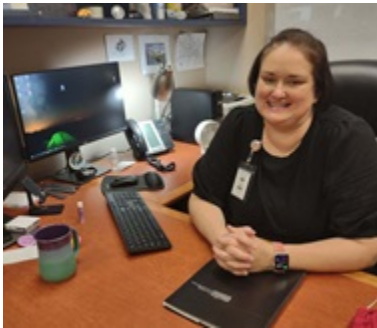




A Message from Geri, Your Library Director



It is a challenging time to be a library in an ongoing pandemic. As the world tries to rebound from COVID disruptions, I thought I would let you know we are trying really hard to be the best library system we can possibly be. I'd like to lay out three big items we are working on at the Tillamook County Library to bring us a little closer to normal.

#1 - We Are Putting Your Needs First!

We recognize people miss being able to come to the library for programs or just to hang out. On the programming side of things, staff are working to plan kits for patrons to take home and make crafts themselves. Every few weeks or so a new kit for adults is available for pickup. We're even working to bring craft kits for the kiddos.

Every Wednesday we release a new virtual story time on our YouTube channel and on Facebook. Take a look!

We are putting customer service as our number one priority! It is important that patrons have a good customer experience when they come into the library. Every day staff strive to offer great customer service and try to help even though we all are exhausted by the pandemic. We are here to help!



#2 - Improving Library Services & Experiences



As a result of a generous donation from the Tillamook County Library Foundation, there are new color copiers/printer/scanners in all the branches! As an added bonus, these machines will soon be available to send FAX transmissions. Coming soon to your library!

There are some behind-the-scenes updates going on, too. While the public may not see them, the procedural updates and additional vendor services will lead to cost savings and better customer service for the public.

Also, we're excited to tell you we will soon be adding a couple new services. It is a bit too early to announce exactly what those items are, so stay tuned!

#3 - Looking Ahead with Strategic Planning

In order to meet your needs, we must always be looking ahead. We are currently working on a new simple bridging plan for 2022.

When that is complete, we will begin the process of composing a five year strategic plan to cover 2023 - 2027, guaranteeing we will be serving our patrons at the highest level possible.

This is a lengthy process and we will want to hear from you! In the coming months, customer surveys will go out for feedback on the direction you want your library to pursue. With your help, we will be right on target for decades to come!



We Hope to See YOU in the Library Very Soon!

Tillamook County Library

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