TUALATIN LIBRARY ADVISORY COMMITTEE MEETING

Tuesday, March 3, 2026 - 6:00 PM

TUALATIN PUBLIC LIBRARY
18878 SW MARTINAZZI AVE.

Virtual meeting access:
https://us02web.zoom.us/j/88498973670, passcode: 546638

A. **Call to Order**
B. **Approval of Minutes**
C. **Communications**
    1. Chair
    2. Staff
    3. Teen Library Committee
    4. Public Comment
D. **New Business**
    1. Library Service Area: Account Services
    2. Organizational Assessment Update
E. **Old Business**
    1. WCCLS Funding & Governance
    2. Annual Report
F. **Future Agenda Items**
    1. Library Service Area: Volunteers & Community Engagement
    2. Strategic Planning: Mission & Vision
    3. Artificial Intelligence in Public Libraries
G. **Committee Questions and Comment**
H. **Adjournment**

All meetings of the Committee are open to the public. In compliance with the Americans with Disabilities Act, this meeting location is accessible to persons with disabilities. To request accommodations, please contact Jerianne Thompson, Library Director, at jthompson@tualatin.gov or 503-691-3063 at least 36 hours prior to the meeting.

For those wishing to provide comment during the meeting, there is one opportunity on the agenda: Public Communications. Written statements may be sent in advance to Library Director Jerianne Thompson no later than 5pm on March 3, 2026.

TUALATIN LIBRARY ADVISORY COMMITTEE MINUTES

February 10, 2026

Present: Rachel Elliot, Emy Loanzon, Dana Paulino, Ashley Payne

Absent: Melissa Lawrence, DeAnn Welker

Public:

Staff: Jerianne Thompson, Library Director

A. CALL TO ORDER

Ashley Payne called the meeting to order at 6:04 PM.

B. APPROVAL OF MINUTES

Emy Loanzon moved to accept the January 2026 meeting minutes as written; Rachel Elliot seconded. The motion passed unanimously.

C. COMMUNICATIONS

1. Chair: None.

2. Staff: Jerianne Thompson reported that the Tigard Public Library 3-month closure has contributed to a 45 percent increase in visits and 48 percent increase in physical checkouts during the first week of February, compared to February last year. The Library will host a Craft Supply Swap on February 23. She also reported that with the recent federal passage of the Labor, Health, and Human Services Act funding, the Institute of Museum and Library Services has been funded for federal fiscal year 2025. This means the State Library of Oregon will be able to fund Library Services and Technology Act grants for fiscal year 2027. Thompson shared recent usage statistics, program statistics, and comment cards.

3. Teen Library Committee: Thompson said the committee is preparing for the annual Unlucky in Love program later this month.

4. Public: None.

D. OLD BUSINESS

1. WCCLS Funding & Governance Evaluation: Thompson shared an update on the evaluation project, which is currently focused on governance improvements. City Manager Sherilyn Lombos and Thompson are participating in the process to provide feedback on partner group roles and

responsibilities, decision-making, base service level requirements, and the funding allocation formula. Partner groups are also discussing criteria for what constitutes a countywide decision.

2. Annual Report: Committee members reviewed the committee's draft Annual Report to City Council and presentation slidedeck. Committee members asked to include more library photos in the presentation and agreed to take an updated committee at the March meeting and present to City Council on March 23. Dana Paulino moved to approve the Annual Report; Rachel Elliot seconded. The motion passed unanimously.

E. NEW BUSINESS

1. Strategic Plan: Thompson provided an overview of strategic planning at Tualatin Public Library. A strategic plan is a roadmap to keep our shared values, goals, and priorities centered in library staff's day-to-day work. She said it's a cyclical process: starting with an understanding of the community needs to develop a vision and strategic focuses, goals, and objectives; then using the plan to determine resource allocation; with ongoing review and analysis that leads to updating the plan. Thompson reviewed the processes used to develop a strategic plan in 2015-16 and to update the plan every 3 or so years. She said work will begin in the spring to refresh the plan. Committee members asked how community demographics are changing and how the Library could help address local needs.

D. OLD BUSINESS

2. Library Local Option Levy: Thompson reviewed election data from the recent Washington County levies for public libraries and public safety. She reviewed the results of the individual voter precincts in Tualatin Library's service area, showing voter turnout for the past three levies, the number of ballots cast in 2025, and a chart comparing the percent of "yes" votes for each of the last three levy measures.

F. FUTURE AGENDA ITEMS

1. Library Service Areas: Account Services
2. Organizational Assessment Update

G. COMMUNICATIONS FROM COMMITTEE MEMBERS

1. Members: None.

H. ADJOURNMENT

The meeting was adjourned at 7:50 PM.

by Jerianne Thompson, Recording Secretary

Organizational Profile for Tualatin Public Library

Summary

Tualatin Public Library's mission is to empower and enrich our community through learning, discovery, and interaction.

Tualatin Public Library serves the residents, workforce, students, and visitors of Tualatin, Oregon. Through interagency agreements, Tualatin Library also serves residents of Washington, Multnomah, and Clackamas Counties and provides limited services to other residents of Oregon through the Passport Program.

The City of Tualatin has a population of 27,942. Tualatin Public Library had 24,229 registered library card holders (as of July 1, 2024), of which 62 percent are Tualatin residents. There are 16,346 Tualatin residents with a WCCLS library card. Of these, 90 percent are registered at Tualatin Library. The library's service population is 35,666.

Tualatin Library employs 21 full-time and part-time staff and managers, plus on-call staff whose scheduled hours are the equivalent of about 3 employees.

The library is located in downtown Tualatin. Tualatin Library also provides regular outreach services through community organizations (such as the Tigard-Tualatin School District) and has an online presence through the City's website, WCCLS's website, and social media.

Governance and Structure

Tualatin Library is a department of the City of Tualatin, which operates under the Council-Manager form of governance.

Tualatin Library is a member of the Washington County Cooperative Library Services (WCCLS) and receives the majority of its funding from Washington County. The library also is funded by the City of Tualatin General Fund and a transfer from the Library District of Clackamas County, as the city crosses into both counties. The state of Oregon has minimum conditions for public libraries, which Tualatin Public Library exceeds. The library also exceeds or meets the Oregon Public Library Standards, developed by the Oregon Library Association's Public Library division.

The Tualatin City Council provides governance for the Library Department. The Tualatin Library Advisory Committee plays an advisory role to Library management and City Council regarding library services and policy. Additional governance is provided through the Washington County Board of Commissioners, the governance body for WCCLS. An intergovernmental agreement dictates the roles and responsibilities of member libraries and Washington County as relates to library services.

The Library Director reports to the City Manager and is part of the City's Executive Team. The Public Services Manager oversees the Public Services division, which includes programming,

collection management, outreach, public technology, and reference services. The Access Services Manager oversees the Access Services division, which includes user accounts, materials movement, and cataloging and technical services.

In Fiscal Year 2024-25, Tualatin Library employs 21 full-time and part-time staff and managers, plus about 20 on-call (or temporary) employees who comprise about 3 FTE in hours worked annually. Although there have been changes within positions, the total number of employees in the department has been relatively unchanged over the past 10 years.

- Almost half of staff work in the Access Services division, providing assistance with circulation (user accounts, checkouts and returns, materials movement) and technical services (ordering, receiving, processing, cataloging library items). Staff are primarily paraprofessionals.
- Almost half of staff work in the Public Services division, providing assistance with programming and outreach, collection management (selecting and deselecting), and reference (technology assistance, readers' advisory). Staff include paraprofessionals and professionals.
- Other staff include the office coordinator, the volunteer program manager, and the director. All staff are responsible for assisting with customer service and marketing.
- Full-time and part-time staff are represented by the American Federation of State, County, and Municipal Employees (AFSCME).

Critical demographic features:

Tualatin Library has had at least 3 staff members receive a bilingual premium for Spanish speaking and interpreting abilities. There has usually been a near-even gender distribution in Public Services, more women than men in Access Services, and Administration has been primarily women over the past decade. Age distribution ranges from early 20s to 70s. Library staff are a predominantly white group, with about 10% of FTE Latino/a. The on-call group is fairly gender-balanced and is also predominantly white with some Latino/a and Asian American members. A small number of staff have self-identified neurodivergences. A small number of staff are self-identified as LGBTQ and more identify as allies.

Tualatin Library's support groups include:

- The Friends of Tualatin Library: The Friends is a member-supported nonprofit organization that fund raises, advocates, and provides support for the library. Funded primarily through used book sales and memberships, the Friends provides annual financial support for the Summer Reading Program and a variety of programs during the year.
- The Tualatin Library Foundation: The Foundation is a nonprofit that seeks private gifts and grants to build an endowment fund to support the Library. The Foundation also provides annual financial support to library programs and services.
- Tualatin Library Advisory Committee: TLAC is a group of volunteers appointed by City Council to provide community members' perspectives about library programs, services, and policies. TLAC also hears and considers complaints about library policies or materials and plays an advisory role to City Council.

- Teen Library Committee: TLC is a group of volunteers that supports programming for teens, youth, and families by brainstorming, developing, and assisting with delivery of programs.
- Volunteers (episodic and recurring)

Community Demographics

Tualatin has a population of 27,942 (2020 census). There are about 10,900 households in Tualatin, with 52 percent being married-couple family households, 12 percent single-parent family households, and 26 percent single-resident households. Tualatin Library's service population, which includes unincorporated areas adjacent to the City of Tualatin, is 35,666.

- The median household income is $105,500 (significantly higher than the Oregon's median household income of $76,000), and 10 percent of the population lives in poverty.
- The median age is 37. 23 percent of the population is under age 18, with 13 percent between the ages of 5 and 14. 32 percent of households have a youth under the age of 18.
- 19 percent are age 60 or older, with 24 percent of households having at least one person age 65 or older. Over the next 20 years, people over the age of 65 are expected to be the fastest-growing age group.
- 9 percent of Tualatin's population has a disability.
- 23 percent of the population speak another language at home with 15% speaking Spanish and 4% speaking an Asian or Pacific Islander language. 19 percent of the population is Latino or Hispanic. 4 percent are Asian and 1 percent are Native Hawaiian or Pacific Islander. 12 percent are two or more races.
- Tualatin has a 66% employment rate (compared to Oregon's 60 percent). Approximately 30,500 employees work at businesses in Tualatin. The primary employee types in Tualatin are software and technology (13 percent, 4,000 employees), advanced manufacturing (13 percent, 4,000 employees), and health and wellness (12 percent, 3,700 employees).
- 85 percent of Tualatin's working population has a job outside of Tualatin while 94 percent of the employees working in Tualatin live outside the city.
- 46% of adults have a bachelor's degree or higher. Tualatin has 3 public elementary schools, 1 charter elementary schools, 1 public middle school, 1 public high school, 1 private elementary/middle school, and 1 private high school.
- The homeownership rate in Tualatin is 55%, with 55 percent of homes valued at $500,000 or more. As of 2017, about 37 percent of households were cost-burdened, with a 56 percent of renter households cost-burdened and 26 percent severely cost-burdened; it is assumed these rates have both increased over the past 7 years, as both housing and rent costs have increased in that time. As of 2021, 5 percent of Tualatin's housing was rent-restricted affordable housing.

- In 2020, there were 44 people who identified as homeless and unsheltered in the Tigard/Tualatin area. In 2018-19 about 211 students in the Tigard-Tualatin School District experienced homelessness in some form.

Tualatin Public Library had 24,229 registered library card holders (as of July 1, 2024), of which 62 percent are Tualatin residents. Breakdown by card type:

e-access	3,081
general	16,704
passport	218
youth access	4,073
other	153

- 10,457 Tualatin Library card holders used their library card during FY23-24, or 43 percent. Of youth access cards, 21 percent have had activity since registration.
- Among Tualatin Library's "general" cardholders:
    - 53 percent live in Tualatin – Washington County
    - 4 percent live in Tualatin – Clackamas County
    - 19 percent live in Clackamas county (outside of Tualatin)
    - 9 percent live in Washington County cities (outside of Tualatin)
    - 9 percent live in unincorporated Washington County
    - 5 percent live in Multnomah County.
- 62 percent of Tualatin Library's "e-access" cardholders live in Tualatin
- There are 16,346 Tualatin residents with a WCCLS library card. Of these, 90 percent are registered at Tualatin Library. Of the 1,615 residents registered at other libraries, the majority are registered at Tigard, Sherwood, or Beaverton (in that order).

Library History

Tualatin Library's beginnings came from a donated book collection made available to the community at the Van Raden Community Center in 1974 or 1975, followed by a group of local women borrowing the WCCLS book van in 1976. In 1977 the Tualatin City Council authorized establishing a library and appropriated funding. In November 1977, Tualatin Public Library opened in a building in Community Park with two paid staff, joining WCCLS in 1978. Tualatin's population at the time of opening was around 4,200. The 1970s were a time of significant growth and development for Tualatin, including the opening of the nearby I-205 bypass, establishment of a downtown urban renewal district, and development of parks. The city was established in 1913, after white settlers began moving into the Tualatin Valley in the late 1700s. Prior to that time, the Kalapuyan people lived in the region for thousands of years, with the people living in the Tualatin area known as the Atfalati band. The Kalapuyan descendants are now part of the Confederated Tribe of the Grand Ronde.

In 1985, the library moved to its current location. Between 1980 and 1990, the population of Tualatin doubled to 14,700 people and the town had transitioned from farms to subdivisions and industrial development. By 2000, the population had shot up to nearly 23,000. The city continued to develop municipal properties, including a bond-funded building expansion in 2008. The current library is 22,500 square feet, and this expansion led to an increase in programs and services offered by the library.

Prior organizational statements:

- 2008 Vision Statement: The vision of Tualatin Library is to create an inviting community center, where learning, discovery, and interaction flourish, expressing a welcoming civic identity while embracing Tualatin's values and future.

- 1994 Mission Statement: The Tualatin Library's purpose is to provide all citizens with open access to the widest range of materials and services which will fulfill their informational, educational, and recreational needs for living in today's world.

- 1991 Mission Statement: The public library, as an institution of American government, seeks to foster the inquiring mind, to facilitate the exchange of diverse ideas and thoughts, and to uphold the tradition of free access to information as an essential component of a free society. The Tualatin Public Library exists to serve the residents of Tualatin, Oregon, by providing free access to books and non-book materials to meet their educational, informational, and recreational needs. The provision of materials is supplemented by services, programs, and activities that encourage and enhance meeting these needs. By intergovernmental agreement through the Washington County Cooperative Library Services, these services are extended to all residents of Washington County, Oregon.

Patron Profile for Tualatin Public Library

Summary

Tualatin Library has 6 primary patron groups, 6 secondary patron groups, and 11 constituent groups, with varying interests in library collections, programs, and services. One factor many groups share in common is a lack of awareness of the full range of resources the library can offer to them. Tualatin Library collects a wide range of data related to usage, which are regularly evaluated to determine needs and priorities of library users and how to meet those through library services. The library's annual user survey reflects high marks for satisfaction and customer service, while program attendance, library visits, and total checkouts (physical plus electronic) are growing. In the near future, Tualatin's population is projected to increase only slightly. Age groups including children, teens and younger adults are expected to decrease as a percentage of Tualatin's total population, with growth projected some older adult groups. Given the level of service provided to youth through the library and the projected population growth in neighboring areas, demand for youth program is not likely to decrease. In addition, there is a growing need for adolescent literacy support – not just early literacy support – as youth who were in kindergarten when the COVID pandemic shut down schools are now entering middle school. Given the growth in the older adult population, the library should consider a fresh look at its selection of service and program offerings for various adult groups. As the community continues to become more ethnically diverse, it is important that the library continue striving for library utilization that mirrors community demographics. The library should continue to play a role in assisting with varied resource needs and program options for families and adults in the community.

Major Patron Groups

Based on usage data, observation, and community demographics, Tualatin Public Library has identified 6 primary patron groups:

- families with young children (birth-preschool)
- families with school-age children (including homeschoolers)
- teens
- Spanish-speaking families
- childless adults
- older adults

and 6 secondary patron groups:

- new residents within the MIX region
- Pacific Islander families
- houseless individuals
- “Third Place” regulars
- visiting groups
- teachers / educators

Below is a summary of how each group uses the library, resources and programs they access, what they enjoy, pain points that they encounter.

Primary Patron Groups

Families with young children include “Littles” and their parents or caregivers. The library needs of this group are varied, and they often become regular, repeat visitors. These families attend storytime then visit the Children’s Room, where they enjoy making connections to other families while children interact with hands-on items and conduct scavenger hunts. In addition to checking out a lot of books – and the families need a progression of reading materials as children develop and age – these families enjoy the library as a free entertainment and community space. As some families include multiple children at different age levels, these families often bring strollers, need room to maneuver, and are more likely to checkout multiple items at the Account Services Desk. These families appreciate clean and safe spaces, swift service from staff attuned to their needs, and engaging programs. Some of the challenges faced by this group include convenience / timing of programs, tight spaces, lack of spaces for nursing or family restrooms, and difficulties with children’s behavior. Parents are often unaware of the full range of resources they could access through the library.

Families with school-age children often started using the library when their children were preschool-age, or their families moved to the area more recently. These families also are heavy borrowers of books and attend programs. For reading, many children access nonfiction for homework support or hobbies and areas of interest; for fiction, they enjoyed leveled reading, series fiction, and Oregon Battles of the Books selections. Their parents also may checkout materials for themselves. These families enjoy interacting with staff, connecting with other families in programs, and helping each other in the Makerspace. While these families can be resource rich – having access to Chromebooks from their schools and Internet access at home, streaming media, and access to ebooks through SORA – they may not know how to navigate the library or how to access online resources. There are several challenges involving this group and their library interactions, including that they don’t have a designated space for hanging out; children may have a

reading level that does not match their age; they can rarely find copies of popular titles on the shelf; and the library may not be meeting their needs for social interaction. In addition, parents are unaware of the assistance library staff can offer with research or finding suitable materials, and parents may have expectations at the library that do not match the library's current service model. Some boys disengage with the library at this age; others lose access because they are at their caregiver's mercy to visit until age 10.

When these youth become *Teens*, they may return to the library as a "third place" where they can enjoy some autonomy and independence with supervision and boundaries. Teens usually are not here to access traditional library resources; instead, they come for community, including a space to hang out and use computers. Teens represent a unique opportunity for the library because teens get "soft authority" and an environment in which to make safe mistakes in a place their parents have a positive perspective about. Teens often are resource-rich, but they may not know what they could access through the library or how. They are not frequent Makerspace users at Tualatin Library and may be accessing makerspaces at their schools. Teens often interact with areas of special interest, which could intersect with library programs (such as gaming competitions) or collection areas (such as manga or anime). Some of the challenges faced by teens come through their household, including whether they have independent access to transportation, food insecurity, or other needs. Losing access to the library during formative years in the COVID pandemic has made the library irrelevant to many teens, and the library does not offer streaming music or interact with online platforms relevant to them. Teens may have a hard time asking staff for help, and they may face misunderstanding by other library patrons.

Spanish-speaking families represent children and their parents, as well as adults coming in for their own needs. This group may be distrustful of other government services but generally trust in the library. Families often come to access programs and occasionally use the collection, browsing in the Children's Room. Adults come in for assistance that may be urgent and targeted, often need research or technology help, resource referral, and access programs for citizenship, language, and job-seeking support. Currently, Tualatin Library is seeing low use of Spanish-language materials by this group; many checkouts are instead by people who are learning Spanish. Visits are often initiated based on word-of-mouth or after relationships established with library staff in the community. These families appreciate that the library is thoughtful about their experiences and perspectives and that the library has bilingual, bicultural staff. Barriers such as language, availability of materials meeting their needs, lacking experience with public libraries, and fear about showing identification can all limit their interactions. Families may have needs that are or are not

being met through community resources such as TTSD programs or church-sponsored services and clinics.

Childless Adults include both younger adults (in their 20s and 30s) who never had children and middle-age adults (40s and 50s) whose children have left home. This group includes readers who make heavy use of holds but may also read ebooks and people who come to the library as a study/work space. They usually are not looking to the library to meet their needs for social interaction, and they usually do not seek staff help. Some may attend music programs and DIY or art programs in the Makerspace. In addition, they enjoy the board game collection and Library of Things. Online they interact with a variety of streaming platforms (which may or may not include library platforms) and social media that the library doesn't engage with directly. Tualatin Library staff lack information about this group's wants and needs that the library could meet or how to best market to them; they are less likely to be patient for waiting in long holds queues and may not appreciate the library's boisterous days.

Older Adults include those age 60 or older, and they may or may not be retired. Because this group includes such a wide age range, they are harder to categorize. Some of the ways people in this group use the library include accessing items through holds (which may be picked up by others on their behalf), ebooks and materials with larger font sizes, meeting rooms (as part of groups), and tax filing assistance. They often have a higher expectation for personal interaction during their visits, seeking help at the Account Services desk or with placing holds at the Information Desk. Social connection during their visits is important to them; they seek slower transactions and more personal attention from customer service. They are often vocal about enjoying and supporting the library. They may have physical or visual accessibility issues, which could impact their ease of accessing items on bookshelves or using the self-check machines. They may also have hearing challenges, requiring staff to repeat or speak louder. People in this group may or may not have Internet access or be tech-savvy; some may have switched to Libby while others may be unfamiliar with the platform. It is not known how many older adults who use the library also regularly visit the Juanita Pohl Center.

Secondary Patron Groups

New residents within the MIX region include people who live and/or work in Washington, Clackamas, or Multnomah Counties. They often visit Tualatin Library because it is a convenient location for them, either in proximity to work or their commute home. After getting a new library card, they may become a Libby user and visit rarely; they often seek information about local resources. Some return to attend programs. Those who check out materials may be confused between WCCLS and LINCC, given the library's eighbors.

The second largest cultural minority group in Tualatin is *Pacific Islander Families*. This group does not frequent the library, but those who do visit appreciate the sense of community here and how the library contributes to overall quality of life in Tualatin. This group often lacks awareness of resources they could access through the library and may face cultural barriers or misalignment between library policies and cultural practices. Tualatin Library does not offer any materials or bilingual staff in any of the Pacific Island languages although the collection contains some materials about their culture.

Two groups that somewhat overlap are *Houseless Individuals* and *Third Place Regulars*, who are adults who chose to visit the library for extended periods. Patrons in these two groups often make use of wifi and electricity and appreciate the warm, safe space. They sometimes access materials in the collection for in-library use or checkout; they sometimes access library online resources. They typically have their own technology, either mobile device or laptop. Both groups typically appreciate interacting with friendly and welcoming staff; some houseless individuals appreciate being able to sleep here. Some of the challenges faced by Third Place Regulars are convenience of hours, noise levels, and availability of meeting rooms; for houseless individuals, their barriers may include needing to bring along belongings, lacking access to locally based services, and occasional challenges with the Library Rules. Both groups can face judgement from other patrons.

Visiting Groups include a variety of group types ranging from student tours, adults from assisted living centers, and youth or adults with developmental disabilities. The interest of these groups also varies and can include spending time in the Makerspace, exploring fossils and artifacts related to the Ice Age Floods, or visiting the Children's Room. These groups may or may not coordinate with staff in advance regarding their visit, meaning staff are not always available to assist. Limited parking at the library can also be a challenge.

Teachers / Educators represent the final secondary patron group. Their interactions with the library are often focused on learning resources, arranging for class visits to the library or outreach visits to the classroom, and connecting about Summer Reading. Patrons in this group sometimes face challenges with checkout limits and overdue materials; however, becoming fine free and offering automatic renewals have alleviated some of these challenges.

Other Constituent Groups

In addition to these patron groups, there are several other constituent groups with an interest in the library and services provided:

- *Library Staff:* Including represented and non-represented employees and managers, staff find both purpose and paycheck through the library. They are concerned about alignment of values with the community, serving library users, and providing access to resources, as well as their own safety, professional development opportunities, and income.
- *Library Support Groups*: These groups include the Tualatin Library Advisory Committee, the Teen Library Committee, the Friends of the Tualatin Library, and the Tualatin LIbrary Foundation. The volunteers with these groups seek purpose through the library, finding mission alignment and identity, a way to give back to community. They care about the future of the library and offer advocacy.
- *Elected Officials:* The library represents a tangible endeavor to accomplish parts of the City Council Vision; the library also can serve as a meeting / town hall space. They have a vested interest in the tax base / voter support.
- *Volunteers* – These individuals enjoy giving back to community, mission alignment / purpose, social connection; some may be completing court-required service. They may also be library users or access library resources.
- *Other City Departments:* Staff and managers from other parts of the City interact with the library for resources, a meeting space, as a communication partner. Some departments have found mission alignment on projects / programs.
- *WCCLS / Washington County:* Partner in providing public library services; access point to users. It's important to have mission alignment for the partnership of materials and resources.
- *Staff from Nearby Libraries:* This includes libraries in WCCLS and LINCC, with whom the library share patrons, transit materials, make referrals, and conduct professional networking / support.
- *Nonprofit Partners:* The library is a venue for events and outreach, a meeting space, and a partner for resource sharing / co-sponsored programs.
- *Local Employers / Chamber of Commerce / Downtown Businesses:* This group cares about the library's impact on community quality of life; may also interact for small business resources, meeting spaces, or as a community partner.
- *Tigard-Tualatin School District:* The library provides resources for students & teachers; staff connect through outreach visits and to promote Summer Reading; some partnerships / co-sponsored programming.
- *Voters:* Many of the primary and secondary groups include voters; here this means those who are not regular library users. They care about their tax bill, community access to materials and resources, the library's impact on quality of life, and ballot box access.

Current Patron Needs & Satisfaction

Tualatin Library's mission involves serving all members of the community, and management strives to ensure the library's usage mirrors the community's demographics. Library management encourage staff to be responsive to individual patron needs and try to "meet patrons where they are." The library has targeted programs for different age groups, language groups, interests. Some library programming is offered outside of the library, particularly during summer, and library staff attend community outreach events, to expand library reach. The library has bilingual staff who come from a Latino cultural / family background, to provide library info and services to Spanish-speakers and create a sense of inclusion. The collection also is tailored to serve the needs of varied community members, including designated areas with Spanish-language and Spanish-English materials, and the library includes Spanish and English signage. Staff regularly refresh displayed materials, including highlighting cultural celebrations, to spotlight diversity within the community and within the collection. The Teen Library Committee is a strong example of how the library has successfully engaged with patrons from a range of backgrounds, ensuring library programs and services for youth remain relevant. When conducting user surveys, the library promotes the survey on a variety of platforms, to encourage non-users as well as users to participate and share feedback.

Tualatin Library collects a wide range of data related to usage, which are regularly evaluated to determine needs and priorities of users and how to meet those through library services. This data include:

- Circulation and collection usage
- New cards and patron card activity
- Library visits and program attendance
- Reference and information requests
- Computer and wifi use
- Program assessment surveys
- Annual user survey
- Direct patron feedback (comment cards, staff interactions, online & social media comments)
- Behavior log, incident reports, safety inspections

At least every three years, as part of updating the library's strategic plan, library management gathers and evaluates demographic information about the community. The library often conducts additional information gathering about community needs during strategic planning, including conversations with library support groups (TLAC, TLC, etc.), interviews with key stakeholders, community engagement meetings, and focus groups.

Library management regularly reviews key data points with the Library Advisory Committee. The library's strategic plan identifies priorities for a three-year period, in line with City Council priorities. Library management evaluate statistical data as part of developing the library's annual budget and results from the annual survey in service and program planning. In addition, management and staff coordinate with WCCLS, whose plans, goals, and funding can shape local service delivery.

The library's annual user survey measures satisfaction, customer service rating, frequently used and most valued services, and other specific feedback. In 2024, the survey included several questions related to programming, including preferences for time / day and program topics. Nearly 440 people participated in the 2024 survey, with 41 percent saying they visit the library once or more per month and 23 percent saying they visit at least weekly. These two categories have shifted since 2019, with a 39 percent decrease in weekly visits and increasing monthly/bimonthly visits. Library customer service received an average rating of 4.6 out of 5 stars with 98 percent of respondents rating library customer service as good to excellent and 91 percent agreeing or strongly agreeing that the library is a welcoming place. People who identified as infrequent visitors were asked a question about the library's most valuable services; 74 percent selected providing library materials, with more than one-third selecting supporting childhood literacy, offering a place for homework or study, and supporting lifelong learning.

Significant increases or decreases in the regular utilization statistics (such as visits or collection usage) can be used as part of analysis to measure satisfaction (ie, declining visits as a trend over time could indicate decreased satisfaction among regular users). Fiscal year 2024-25 saw a 4 percent growth in visits to the library compared to FY 2023-24, which had a 9 percent growth over the previous year. However, visits in FY2024-25 still remain 26 percent below the level in FY2018-19 (the full year before the COVID pandemic). On the other hand, total checkouts in FY24-25 were 11 percent above FY2018-19. This growth has come from checkouts of ebooks and other online library materials. Just examining checkouts of physical materials, usage has decreased 19 percent since FY2018-19. Where the library is seeing growth is in program attendance. FY2024-25 included record attendance, more than 26,600 over the year, which reflects a 35 percent increase since FY2018-19. The data on library visits and checkouts matches regional and national trends. In comparison to about 20 other public libraries in Oregon with service populations between 25,000 and 45,000, average total program attendance in FY2018-19 was 15,700. In FY2023-24, it was 11,100 representing a 29 percent decrease. During that time, the average number of programs offered dropped by 13 percent. However, Tualatin Library increased it the number of program offerings by 9 percent from 695 to 756 and saw attendance grow by 35 percent. (Note: the library

changed how it counts program statistics in FY2023-24, although this change does not account for the full increase. National data is not yet available for recent fiscal years in order to compare program attendance.)

Additional formal assessment (such as program surveys) and informal assessment (such as unstructured conversations between staff and program attendees) is used to determine satisfaction with programs. Management also regularly reviews comment cards, which are available in a visible location in the library; comment cards are also reviewed with the Library Advisory Committee. At times, management has formally collected feedback shared by staff about their interactions with patrons, including complements, complaints, and suggestions. Generally the majority of feedback received through these mechanisms is positive.

Taking a broad look at the library's patron groups and other constituent groups, critical needs pertaining to the library include:

- A welcoming, clean and safe environment
- Staff committed to the library's mission, strategic goals, and "why"
- Excellent patron-focused service delivered by well-trained and supported staff
- Recognition by staff and management of equity, diversity, and inclusion
- Strong understanding and commitment to service to the public
- Fair and balanced library policies including enforcement
- A diverse and balanced collection of materials
- Quality programming that supports strategic goals
- Convenient hours of operation
- Availability of resources
- Thorough communication about the library, as well as its services and programs
- A strong focus on the needs of today with a commitment to continued quality service and expertise in the future

Changing Patron Needs

Based on information from Greater Portland Inc., over the next five years Tualatin is projected to grow only slightly, adding about 140 units of housing and about 20 additional families. The median age is expected to increase from 38.6 to 40. Age groups including children, teens and younger adults are expected to decrease as a percentage of Tualatin's total population, with growth projected for 45-54 year-olds and those age 65 or older. Tualatin will continue becoming more diverse, with increases in population among Asian people, Hispanic/Latino people, and people of two or more races. Tualatin is also

becoming more wealthy. Households earning $100,000 or more annually are projected to increase as a percentage of Tualatin's population, while all income groups below that threshold are projected to decrease as a percentage of the total. Tualatin's projected population growth and rate of increase for household income are below the projected increases at the state and national levels. On a longer horizon, data from Metro (the regional coordinating agency for Multnomah, Washington, and Clackamas Counties) shows a 1.4 percent population growth in Tualatin between 2020 and 2030, with a 6.3 percent population growth between 2030 and 2040. In those same intervals, Washington County's population is projected to grow by 8 percent then 16 percent.

On average, about 930 youth (under age 18) attend library programs each month. This represents less than 20 percent of the under 18 population in Tualatin. Although the number of total youth represented among Tualatin's population is declining, given the level of service provided to youth through the library and the projected population growth in neighboring areas, demand for youth programs is not likely to decrease. In addition, there is a growing need for adolescent literacy support – not just early literacy support. Youth who were in kindergarten when the COVID pandemic shut down schools are now entering middle school, and school data show growing deficits in reading proficiency as children exit third grade.

Given the growth in the older adult population, the library should consider a fresh look at its selection of program offerings for various adult groups and consider what gaps exist within Tualatin's resource environment for the older adult group. It would be worth examining whether the growth in older adults is consistent across ethnic groups or concentrated in any group. It also would be worth new conversations with staff at the Juanita Pohl Center and the Parks and Recreation management to clarify lines, roles, and collaboration opportunities between the library and the Pohl Center in serving older adults in the community.

As the community continues to become more ethnically diverse, it is important that the library continue striving for library utilization that mirrors community demographics. Relationship-building with community members by staff has been a key factor in the library's past success in serving Latino and other immigrant populations in the community. This is not likely to change, nor will pressures within the community related to housing availability and affordability. The library should continue to play a role in assisting with varied resource needs and program options for families and adults in the community.

2025 Annual Report
Tualatin Library Advisory Committee

BACKGROUND

The Tualatin Library Advisory Committee (TLAC) was established by Ordinance 758-88, adopted by Council on October 10, 1988, and incorporated into the Tualatin Municipal Code as Chapter 11-4. The enabling ordinance requires TLAC to file an annual report with the Council including a summary of the Committee's activities during the preceding year and other matters and recommendations the Committee deems appropriate.

Current members of TLAC include Ashley Payne (Chair), Melissa Lawrence (Vice Chair), Rachel Elliot, Emy Loanzon, Dana Paulino, and DeAnn Welker. Former members include Thea Wood and Nestor Sanchez Carmona (student representative), whose terms ended in October 2025. Staff support is provided by Jerianne Thompson, Library Director and Equity & Inclusion Officer.

ROLES OF THE COMMITTEE

per Tualatin Municipal Code, Chapter 11-4:

1. Consult with and advise the Library Manager on all matters affecting operational policies of the City Library.
2. Make recommendations to the City Council with respect to services, facilities, and all other matters pertaining to the maintenance and improvement of the City Library.
3. Hear and consider complaints about City Library policies or materials.

ACTIONS AND ACCOMPLISHMENTS

During the past year, TLAC engaged in regular discussions and heard monthly updates about the project underway by Washington County Cooperative Library Services (WCCLS), of which Tualatin Public Library is a member, to evaluate public library services, funding, and governance countywide. Committee members have raised questions and concerns about the impacts of proposed changes to local library services, funding sustainability, and long-term planning. TLAC also received a presentation from Finance Director Don Hudson about local government funding sources.

The committee learned about library service areas through presentations from Library staff. Topics presented to-date include programs and services for preschool-age children, school-age children, teens, Latinos and Spanish-speakers, and about the Makerspace. These presentations help prepare the committee for strategic planning work that will happen in 2026.

TLAC considered and provided recommendations on library operational policies, including the Child Safety Policy and Community Room Policy. TLAC heard reports from

the Teen Library Committee, the Friends of Tualatin Library, and the Tualatin Library Foundation. Committee members participated in the recent Board & Committee Summit hosted by City Council.

TLAC members discussed progress on the Library's strategic plan. Highlighted strategic accomplishments at the Library in the past year include:

- Voter approval of a local option levy replacement for Washington County libraries.
- Facility improvements for lighting and accessibility.
- Launched organizational assessment of Library department.
- Increased utilization of the Library, including year-over-year increases in visits, checkouts, and program attendance. FY24-25 saw nearly 27,000 program attendees – an all=time high.
- Increased school outreach visits. Increased passive engagement / interactive activities inside the library.
- 98% of survey respondents rated Tualatin Library's customer service as excellent/good, with an average rating of 4.5 out of 5 stars, and 92% agreed or strongly agreed that the Tualatin Library is a welcoming place. Respondents identified variety of materials offered as the thing that makes Tualatin Library's collection different from other local libraries. (2025 Library User Survey)

Library staff provided presentations with Committee members providing comments and advice regarding Library programs, services, and operations; Library user surveys; organizational assessment; marketing and promotional materials; Summer Reading; Library budget; intellectual freedom and book challenges; and Library utilization trends. TLAC reviewed comment cards each month and heard no formal complaints this year.

ACTION PLAN FOR 2026

TLAC will remain actively involved in providing resident feedback as the Library updates its strategic plan.

As appropriate, TLAC will engage in WCCLS's services, funding, and governance evaluation project, to represent the perspective of Tualatin community members. TLAC will continue monitoring changes happening within the cooperative and advocate for local library needs.

TLAC will stay informed about emerging trends and regional changes that could impact local library services, including learning about artificial intelligence use in public libraries.

TLAC will continue to be actively involved in and educated about the operations and roles of the Library and continue to review operational policies.

TLAC will advance the Council's vision for Tualatin, supporting social equity and inclusion within Library programs and services, providing opportunity to thrive for all community members.

RECOMMENDATIONS TO COUNCIL

Tualatin Library is integral to successfully realizing several aspects of the City Council's 2030 Vision. To further this vision, TLAC requests City Council reinforce its commitment to protecting the Tualatin Library's open hours – and the current level of Library materials, programs, and services.

We want the Library to continue to serve as an inclusive gathering place and to provide resources that contribute to a connected, informed, and civically engaged community. We ask City Council to continue to stand with the Library and our community to find solutions ensuring continued adequate funding for Tualatin Library, including identification of alternative funding sources.

CITY of TUALATIN

Tualatin Library Advisory Committee Annual Report

March 23, 2026

Tualatin Library Advisory Committee

Committee members: Ashley Payne (chair), Melissa Lawrence (vice chair), Rachel Elliot, Emy Loanzon, Dana Paulino, DeAnn Welker

Former members: Thea Wood, Nestor Sanchez



CITY of TUALATIN

Actions & Accomplishments

- Engaged on updates about Washington County Cooperative Library Services' public library evaluation project
- Learned about local funding sources & library areas of service
- Provided recommendations on the Child Safety Policy, Community Room Policy, Distribution of Free Materials Policy
- Heard reports from the Teen Library Committee, the Friends of Tualatin Library, and the Tualatin Library Foundation
- Discussed library user survey, library budget, organizational assessment, marketing, intellectual freedom, and library utilization trends

CITY of TUALATIN

Strategic Accomplishments

- Voter approval of local option levy for libraries
- Increased library utilization with nearly 27,000 program attendees in FY24-25
- 98% of survey respondents rated Tualatin Library's customer service as excellent/good
- Survey says: Variety of materials offered is what makes Tualatin Library's collection different from others



CITY of TUALATIN

2026 Action Plan

- Play an active role in providing citizen feedback on updating the Library's strategic plan.
- As appropriate, engage in Washington County Cooperative Library Services' funding and governance evaluation project, to represent the perspective of Tualatin community members. Continue monitoring changes happening within the cooperative and advocate for local library needs.



CITY of TUALATIN

2026 Action Plan

- Stay informed about emerging trends and regional changes that could impact local library services, including learning about artificial intelligence use in public libraries.
- Continue to be actively involved and educated in the operations and roles of the Library. Continue review of operational policies.
- Advance Council vision, supporting social equity and inclusion within Library programs and services, providing opportunity to thrive for all community members.



CITY of TUALATIN

Recommendations

Tualatin Library is integral to successfully realizing several aspects of the City Council's 2030 Vision. TLAC requests City Council reinforce its commitment to protecting the Tualatin Library's open hours – and the current level of Library materials, programs, and services.



CITY of TUALATIN

Recommendations

We want the Library to continue to serve as an inclusive gathering place and to provide resources that contribute to a connected, informed, and civically engaged community.

We ask City Council to continue to stand with the Library and our community to find solutions ensuring continued adequate funding for Tualatin Library, including identification of alternative funding sources.



CITY of TUALATIN