

TIMBERLAND REGIONAL LIBRARY  
BOARD OF TRUSTEES MEETING  
415 Airdustrial Way S.W., Olympia, WA 98501

March 16, 1983

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M I N U T E S

BOARD MEMBERS PRESENT:

Dorothy Voege, Chair - Grays Harbor County  
Doris Fourre - Thurston County  
Jean Haakenson - Member-at-Large  
Alice Harris - Mason County  
Larry Parsons - Lewis County

BOARD MEMBERS EXCUSED:

Donald L. Law - Member-at-Large  
Paul Polillo - Pacific County

STAFF PRESENT:

Louise E. Morrison, Library Director  
Mary Stough, Assistant Director for Public Services  
Sally Loken, Assistant Director for Central Services  
Michael Crose, Business Manager  
Mary Ann Shaffer, Supervisor-Personnel Administration  
Jerri Ferrier, Sr. Community Library Assistant, Montesano  
Patsy Humphres, South Mason Librarian  
Tom Joselyn, Chehalis Librarian  
Ione Mason, Library Associate, Centralia  
Christine Peck, Hoquiam Librarian  
Kitty Schiltz, Non-Print Materials Coordinator  
Betty Sholund, Reference Librarian, Olympia  
Donna Stahl, Sr. Community Library Assistant, Aberdeen  
Jay Windisch, Reference Librarian, Aberdeen  
Liane Bascou, Board Recording Secretary

Mrs. Voege called the meeting to order at 7:35 p.m.

AGENDA ITEM  
NO.

- 1 Approval of Minutes of the February 16, 1983 Meeting
- 83-10 DORIS FOURRE MOVED TO APPROVE THE MINUTES OF THE FEBRUARY 16, 1983 MEETING; ALICE HARRIS SECONDED THE MOTION. MOTION CARRIED.
- 2 Approval of Vouchers
- Mrs. Voege stated that payroll and payroll-related vouchers had amounted to \$244,097.82 for February 1983.
- 83-11 ALICE HARRIS MOVED TO APPROVE VOUCHERS NO. 12232 THROUGH NO. 12381 IN THE AMOUNT OF \$79,820.32; JEAN HAAKENS ON SECONDED THE MOTION.

- 2 Mrs. Fourre questioned voucher No. 12260 to Fuller & Fuller in the amount of \$516.00 and asked if this is Mr. Fuller's monthly billing. Mr. Crose stated that it is Mr. Fuller's billing for one month but is higher than usual because it includes some extra work which Mr. Fuller did for Timberland.

MOTION CARRIED.

- 3 Reports

A. Business Manager - Michael Crose

Mr. Crose referred Board members to his written report. He noted that expenditures to date exceed revenues to date so Timberland is on interest bearing warrants. He said that Timberland will probably be in this position until mid-April and he does not think there is any cause for concern. Mr. Crose said this is not unusual and normally would happen this time of year because revenue is not sufficient to carry Timberland through the first quarter.

Mrs. Morrison said that for purposes of clarification, perhaps Mr. Crose should explain the effect annexations will have on Timberland's revenue. Mr. Crose said that Timberland will notice a change in revenue receipts. In the past, he said that Timberland received quarterly payments from contracting cities. Since a large portion of the revenue from cities in 1983 will now come from annexed cities, Mr. Crose said that Timberland will receive that revenue twice a year, in April and in October, rather than quarterly. However, Mr. Crose said he does not anticipate any problems with this.

B. Timberland Attorney - Herbert H. Fuller

Mrs. Voegel stated that Mr. Fuller asked to be excused from tonight's meeting because he had to be out of town. She referred Board members to Mr. Fuller's draft report.

C. Library Director - Louise E. Morrison

Mrs. Morrison reported that Senate Bill 3284, which is the proposed change in the taxation of reforestation lands (which are principally in Grays Harbor, Lewis and Mason Counties) was scheduled for hearing today. She said that she and Mr. Crose had attended the hearing, but the matter did not come up because of a full agenda.

Mrs. Fourre asked if the proposed selling of federal lands will affect Timberland. Mrs. Morrison stated that this should have no effect on Timberland since Timberland does not receive any federal revenue. Mrs. Fourre commented that if the land is sold to private concerns, then it might affect Timberland. Mrs. Morrison agreed that it would if the new owner chose to harvest from those lands.

D. Assistant Director for Public Services - Mary Stough introduces Tom Joselyn, Chair, Reference Committee

Mrs. Stough stated that her report this month is about reference

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services in Timberland and she has asked Tom Joselyn, Chair of the Reference Committee, and Chehalis Librarian, to report on this.

Mr. Joselyn said that when he talks to other staff about library service, he finds that each person has a different idea of how this service should be given. He said that he thinks information has always been the "name of the game" in libraries. He stated that libraries store information, which is the cataloging aspect of libraries. Mr. Joselyn said that the reference aspect of libraries is the retrieval of that information and that is why he thinks reference is an important part of library service. He said that he thinks that one of TRL's best services is the ability to retrieve information. Last year, Mr. Joselyn said that TRL handled 72,000 title requests through the request system. He said that what he believes really makes the system work is the staff who are putting their all into the system and this is evident from the reference statistics. Last year, staff handled 161,000 requests for information and he believes that about 76,000 of those were at the Olympia Library alone.

Mr. Joselyn reviewed some of the reference requests during a typical day at the Chehalis Library. He said that what is important to him is that through each transaction, staff members are questioning the patron for exactly what it is the patron wants to know, determining if Timberland has the information or if Timberland can get the information somewhere else. He said that he personally feels very strongly that this is information which patrons are entitled to have. Mr. Joselyn said that patrons need information to make decisions that affect their lives. He said that Timberland has seen tremendous growth because TRL gives good service and he also sees the automated library system as a good aid to give better service. Mr. Joselyn said that he feels that indirectly the automated library system will increase the demand for information from Timberland because if patrons get what they want, they will come back to the library again and again. Although the tools may change, and the questions may change, Mr. Joselyn said it still boils down to reference staff helping people find what they need. He said that he asked other staff members to come to tonight's meeting to share what they feel is important and what personal rewards they receive from finding information for patrons.

Patsy Humphres of South Mason said that Timberland not only meets the intellectual needs of patrons, but also their emotional needs. Often she said that staff can help patrons just by listening to them when they want to talk about their emotional needs.

Ione Mason of Centralia said that she deals directly with the public on the bookmobile. By taking a request back to the library, she said she knows that she can rely on the staff to fill that request. The next time she sees the patron, she said she can give the patron the answer and this often surprises a patron. Ms. Mason said that this gives her a good feeling.

Chris Peck of Hoquiam commented on what the reference service means to some of the small libraries in the outlying areas. She said that the Hoquiam Library serves as a sort of calling center for

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the Amanda Park, North Beach and Westport Libraries, and through Timberland's "round-robin" system, Hoquiam takes questions from Montesano, via Raymond. Ms. Peck said that she thinks that staff often think that patrons in the outlying areas don't have any sophisticated questions; however, she said this is not true and the library is the major source of information in their area. Ms. Peck said that she is finding the automated system very helpful in this respect since staff can locate the information directly and get it to the patron quickly.

Jerri Ferrier said that the Montesano Library, like the Hoquiam Library, is a link between the small libraries and the reference centers. She said that when staff is desperate and call the reference centers, reference staff members are always willing, cheerful and, no matter how "outlandish" the question, always come through. She said she really appreciates the Aberdeen, Centralia, and Olympia reference staff.

Donna Stahl of Aberdeen reported that the Aberdeen Library is unique in Timberland in that it is a depository for Washington State documents and one focus of her job is to catalog those documents when they come in and to retrieve them when needed. She said she also works with the vertical file which is a kind of extension of this type of material. She gave an example of a patron needing a certain kind of information and she was able to refer the patron to the proper organization, as well as getting the Aberdeen Library placed on the organization's mailing list.

Jay Windisch of Aberdeen said that one thing that he feels is very important to point out is that the reference staff cannot always answer questions and the library does not always have the materials. He said it is sometimes beyond staff's ability to answer all questions. Mr. Windisch said that one problem is that patrons are increasingly coming to the libraries requesting that staff interpret the law and medical books for them, which staff cannot do. He said that the reference staff has to face these patrons and explain the problems to them and it is important to develop a referral system. He said if the reference staff can pinpoint the proper agency, they can point the patrons in the right direction and put them in touch with experts and people who can help. How the situation is handled, Mr. Windisch said, will make the difference on whether or not the patron will come back. He said that Timberland really has a great staff and sometimes it is necessary for them to deal with irate patrons and still remain calm and pleasant. He said that this in turn can create a personality change in the patron. Mr. Windisch said he agrees with Patsy Humphres when she said that the library also serves an emotional need. Although he does not think that staff members have to be expert social workers, he said they do need compassion for human beings.

Betty Sholund of Olympia said that reference librarians sometimes get very close to being "evangelistic" about reference work. She said she has tried to analyze what it is in the role of a reference librarian that makes it so satisfying. She said that it is not always the individual patron, although some patrons do make a reference librarian feel good. Ms. Sholund said that this, though,

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is momentary and rather transitory. She said she decided it is basically the feeling that a reference librarian gets when acting as facilitator between the seeker of knowledge on whatever level and the source of knowledge, and in some way bringing those two together. Ms. Sholund said that this is really a big field.

Mr. Joselyn said that as can be seen by the previous remarks, reference is really a very direct human service. He said that no matter what branch staff members work in, they know they can call another library and get the support of other staff. He said this is important and he thinks that staff members take pride in what they do and that is important. Mr. Joselyn said that if staff stops thinking reference work is important, then Timberland stops giving good service.

Mrs. Voege thanked staff members for coming to tonight's meeting. She said that this type of reporting is truly a high point for Board members. She said that the Board appreciates the time that staff gives for these reports. She said that she, personally, is always very pleased with the service she receives from Timberland staff.

E. Assistant Director for Central Services - Sally Loken

Ms. Loken said that before she gives her automation update report, she would like to clarify something about reference work. She said that Mr. Joselyn reported that TRL handled 72,000 title requests through the request system in 1982. Ms. Loken said that those are only the requests that come to the Service Center. She said that staff handles at least 1/3 again that many in the libraries because of the calling back and forth between libraries. These requests are handled without ever reaching the Service Center.

Ms. Loken reported that Steve Metcalf is installing terminals in the rest of the buildings at the rate of about one a week and should be finished in mid-May. She said there have been some problems in dealing with the telephone company. For instance, she said that she thinks that there may always be problems in the Amanda Park building because of the characteristics of the telephone system there and the number of tree branches which might knock out the phone lines.

Ms. Loken further reported that the final conversion has been scheduled and at the moment, the South Bend and McCleary Libraries are in the process of converting. She said that initial conversion should be completed in all libraries by the end of May with two libraries converting at any given time.

Ms. Loken said that in the various stages of using the software, it is interesting to discover what happens when patrons have been borrowing things on the system long enough to get in trouble because they have not returned overdue materials. She said one result of this is a greater influx of dollars coming in and staff is starting to complain about having to handle all this money. Ms. Loken said that more patrons are getting caught and suspended and it is necessary for them to pay a fee to get off the suspension list, as well

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as pay for any lost materials. She said that Timberland is starting to see a certain amount of awareness on the part of the patrons. Also, she said there are a lot of tricky routines for the staff to get used to in the way ALIS handles patrons who are "in trouble."

With regard to the update tapes, Ms. Loken said there appears to be a space problem with the disk drives. She said the loading has been proceeding nicely but it has taken a lot more disk space than anticipated. Ms. Loken said it has been necessary to order CALS' fifth disk drive which should be here in about two weeks. She said this had been budgeted but purchase was delayed until it was necessary. So that no one worries that CALS will run out of space sooner, Ms. Loken said that there is a great deal of compacting of the database that can be done. She said that George Rickerson has developed a program to compact the bibliographic file which will free up a lot of disk space. She said he has not touched Timberland's item file, patron file or suspension file yet. She said the item file is the biggest file on the system, but Mr. Rickerson cannot begin compacting that until all the libraries are converted.

Mrs. Morrison said that patrons are being advised that after April 1, 1983, patrons must have registered for a card in order to check anything out. She said that Timberland has been temporarily registering patrons that don't have cards yet and then mailing a registration form to them. However, she said that this is becoming physically impossible to continue. She said that a press release has been sent to newspapers in the Timberland area. If it is physically impossible for patrons to come in to register, Mrs. Morrison said that arrangements will be worked out. Ms. Loken said that staff has anticipated that Timberland will register about 95,000 people, which is about 1/3 of the public and which is considered an excellent amount of people using the library. Patron registration is getting very close now to 60,000.

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Correspondence

A. 2/16/83 letter from Town of Rainier

Mrs. Voege read the letter as follows:

"Please be advised that Janet Aschenbrenner appeared before the Town Council on January 12, 1983 and presented to the Council the proposal that the Town annex to the Timberland Regional Library system. The council resolved that this would in fact be done by ordinance at the February meeting.

"I have addressed the situation to Peter King of the Association of Washington Cities as we will be meeting February 17th and with his help and that of our Town Attorney I should have the ordinance ready for presentation at that time.

"Thank you for your kind consideration of the matter."

Mrs. Voege asked if Timberland has responded to this letter. Mrs. Morrison said that she has corresponded with the Mayor of Rainier

4A and Timberland has not heard anything further from Rainier.

B. 3/10/83 letter from Town of Yelm

Mrs. Voege read the letter as follows:

"The members of the Town of Yelm Council met on March 9, 1983 at which time, Mary Stough explained annexation into the Library District.

"At that time she also mentioned the possibility of an incorporated area being annexed into the district even though they would have no facilities. The Town of Yelm Council members asked that I write and express their opposition to any annexation of an incorporated area into Timberland Library that will cause an undue burden on the Town of Yelm Library facilities."

Mr. Crose stated that part of the problem in Yelm is that the town is planning construction of a new city facility which will include the library. He said he thinks that because this is happening in conjunction with the Town of Rainier inquiring about annexation to Timberland, it has caused the Town of Yelm to become concerned. Mrs. Stough said that she and Mr. Crose recently attended a Yelm Council meeting. She said that it is her feeling that the Town of Yelm likes the idea of annexation. She said that the first item on the Town Council's agenda was a presentation from the architect on a new building which would include the library and the police station and a good part of the meeting was taken up by the city engineer and the city attorney. She said she came away from the meeting with the idea that the Town has financial problems. Mrs. Stough said she had also presented a copy of a cost analysis to the Council showing what it cost Timberland to operate the Yelm Library in 1982 compared to what the Town of Yelm paid for its contract fee.

Mrs. Stough said there are already a great many people in the unincorporated area which use the Yelm Library. She said if Rainier does annex, the impact probably would be by students who have not been able to use the library services. Mrs. Stough said that one of the Yelm Council members is the head of the Yelm Building Committee and he understands that if Rainier does annex to Timberland, there isn't anything that Yelm can do about it.

5 Unfinished Business

There was no unfinished business.

6 New Business

There was no new business.

7 Other Agenda Items

A. Reminders

Mrs. Voege reminded Board members of the WLA Conference in April



7A at Yakima and the PNLA Conference in August at Sun Valley.

B. Westport Board Invitation

Mrs. Voege said that the Westport Board would like the TRL Board to meet in Westport in October. She said their original invitation was for April but the TRL Board could not meet there then. She said that the summer is a bad time for the Westport Board. Mrs. Voege said she thinks that the Board should respond to this invitation as soon as possible.

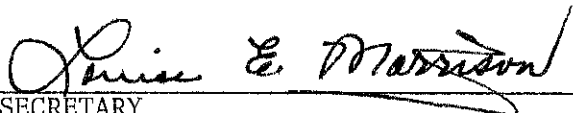
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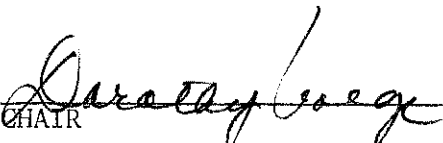
ALICE HARRIS MOVED TO ACCEPT THE INVITATION FROM THE WESTPORT BOARD TO MEET IN WESTPORT IN OCTOBER; LARRY PARSONS SECONDED THE MOTION. MOTION CARRIED.

Mrs. Voege said that this might also include having dinner at Westport.

Mrs. Harris announced that Don Law and his wife recently became parents of a baby boy.

There was no further business and the meeting adjourned at 8:45 p.m.

  
SECRETARY

  
CHAIR