
Learning Organization Model #3 – Multnomah County Library, Portland, OR <http://www.multcolib.org/>

Multnomah County Library is a learning organization with a strong commitment to continuous quality improvement and exceptional customer service. The oldest public library west of the Mississippi, serving the Portland area since 1864, today it has a central library plus 18 branches.



Mission: Multnomah County Library enriches lives by fostering diverse opportunities for all people to read, learn and connect.

Multnomah County uses the following tools to foster a learning organization environment:

- **Learning Systems Manager** – to provide a choreographer to direct training activities toward the broader organizational initiatives, reallocate resources and prioritize training activities
- **Hiring** -- seek individuals who have intrinsic motivation and desire to learn
- **Orientation** – a well-thought out, creative and fun process to let employees know the values and vision of the organization
- **Training** – a protected line in the budget
- **Individual Learning Plans** – each employee uses a self-assessment tool that allows them to examine their own training/learning needs and to decide how to integrate this learning into day to day responsibilities.

Multnomah County Library values the combination of visionary thinking and the skills to translate those visions into real achievements, guided by continuous quality improvement concepts; maintains a commitment to develop staff into self-directed work teams.

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