eNewsletter: December 2019

Timberland Regional

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TIMBERLAND LIBRARIES WILL BE

Christmas Holiday Tuesday & Wednesday December 24-25, 2019

New Years Holiday Tuesday, Dec 31 all libraries close at 6 p.m. Wednesday, Jan 1 all libraries are closed



Expanded Access Hours at the McCleary Library are available during holiday closures

Mountain View Timberland Library hosts new service for Veterans!

The concept for the **Veterans Connection Café** began a year ago when the WestCare Foundation approached TRL and proposed partnering with libraries as a way to offer services to rural Veterans. Combining their technology with library spaces to offer tele-services in rural areas, they connect Veterans to trained professionals to assist in determining benefits and filing claims. WestCare received a grant from Home Depot for a physical installment in the meeting room at the Timberland library in Randle. Donald Lachman, the Coordinator for Special Projects with WestCare then began building a network of agencies and organizations willing to provide services. The Lacey Veteran Service Hub signed on to provide Veteran Service Officers (VSOs).



Even before the official November 2019 launch of the Café, local Veterans who attended the original 2018 focus group began receiving service.

Mary Prophit, Mountain View Library Manager, encouraged a reluctant local Veteran to attend the meeting in October 2018. John didn't want anything to do with the VA because of how he was treated when he first returned from war. Even though skeptical, after the meeting he ended up staying and speaking with Donald to discuss his potential benefits.

Since that meeting a year ago John has:

- Received hearing aids and new glasses
- Been officially diagnosed with PTSD and depression and is getting psychiatric care
- Been awarded an initial 50% disability
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rating (mostly due to diabetes caused by exposure to Agent Orange). Waiting to be evaluated for, and be awarded a rating for the PTSD.

Received back pay of the 50% disability dated from when he first applied for benefits in 2018 determined by using the <u>VA</u> <u>Disability Table</u>.

On November 23, 2019 John came back into the library to thank us for what we are doing here and give permission for us to share his story. He wants other Vets who were turned away by the VA after Vietnam to come and get help.

Every other Tuesday, Veterans in East Lewis County can receive virtual assistance with professional resources at the **Mountain View Timberland Library**. After making an appointment, they spend an hour with a local Host Navigator working remotely with a VSO. So far the Café is booked solid until the middle of January!

Timberland Regional Library is honored to be the first library in Washington to offer this service to Veterans and their communities. When Veterans receive their benefits it creates a positive ripple effect on the local economy.

Veterans Connection Café - Rural Veterans Services Program



FREQUENTLY ASKED QUESTIONS

Veterans are the only population in our nation with pensions, resources, and entitlements for their exclusive benefit and yet almost a quarter of all Veterans in the United States return from active military careers to reside in rural communities with limited access to these resources.

How are Veterans and their families assisted at the Café? All Café clients receive coordinated assistance and access to teleservices as well as individual support from our local Host Navigator

How do Veterans schedule an appointment at the Café?

Appointments are scheduled through library staff or the local Host Navigator. Call (360) 497-2665 or visit the Mountain View Timberland Library at 210 Silverbrook Rd, Randle, WA 98377

How is client privacy and confidentially ensured?

The Café uses HIPPA compliant encrypted technology and practices which ensure client confidentiality and information security

What if I need help right now?

Although best to make an appointment, if there is an immediate need for assistance, Mountain View library staff can provide referrals to Washington Serves, one of our Café partners

How can I obtain additional information on the Café program?

Contact Donald A. Lachman, Special Projects Coordinator, Pacific Northwest, WestCare Foundation / Washington Serves at **donald.lachman@westcare.com**









Reserve a Meeting Room!



Many Timberland libraries have meeting rooms that may be reserved by individuals and groups.

Library meeting rooms are available free of charge as a public service for use by individuals, organizations, or community groups when those meeting rooms are not in use for TRL affiliated or sponsored activities. Meeting rooms may be reserved up to 2 months in advance using a system that can be found next to our Events Calendar for each branch. Visit events.trl.org, select your library, and click on **Reserve a Room**.



We also ask you to share your experiences with the embargo now that it is in effect. Screenshot your waitlist and share your story on the #eBooksForAll hashtag about how the embargo is impacting your community.

We must have #eBooksForAll!



You've asked a lot of great questions about the Macmillan embargo, and we've compiled more information on TRL.org about how this boycott directly impacts all of us. Read more information by clicking this <u>#eBooksForAll link</u> or on the image above!



Read on Libby.

We are at **917,643** checkouts with only 82,357 to go by the end of the year! Visit **OverDrive/Libby App** and checkout your favorite genres or try something new!

Happy Reading!



November 28, 2019 to February 2, 2020

Hold pick-ups will be available* at the Meeting Room entrance Monday - Friday, 1-6 p.m. *except on holidays

Thank you for your patience while we ensure all public spaces are ADA accessible and enhance service points for our patrons



Nearby Timberland libraries will be open as usual. For information and reference service, call toll-free 1.800.562.6022 or visit TRL.org



Follow along with the Olympia Timberland Library Renovation on their <u>Facebook page</u> as the process continues! The library is currently scheduled to re-open on February 3, 2020



Join in the conversation and Like, Follow, Share along with us. Just click on the icons below:



<u>TRL.org</u>

CATALOG

Timberland Regional Library district provides for the entertainment, information, and lifelong learning needs of Grays Harbor, Lewis, Mason, Pacific, and Thurston county residents at 27 community public libraries and seven library service partner locations. The library system is funded mainly by local property taxes, timber tax, fundraising efforts of TRL Friends of the Library, and generous donations by individual supporters. Anyone needing special accommodations to participate in a library's programs may contact the library one week in advance. All Timberland programs are free and open to the public. For more information visit <u>TRL.org</u>

LOCATIONS

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