARENESS OF THE LIBRARY'S VALUE



04

SUPPORT FOR STAFF WELLBEING AND GROWTH



Voices



FROM THE COMMUNITY



I was facing significant hardship, on the brink of homelessness and struggling with overdue rent here in Lake Oswego. My business had been stagnant for two challenging years. However, the exceptional resources offered by the library – the reliable internet access both inside and in the parking lot, the convenient printing services, and the accessibility throughout the week – became a lifeline. These resources were instrumental in a complete turnaround for my business. I conducted over 50 crucial online meetings with clients worldwide, often working late into the night from the library parking lot. Because of the library's support, I was able to manage my finances, pay off substantial back taxes and eliminate over \$100,000 in debt. The library's vital role in this transformation cannot be overstated; my current flourishing business is a direct result of the support I received. Thank you deeply for providing such an invaluable community resource.

SUBMITTED ANONYMOUSLY
VIA EMAIL



01

SERVE PEOPLE BEYOND THE BUILDING

- 1.1 Expand service delivery and enhance access to library staff and collections across the community.
- 1.2 Utilize known, as well as emerging, technologies to enhance digital access.



Through new and existing partnerships, outreach efforts **engaged 6,477 community members across 60 events**, extending the Library's reach beyond its physical space. A major milestone was the **launch of the Library's new bookmobile, Rover**. With an ADA accessible mobility ramp, onboard collections for all ages, and access to digital tools, *Rover* brings a **welcoming, barrier-free library experience** directly in community spaces, including services for children, people experiencing food insecurity, living in affordable housing and senior living.

Increase in Outreach Events

77%

Year over Year



Increase in Outreach Participation

151%

6,477

Library Outreach Participants



Bringing Library services, programs, and staff directly into the community had a positive impact of **strengthening community connections and reducing barriers to access**.



Strategic focus remained on virtual program functionality and user experience. YouTube livestream, hybrid events and recorded programs allowed increased participation. Notably, **400 online viewers** accessed the Lake Oswego Reads author event.

IMPACT AND OPPORTUNITIES



Programs delivered in community settings extended the Library's impact. In partnership with the **Adult Community Center**, programs such as Digital Dive and Senior Scholars were offered offsite, increasing access to **technology training** and **lifelong learning opportunities**. Library staff engaged with the community at the Farmer's Market, National Night Out events, Lake Oswego School District Activities Fair, Palisades World Language School Clothing Swap, the Indoor Playground, Teen Lounge, Earth Day at Mary's Woods and nearly **30 school visits**.

Additional strategies to increase access beyond the building included a 25% increase in home delivery services, expanding service to residents unable to visit the Library in person.

These initiatives demonstrate the Library's commitment to engaging residents everywhere, strengthening access, connection, and learning beyond the building.

25%

Increase in Home Delivery



Through a competitive RFP process, the Library selected a vendor for **future hold lockers**, which will introduce secure, self-service access points across the community. By 2027, these automated lockers will offer a convenient way to allow patrons to pick up reserved materials 24/7 at strategically placed locations throughout the City.



02

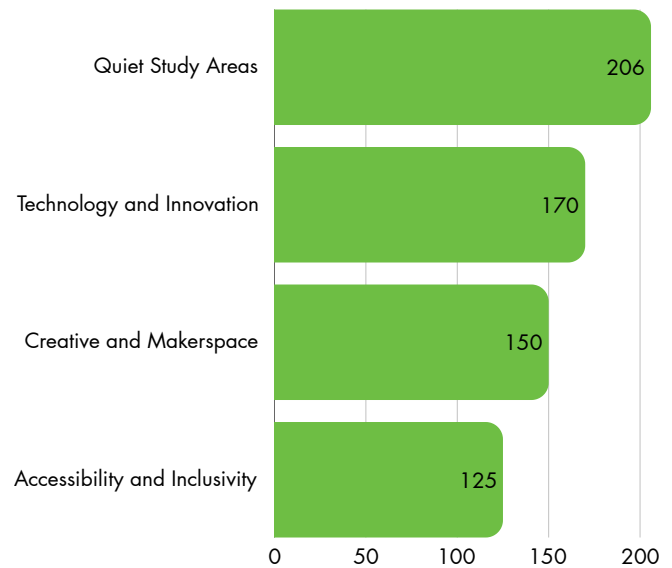
CREATE SPACE TO EXPAND SERVICES

- 2.1** Expand services to support learning and engagement for all community members.
- 2.2** Conduct an updated Facility Needs Assessment to identify gaps and opportunities.
- 2.3** Continue to develop and discuss service models with the community, to align the scope of the model with the community's desire to invest and the City's operating budget.

The Library's strategic goal to expand services focuses on creating space, both within our current building and through future planning, to support the diverse needs of the community.

Community survey **input and feedback from 355 teens** helped shape youth-focused programs and accessible, inclusive spaces for all ages, positioning the Library as a modern resource for the community's dynamic needs.

YOUTH PRIORITIES FOR A FUTURE "IDEAL" LIBRARY



The Library was active in Juneteenth, Pride, Martin Luther King Jr. Day, Lunar New Year, LOHS Asian Cultural Celebration, International Children's Day, and Earth Day celebrations. Events were made possible by community partners, to welcome a larger number of participants than the library space can accommodate.

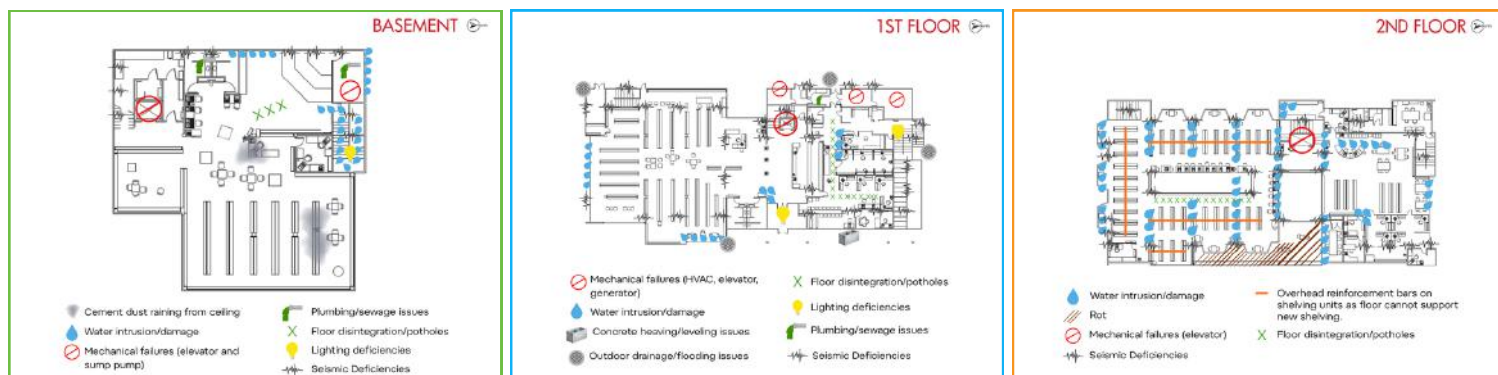
IMPACT AND OPPORTUNITIES

Collaboration with community partners and expanded services allowed the Library to serve **2,644 participants in multilingual, cultural, and accessibility focused programming**. The **World Cinema Series** advanced the Library's commitment to amplifying global cultures, languages, and lived experiences while the **World Languages Collection at the Library grew to represent 40 languages**. Diverse learning opportunities were added, with regularly scheduled youth Storytimes in Mandarin and Spanish.



Making strategic use of existing spaces to engage the community, the Library focused on creating a more **sensory-friendly environment** in 2025. Improvements include a sensory screen, additional sensory items now clearly displayed, and areas of dimmed lighting. Sensory-friendly youth programs were added and the Library collaborated with local senior living communities to host **low-vision resource support groups**, ensuring more members of the community can fully participate in Library programs.

FAILING BUILDING INFRASTRUCTURE BY FLOOR IN THE LIBRARY



A Facility Needs Assessment identified critical deficiencies in the current building that pose ongoing safety risks and limit the Library's ability to equitably serve the community. Concerns include **significant seismic deficiencies, persistent water intrusion, and interior deterioration causing debris to fall from the ceiling in the Children's Library**.

These issues are compounded by failing building systems, including unreliable elevator service, deteriorating flooring, and accessibility barriers like non-compliant parking and ramps. These conditions restrict the Library's ability to serve the full spectrum of community needs. These challenges underscore the opportunity to redesign the facility, creating spaces that are capable of supporting current and future services at the Library.

Voices



FROM THE COMMUNITY



This was my first library program. While the slides looked interesting, I could not hear the speaker nor focus on his lecture because of the volume of noise and activity around him at the library. It's wild to me that programs with professional academics are conducted in the middle of the main floor. Given the community I would have expected a better facility. Disappointed.

LAKE OSWEGO READS
EVENT SURVEY RESPONSE



Voices



FROM THE COMMUNITY

The library is an essential experience every child deserves to have, and an invaluable service to the community. I can't understate the library's influence on the person I am today. Being able to freely access books helped me become fluent in English and developed my interest in writing. From a fourth grader who was fresh to the States and didn't know any English, to the editor-in-chief of my high school newspaper, I have the library to thank for this dramatic transformation.



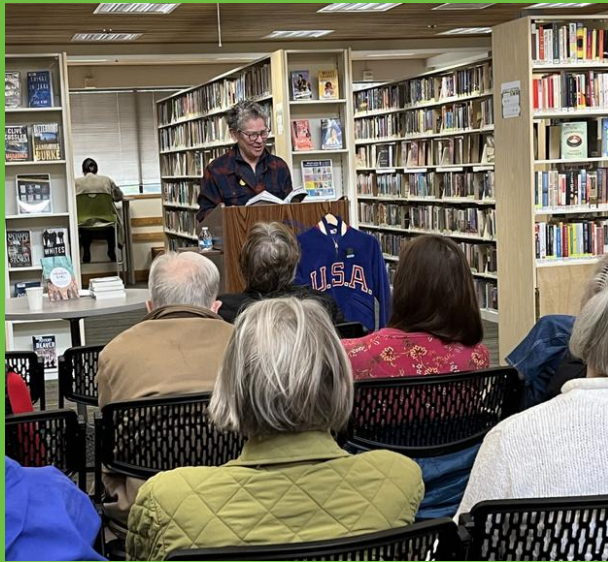
CLIO KOH
VIA EMAIL



03

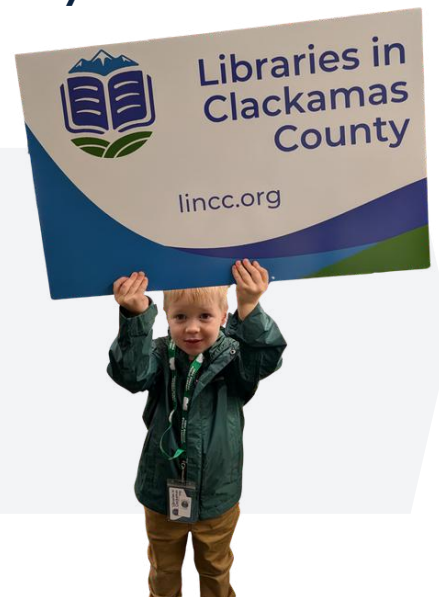
INCREASE AWARENESS OF LIBRARY'S VALUE

- 3.1** Share stories to increase awareness of library services, brand and impact, as well as constraints facing the Library.
- 3.2** Engage the community to help spread the Library's value and impact stories.



Library programming further amplified impact. A total of **601 programs engaged 22,597 participants**. As demand for programs exceeded available space, 79 programs were hosted in community partner locations, reaching an additional 5,068 attendees. Feedback from participants was systematically collected to enhance **responsiveness to community voices**.

Sustainability initiatives remained a visible and growing area of value. The **Library of Things checked out 7,163 items**, promoting resource sharing and waste reduction, while **Seed Library distribution increased by 15%**. Participation in the Sustainability Fair, Repair Fair, and key initiatives like a Backyard Habitat garden reinforced the Library's role in advancing the City Council's goals of environmental stewardship and community resilience.



Increasing awareness of the Library's value remained a key focus in 2025, supported by strategic communication and strong alignment with City Council priorities. By reallocating existing resources, the Library hired a **dedicated Communications Coordinator**, strengthening capacity to engage the community. Multi-channel promotion drove strong engagement, with **174,149 Library visitors and 3,653 new library cards issued**. The Cultural Pass program provided **2,189 visitors** the opportunity to engage with local cultural experiences at no cost.



IMPACT AND OPPORTUNITIES

The Library continued to bring youth engagement and perspectives to the forefront. **Youth programming reached 12,868 participants**, teen participation in the Summer Library Reading Challenge **increased by 14%**, and collaboration with the Teen Advisory Board began to shape messaging on social media.



Partnerships remain essential to raising awareness of the Library's value. In 2025, the **Friends of the Lake Oswego Library** provided critical fundraising support, including sponsorship for Lake Oswego Reads programming featuring **32 events with 3,444 participants**. Library volunteers also played a vital role, contributing **10,814 hours** to enhance the Library's capacity to serve the community.

These accomplishments were achieved alongside ongoing constraints, including growing community needs and space limitations. The Library prioritized adaptable service models, strategic partnerships, and enhanced communication to maximize impact and strengthen public awareness.



04

SUPPORT STAFF WELLBEING & GROWTH

4.1 Hire and support staff to serve all residents and their diverse needs.

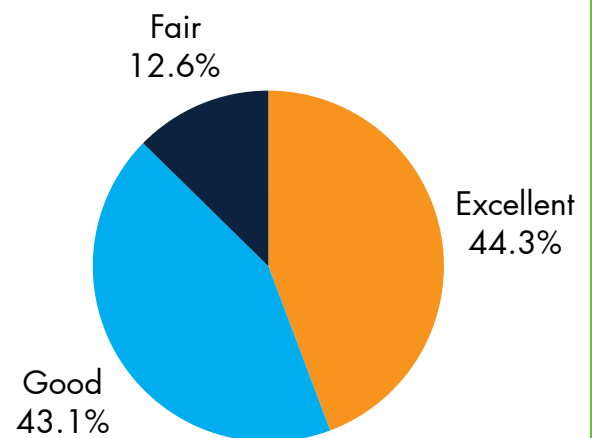
4.2 Provide learning and development opportunities and sustainable workloads to ensure staff are highly knowledgeable, engaged and supported in serving the community

Together, these strategies demonstrate the Library's commitment to professional growth, staff wellbeing, and a collaborative, inclusive workplace that ensures Library staff are empowered to deliver impactful services for the community.

The Library is committed to ensuring that staff are highly trained and engaged in serving all users of the community. Central to this commitment are continuing education and professional development opportunities, and an inclusive and innovative workplace culture that empowers staff to thrive.

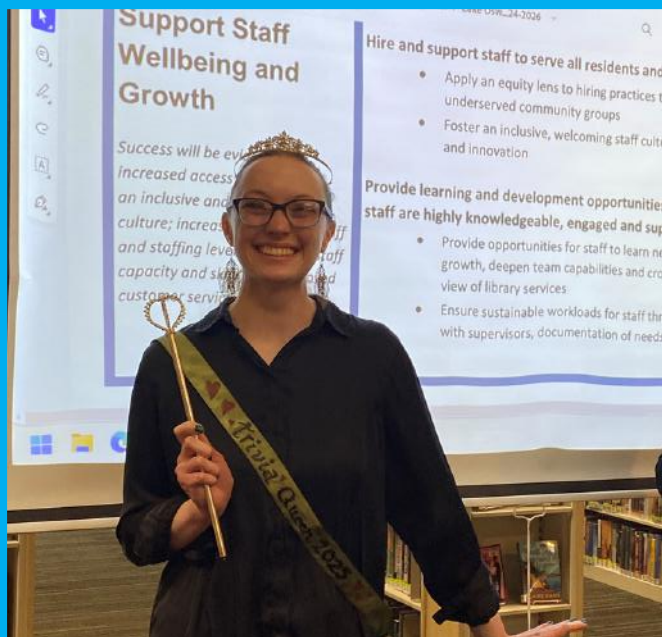


Employee Satisfaction



Strengthening internal communication remains a focus. Shared information tools, cross-training sessions, active participation in monthly all-staff meetings and staff committees help staff promote emerging initiatives across the library and effectively connect community members with staff expertise.

IMPACT AND OPPORTUNITIES



Staff participated in regularly scheduled trainings and professional development sessions, including many that focused on **helping staff develop cultural competencies and serve the diverse needs of residents**. Training topics included improving the library experience for **neurodiverse patrons, microaggressions, trauma informed care, bystander intervention, de-escalation, and responding to sexual harassment**. Staff regularly practiced safety drills and completed training to stay current on changes in technology.

Attendance at the NW Public Employee Diversity Conference, Oregon Library Association Conference, and Association of Bookmobile and Outreach Services Conference further supported learning in areas of equity-focused policy writing, intellectual freedom, youth program development, outreach services, expanding community partnerships, and more. A cohort of staff also participated in a statewide series on cultivating an inclusive work environment. Participation in unique local programs like Lake Oswego University and Leadership Lake Oswego also offer staff with opportunities for personal and professional growth.

Recognizing that **healthy, supported staff are essential to serving the diverse needs of the community**, opportunities for staff-led projects, and feedback mechanisms to ensure staff ideas help shape programs and services for the community, are key. Participation in **wellbeing programs and team-building activities** further supports engagement and morale.



To ensure a diverse, inclusive workforce that reflects the community, the Library continues to review staff recruitment, selection, and onboarding processes. These ongoing efforts are designed to **attract and retain a talented, diverse workforce** that is equipped to meet the full range of community needs.

Voices

FROM THE COMMUNITY

As a member of the Lake Oswego community, I cannot express enough how invaluable the Lake Oswego Library is, particularly for families with young children. The children's programs, including story time and the Lego club, have been instrumental in fostering a love for learning and creativity in our family. Moreover, the Library of Things offers a unique opportunity for children to explore various interests and hobbies. The library serves as more than just a place for books; it's a vibrant third place where families gather, connect, and grow together. We are very grateful to have this gem in our own backyard.

AMERICA & FRANCIS GELLCI
VIA EMAIL

MESSAGE FROM THE DIRECTOR

At the Lake Oswego Public Library, we are fortunate to serve a community that deeply values its library. Every day, people of all ages are reading, learning, and connecting both within our walls and beyond. The Library is a space where discovery and wellbeing are accessible to all, shaped by the thoughtful input of community members, the generosity of volunteers, the guidance of advisory groups, and the dedication of our staff, who are committed to meeting the diverse and evolving needs of our community.

In 2023, a community visioning process was conducted to identify long-term needs for the Lake Oswego Public Library. Extensive community input, combined with a framework developed by a Council-appointed task force, shaped the 2024–2026 strategic plan. This report highlights our progress on the current plan and demonstrates the impact of initiatives across the four key areas of focus:

- **Serve People Beyond the Building**
- **Create Space to Expand Services**
- **Increase Awareness of the Library's Value**
- **Support Staff Wellbeing and Growth**

In 2024 and 2025, additional input was gathered through seismic and facilities assessments, a Teen survey, Library Advisory Board work groups, and a comprehensive community survey. That survey reflected high satisfaction with library services and identified the library facility as a top priority for attention from City Leaders, followed by the Library as a community builder and hub. Guided by these insights, we continue to meet today's needs while planning for tomorrow.

This progress report demonstrates what we have accomplished, where the Library is advancing community priorities, and opportunities for continued impact within the current strategic plan. Thoughtful, community-informed solutions continue to guide our path forward. Thank you for being part of what comes next.

With gratitude,
Melissa Kelly, Library Director



HELP SHAPE THE LIBRARY'S NEXT STRATEGIC PLAN



SHARE YOUR
IDEAS



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