

At a Glance

Washington County Library • 2024



\$9,800,000
2024
Budget

- 67% Personnel
- 25% Buildings and services
- 8% Materials



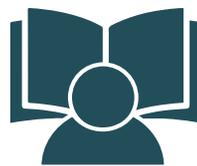
64,139
active cardholders

11,254
new cardholders
registered



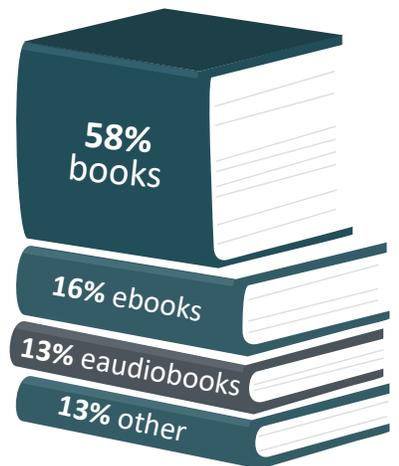
683,553
branch visits

1,675,532
digital visits
(website and catalog)



48,063
attendees at 1,782
programs

2,765,674
total checkouts



60,749
reference questions
answered



8,650
engagements at 237
outreach events

2024

HIGHLIGHTS

Washington County Library finalized its five year strategic plan in early 2024. The plan responded directly to staff and community feedback and outlined the library's priorities, goals, and actions. Over the past 12 months, staff have completed several projects and laid the foundations for future work.

Extended Access Pilot Completed

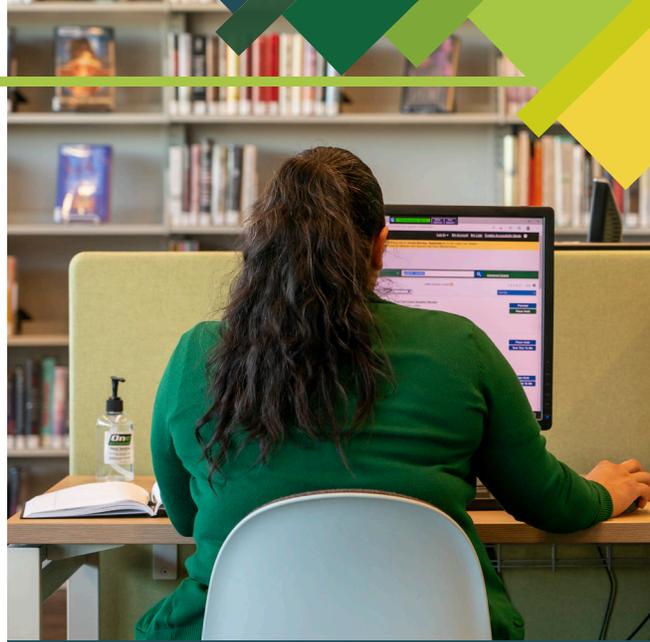
In September, the library launched a pilot of Extended Access service at Valley Library in Lakeland. With this service, participants can use the library outside of normally staffed hours.

- Extended Access increased Valley Library's open hours from 24 to 112 hours per week.
- From September through December, users logged over 33 hours of public computer use, including almost 19 hours on days when Valley Library is not otherwise open.
- In a survey, 94 percent of respondents said Extended Access increased their use of the library, and 100 percent felt safe while using the library.

In early 2025, Extended Access was made a permanent service at Valley Library and will be considered at other locations in the future.

Kanopy Streaming Service Launched

After evaluating streaming platforms and gathering input from staff, the library signed a contract to offer video streaming service through Kanopy. The service launched in February 2025, giving Washington County cardholders access to movies and TV shows using a ticketing system and providing unlimited children's content through Kanopy Kids.



Computer Replacements

The library's strategic plan prioritizes technology improvements for staff and library users. In 2024, the library replaced 40 public computers – approximately one third of PCs available to users across branches. Staff also established a plan to replace remaining public computers through 2027 and then on an ongoing basis.

DEI Advancements



The library's strategic plan outlines a commitment to diversity, equity, and inclusion (DEI). In 2024, DEI advancements focused on internal staff training. As of December 2024:

- 82 percent of staff completed Washington County's foundational DEI training.
- DEI has been embedded into planning for the library's bi annual Staff Day Training. Each training day will include a DEI component through speakers or manager-led training activities.

Organizational Effectiveness

Several steps were taken to improve onboarding, offboarding, and retention efforts:

- Staff provided input for a retention strategy, and managers worked to improve the process for gathering exit interview feedback.
- A pilot to improve onboarding for Library Service Assistants (LSAs) was developed and will launch in 2025.

