



*Passionately
Curious*





DEAR NEIGHBOR

As I reflect on 2021, I am filled with gratitude, appreciation, and respect for the people of North Central Washington. Together, we overcame barriers, identified creative solutions, and made the most of incredibly difficult times.

I am especially proud of our NCW Libraries team. Our staff took on 2021 with courage, tenacity, and resourcefulness. I am inspired by their ingenuity as they prioritized staff and customer safety while our libraries gradually resumed services.

Read on for a taste of the innovative programs and services NCW Libraries provided our communities in 2021.

Sincerely,

A handwritten signature in white ink, reading "Barbara Walters". The signature is stylized and fluid.

Barbara Walters, Executive Director

WHO WE ARE

NCW Libraries is a public library district proudly serving over 275,000 residents of Chelan, Douglas, Ferry, Grant, and Okanogan Counties through 30 library locations, 2 community bookmobiles, a website and online catalog, and Mail Order Library service.

No matter your age, stage, or interest, we have something for everyone.

MISSION

Connecting the people of North Central Washington to vital resources and opportunities that foster individual growth and strengthen communities.

VISION

You trust us. You learn with us. You grow with us. We build community together.

MEET THE TEAM

BOARD



DENISE SOROM
CHELAN COUNTY



JIM MITCHELL
CHELAN COUNTY



NANCY SPURGEON
DOUGLAS COUNTY



KATHERINE MEADE
FERRY COUNTY



KATHLEEN ALLSTOT
GRANT COUNTY



LISA KARSTETTER
GRANT COUNTY



JILL SHELEY
OKANOGAN COUNTY

STAFF

From greeting you with a smile, helping you find a needed resource, connecting you with your next favorite read, and so much more, our staff includes 202 passionate individuals who are committed to providing excellent library service every time you connect with NCW Libraries, both online or in person.

ADMINISTRATION

BARBARA WALTERS
Executive Director

KIM NEHER
Deputy Director

MIKE GITHENS
Director of Finance

AARON FLOYD
Director of IT

TIM DILLMAN
Interim Director
of Branch Operations

2021 STATS



633,138

Checkouts of books,
DVD's, audiobooks,
Wifi Hotspots,
and more!

380,363

Checkouts of ebooks,
eaudiobooks, digital
magazines, movies,
and music

43,601

Packages of library
materials mailed
by the Mail Order
Library Service

3,855

Hours of online
learning through
Rosetta Stone and
LinkedIn Learning

6,408

New library
cards issued

44,496

Total active NCW
Library Card holders

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-Barbara Walters

2021 PROGRAM HIGHLIGHTS

A NEW WAY TO CONNECT

While in-person programs are our favorite, the continuation of virtual programming helped us fulfill our mission by providing a safe way for people to connect across NCW during the pandemic.

Children and families got to know each other and our librarians, Dawn and Clare, during our weekly Zoom storytime.

Families and friends gathered for learning and fun through virtual Sip and Paint events, monthly Writer's Groups, STEM Workshops, and more.

NCW Virtual Reads continued through virtual events featuring Lisa Wingate, Kaya McLaren, Kate Quinn, Imbolo Mbue, Laurie Frankel, Mitchell Zuckoff, Robin Wall Kimmerer, Cristina Henriquez, and several local authors of cozy mysteries.

MAKE YOUR VOICE HEARD

Spring 2021 brought the launch of the NCW Libraries Teen Council (TLC). The TLC is a group of 10 teens from across the district who help shape and inform library programming for young adults.

During their inaugural year, the TLC took time to intentionally build a committee structure and identify priorities. They discussed the needs of local teens in their communities, shared ideas for service projects and programs, and developed a project list.



In 2022, they plan to launch a book recommendation blog series, judge the annual High School Writer's Competition, offer feedback on the library's social media presence, and more!

2021 • **BY THE NUMBERS**

OVER **6,000 COMMUNITY MEMBERS**
PARTICIPATED IN LIVE VIRTUAL PROGRAMMING.

2021 PROGRAM HIGHLIGHTS

THE GREAT OUTDOORS

While indoor programming was limited, our communities enjoyed lots of fun in the sun during outdoor programs like yoga in the park, storytime at local farmers markets, folkloric dance programs, and crafternoons on the patio.



INSPIRING CREATIVITY

Our service managers developed the idea of take home craft kits at the start of the pandemic as a creative way to offer programming and enrichment to children and families while our library spaces were closed. We continued craft kits in 2021 to serve people who were not yet comfortable returning to our libraries.

The kits continued to be a huge hit! Kids, teens, and adults enjoyed picking up a craft kit for fun activities at home.

Sparking imaginative play with clay puppets and circuit bugs, taking a moment for mindfulness with a gratitude journal and paper weaving, or getting your groove on with egg shaker maracas, we offered something for everyone!



2021 • BY THE NUMBERS

NCW COMMUNITIES ENJOYED OVER
10,000 PROGRAM OFFERINGS IN 2021.

OUR STAFF CREATED, PREPPED, PACKED, AND HANDED OUT OVER **58,000 INDIVIDUAL CRAFT KITS** TO COMMUNITY MEMBERS ACROSS OUR FIVE-COUNTY REGION.

BY THE NUMBERS • **2021**

MONTHLY HIGHLIGHTS

January

- Announced our Winter Zoom storytime series in English and Spanish.

February

- Increased access to digital magazines by integrating them into our Overdrive and Libby service.



March

- Launched Grab and Go Kits, collections of children's books sharing a common theme. Kit topics include mindfulness, weather, princesses, dinosaurs, and more!

April

- Released two new STEM kits available for home checkouts: Ozobot Robots and Needle Felting.



May

- Partnered with the Colville National Forest on Trail Tales, an outdoor literacy project for children with locations in Okanogan County and Ferry County.

June

- Kicked off our Summer Library Program to encourage pleasure reading for all ages. Despite many pandemic limitations and barriers, 331 community members participated online and 760 participated at a local library.



July

- Released new sensory storytime kits that can be personalized to a child's individual needs with the help of a grant from the North Central Accountable Community of Health.

August

- Launched Comics Plus, a digital resource featuring thousands of digital graphic novels, comics, and manga available on multiple devices, anytime with unlimited checkouts and no holds.



September

- Debuted the Lucky Day Collection putting copies of the latest popular releases in our libraries for patrons to browse and check out without waiting.

October

- Announced our Facilities Improvement Plan to invest the Strategic Initiatives Fund on direct facility improvements across our five county area.



November

- Celebrated Native American Heritage Month, NaNoWriMo, and International Games Week.

December

- Kicked off our Winter Reading Program. Our community of readers knocked our reading goal out of the park. We initially aimed to read 300 books as a region but ended up reading 1,150 books! Way to go NCW!



Just a few of the exciting things we did last year...

...Follow the QR code for more!



REIMAGINING OUR SPACES

In the fall of 2021, the NCW Libraries Board of Trustees made a practical commitment to the future growth, vitality, and potential of each community library in North Central Washington by adopting a facilities improvement plan. Through this plan, NCW Libraries will invest the \$10.3 million Strategic Initiatives Fund on direct facility improvements across our 5-county area.

The facilities improvement plan represents years of planning and preparation. This plan will ensure the long term sustainability of NCW Libraries spaces and enhance our ability to tailor our programs and services to meet community needs.

In 2020, NCW Libraries partnered with cities and building owners to complete

a Facility Condition Assessment for each of our library buildings. In 2021, our staff developed a Facilities Planning and Visioning Strategy under the direction of Margaret Sullivan Studios (MSS). Over a four-month period, MSS engaged leadership and staff in a workshopping process to develop this strategy based on the 2019 NCW Libraries Strategic Plan objective of enhancing the user experience.

The Facilities Planning and Visioning Strategy created a road map for the facilities improvement plan. It will serve as a guide to staff, partners, and community members through the development of community-driven facility revitalization projects for each of our library locations.



... by adopting a facilities improvement plan. ... NCW Libraries will invest the \$10.3 million Strategic Initiatives Fund on direct facility improvements across our 5-county area.

Thank You!

Thank YOU for being a resilient and inspiring member of the NCW community. We are grateful for you and for your support of our board, friends groups, staff, and partners.

We are immeasurably grateful for the **FRIENDS OF THE LIBRARY** groups across our region who support their local libraries through fundraising, book sales, and other literacy activities. Each group is made up of passionate community members who believe public libraries are essential to promoting community vitality and growth. Thank you!