

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

April 24, 1985

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M I N U T E S

BOARD MEMBERS PRESENT:

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

STAFF PRESENT:

Louise E. Morrison, Library Director
Mary Ann Shaffer, Assistant Director, Public Services
Sally Loken, Assistant Director, Central Services
Michael Crose, Assistant Director, Management Services
Vicki Armstrong, North Mason Librarian
Judy DuPuis, Centralia Children's Librarian
Barbara Durney, Aberdeen Community Library Associate
Alma Greenwood, Olympia Reference Librarian
Susan Jamison, Parent Education Consultant
Rose Jetter, Youth Services Coordinator
Tom Joselyn, Technical Services Librarian
Chris Livingston, Hoquiam Librarian
Joyce Nichols, Tumwater Librarian
Chris Peck, Aberdeen Librarian
Sue Plummer, Hoquiam Children's Librarian
Linda Schade, Olympia Children's Librarian
Kitty Schiltz, South Mason Librarian
Ardith Swartz, Chehalis Community Library Associate
Mike Wessells, Aberdeen Children's Librarian

Herbert H. Fuller, Timberland Attorney
Liane Bascou, Board Recording Secretary

GUESTS PRESENT:

Marcheta Bean, Olympia Library Board
Nina Fuller
Steve Reynvaan

Mrs. Haakenson called the meeting to order at 7:40 p.m.

AGENDA ITEM
NO.

1 Approval of Minutes of the March 27, 1985 Meeting

85-21 ALICE HARRIS MOVED TO APPROVE THE MINUTES OF THE MARCH 27, 1985
MEETING; CAROLYN DOBBS SECONDED THE MOTION. MOTION CARRIED
UNANIMOUSLY.

2 Approval of Vouchers

Mrs. Haakenson stated that payroll and payroll-related vouchers No. 23257 through No. 24514 for March 1985 amounted to \$258,385.02.

85-22

DOROTHY VOEGE MOVED TO APPROVE EXPENSE VOUCHERS NO. 16400 THROUGH NO. 16599 IN THE AMOUNT OF \$137,323.17; ALICE HARRIS SECONDED THE MOTION.

Mr. Parsons noted that the vouchers do not appear to be in the same order as they used to be. Mr. Crose said that the entire accounts payable operation of Timberland is now fully computerized and is now in vendor number order. He said this provides easier access to the records in the system.

Mrs. Voege questioned voucher No. 16427 to IBM in the amount of \$3,682.46. Mr. Crose said this includes a payment for the business office computer and the balance is for repairs and maintenance agreements including the maintenance agreement for the Service Center photocopier. Mrs. Voege questioned voucher No. 16408 to Unisource Corporation in the amount of \$3,769.07 and Mr. Crose stated that this is for paper supplies including jiffy bags for mailing books. He said that Timberland usually has an order this large every trimester. Mr. Parsons questioned voucher No. 16462 to The Evergreen State College in the amount of \$8,010.93. Mr. Crose stated that this is for costs associated with the Consortium for Automated Library Services and that this billing includes the installation of the added disk drive.

Mrs. Haakenson questioned voucher No. 16475 to the Washington Library Network in the amount of \$9,682.57. Ms. Loken said that the billing from WLN is higher than the monthly average because TRL had a high acquisitions month in March. Mrs. Haakenson asked what the monthly average for WLN is. Ms. Loken stated that in the last fiscal year, WLN cost \$79,000, exclusive of the production of the catalog. She said there will be a 5% increase beginning this fiscal year (July 1, 1985). Ms. Loken said that TRL will be doing a series of retraining and new training sessions for staff beginning in May on efficient use of the system. Also, she said that TRL has streamlined some of its procedures and these things will help keep the costs down. Mrs. Voege asked for a clarification of what WLN billings include. Ms. Loken said that WLN billings include a monthly line fee per terminal, maintenance fee for terminals and modems, and beyond that are costs for actual use of the system. She explained that acquisitions pricing is based on a fee for each time something is ordered on-line which is why staff tries very hard to order a book only once. She said that TRL is no longer ordering cataloging products from WLN but TRL pays for certain other products such as processing slips, receiving reports, and other paper products. Ms. Loken said that inquiry charges are always a concern because TRL's costs in this area are higher than many libraries TRL's size. This is because TRL also utilizes WLN as a reference tool. Alma Greenwood added that WLN is used several times a day at the Olympia Library to help identify items including titles that are not in the ALIS system because the WLN record gives holdings for other library systems. Ms.

2 Loken said that by this summer, Aberdeen and Centralia Libraries will also have WLN terminals. Mrs. Morrison explained that if something is not found on ALIS, then staff must go to another source. She said there is a staff time savings when WLN is used for this purpose rather than having staff search manually for the information. Ms. Loken said that she is not pleased with the WLN price structure, but WLN has been asked by the legislature to review the method and philosophy from which WLN derives its charges. She said that TRL is going to analyze production of its microfiche catalog to see if TRL can produce it by leasing tapes from WLN.

Mrs. Harris said that she recalls that TRL has a five-year contract with the Port of Olympia for monthly rental of the land the Service Center is situated on, and she wonders when this expires. Mr. Crose said that he thinks there is one more year left on that contract. Mrs. Harris said she is concerned because there was such a large jump in the rent. Mrs. Crose said that he recalls seeing some information on this and that the rate will continue the same for the next five-year lease.

Mrs. Harris questioned voucher No. 16507 to Advance Travel-Rainier Bank in the amount of \$536.17. Mr. Crose stated that TRL maintains an Advance Travel Fund similar to the Imprest Fund. He said this particular warrant is to balance that fund. Mrs. Voegel questioned voucher No. 16574 to Oregon State Library in the amount of \$5.00. Mr. Crose stated that a TRL patron lost an interlibrary loan book from Oregon State Library. He said that it is unusual for this to appear on the vouchers as it is normally handled by the Imprest Fund. Ms. Dobbs questioned voucher No. 16540 to Washington State in the amount of \$266.27 and Mr. Crose stated that this is a payment to the retirement system for a Timberland retiree. He explained that TRL has to reimburse the state for excess retirement benefit payments that result from Timberland employees cashing out their accumulated sick leave balances at termination. Mrs. Fourre questioned voucher No. 16556 to Delzell Design in the amount of \$200. Mr. Crose said this is for professional services associated with the Parent Education Grant, which will be reimbursed by the State Library.

MOTION CARRIED UNANIMOUSLY.

85-23 LARRY PARSONS MOVED TO APPROVE VOUCHER NO. 16600 IN THE AMOUNT OF \$888.99; CAROLYN DOBBS SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

Mrs. Voegel explained that this voucher is to cover costs for a candidate for the Library Director position.

3 Reports

A. Board Committees

(1) Budget Committee

Mr. Polillo reported that the committee met in Raymond and they

3A(1) discussed the 1986 budget and the fact that money will probably be tighter next year. He said the committee discussed several ways to save money. Mr. Crose said that the committee is attempting to establish a base line for the 1986 budget which will probably begin at 75% of the current operating levels and build up from that point. He said there will probably be 10% packages that would allow the overall budget to be increased in increments of 10% up to 100% of 1985 levels and probably going to 110% of 1985 levels. When it becomes apparent what the revenue level for 1986 might be, Mr. Crose said the decisions, as far as expenditures are concerned, will already have been made by the Board. Mr. Polillo said that by December, the committee would like each Board member to know as much as possible about this budget. Mrs. Voegel commented that the committee will meet again in May.

(2) Ocean Park - Paul Polillo

Mr. Polillo referred Board members to Mary Ann Shaffer's written report where she has reported on progress of the Ocean Park building. Ms. Shaffer said that the building is attractive and fits in very well in the community. She said there have already been several requests from the community to use the meeting room and donations for furnishing costs are coming in regularly.

B. Board Members - WLA Reports

Mrs. Fourre reported that this year's WLA conference was very successful. She said that Mrs. Morrison received the President's Award for extraordinary service to the library profession and to WLA. Besides attending the trustee meetings, Mrs. Fourre said she only attended one other seminar which was on collections. She said she especially enjoyed this year's trustee day because it was put on by trustees for trustees, which seemed to allow for better communication among the trustees. She said that Mrs. Voegel gave an opening speech for trustees, and she herself served on a panel on personnel management. Mrs. Fourre said everyone was extremely interested in the TRL Board's search for a new Library Director, and they are very interested in who Timberland's new Director will be. She said she also especially enjoyed the banquet speeches.

Mrs. Voegel said this was the best conference she has ever attended. She said she attended one seminar entitled "Collecting Alternative Press Periodicals: Overcoming Censorship by Deletion, Distortion and Trivialization" which was presented by Dan Walters and James Donaldson. She said Mr. Donaldson discussed the alternative press, and Mr. Walters talked about the commercial press and the corporate news media. Mrs. Voegel said that Mr. Walters discussed the National Business Roundtable which he called the "secret lobby." She said she is especially interested in this because there is in Washington the Washington Roundtable and she feels deep concern about that. She said that Mr. Walters had stressed that in the commercial press, news must sell and they have advertising interests and corporation publishing which would give a slant to the news and that people need to be aware of the biases. She said that Mr. Walters also had discussed the

3B Third World feminism. Mrs. Voegel said that Mr. Donaldson stressed that libraries should have collections which speak to what it is to be a person and he gave many examples of the news stories that often break first in the alternative press. She said that she agrees with Mrs. Fourre that the trustee session was excellent, and she brought back a folder of materials which she urged Board members to look at. Mrs. Voegel said that she always comes away from these sessions thinking that TRL has a good board and they seem to be far better organized than most boards. She said that Ron Dubberly of Seattle Public Library talked about "Fee or Free" library service. She said he told them libraries should look at alternatives to fees such as taxes, gifts, grants, reallocation of resources, etc., but the bottom line is that fees undermine the concept of free libraries. Mrs. Voegel said a woman who does training for United Way talked about ways to look at your board, skills that a good member needs to bring to a board, the importance of dividing the workload and assigning different responsibilities, orientation and training of new boards, and conducting meetings in a businesslike manner. She said this woman told them that the primary roles of any boards are that they are managers, policy makers, fund raisers and advocates. Mrs. Voegel said the Washington Library Friends and Trustees Association met for a business lunch and Doris Fourre was elected to the Board and a Code of Ethics was adopted. She said Mrs. Fourre was on a panel of five to discuss various concerns of trustees and did an excellent job and was the only one who was continually questioned because of high interest.

C. Timberland Attorney - Herbert H. Fuller

Mr. Fuller reported that pursuant to instructions from Mrs. Morrison, he has put together the first draft of the public records section of RCW 42.17. He said he and Mrs. Morrison have discussed the draft and he will have a second draft for the Board's consideration at the May meeting.

D. Library Director - Louise E. Morrison

Mrs. Morrison reported that a draft of the Disruptive Patron Manual is almost ready for the Board's review. She said there is a resolution regarding this under Agenda Item 6C which the Board can consider tonight or postpone to the next meeting. She said the manual would cover the administrative procedures for carrying out the policy which the Board would adopt. Tom Joselyn, who chairs the committee which is drafting the procedures, said that the purpose of the manual is to prepare staff on how to handle themselves if confronted with a difficult situation. He said that the committee used manuals from several other library systems to prepare a manual for TRL. He said that currently there is no policy on this within the district and the point of a policy is to give staff some guidance. Ms. Dobbs asked if this is something that staff has requested and Mr. Joselyn said it is and that he envisions some training to go along with the manual. Mrs. Fourre asked why staff wants this manual and Mr. Joselyn said that there have been problems for several years in some of the libraries, and staff has requested guidance.

3D Mrs. Harris stated that TRL has in place what she has always considered an excellent procedure for handling complaints from patrons on library materials. She asked if when this procedure was established if the Board took action on it. Mrs. Morrison responded that the Board has not formally adopted a policy for dealing with complaints and she said she thinks it might be a good idea for the Board to adopt a formal policy. She said that there is a staff level and there is a Board level and the Board needs to be kept apprised of anything at the staff level that might get to be a problem. Mrs. Morrison stated that there has always been good communication with the Board and she assumes that this will continue. Mrs. Harris stated that she wonders if disruptive patrons could be handled the same way as complaints. Mrs. Morrison stated that she thinks the policy itself should be adopted by the Board and she believes that has almost the force of law since the Board is empowered to make rules and regulations. Mr. Fuller stated that the law would come into play when a patron is told that that patron can no longer remain in the library. He said that at that point the patron becomes a trespasser and law enforcement could be called in. He said he is concerned that in the proposed resolution the passive voice is used as to who would direct the patron to leave. Mr. Fuller said that he thinks it should specify the building head or the building head's designee.

F. Assistant Director, Central Services - Sally Loken

Ms. Loken referred to her written report.

G. Assistant Director, Management Services - Michael Crose

Mr. Crose referred to his written report. He said that he also has included an additional sheet which details budgeted revenues and what has been received through March 31, 1985.

The meeting recessed at 8:30 p.m. and reconvened at 8:45 p.m.

3 Reports

E. Assistant Director, Public Services - Mary Ann Shaffer

Ms. Shaffer referred to her written report. She gave a brief summary of events leading up to the Tenino City Council's decision to remodel the donated bank building in Tenino for a library. She said that TRL staff will be working with the city in applying for an LSCA grant.

Ms. Shaffer introduced Rose Jetter, Youth Services Coordinator. She said that youth services staff worked long and hard to create one of the best summaries of youth services she has read. A copy is attached to Ms. Shaffer's written report.

(1) Youth Services - Rose Jetter and Youth Services Staff

Ms. Jetter introduced Linda Schade, Olympia Children's Librarian, Sue Plummer, Hoquiam Children's Librarian, Mike Wessells, Aberdeen Children's Librarian, and Judy DuPuis, Centralia Children's Librarian.

3E(1) She said that Mr. Wessells will explain the statistics in the written report and how he arrived at them. She added one statistic was not included in the report which is that the average attendance at each pre-school program is about 16 and that Timberland did 500 pre-school programs in 1984. Ms. Jetter said that the Board heard a report last month from Susan Jamison on the Parent Education grant and Ms. Jamison had made several suggestions for changes. Ms. Jetter said that the Youth Services Committee adopted all of Ms. Jamison's suggestions except to change the name of the committee. She explained that the differences between ranges of staff who work with children often has to do with the geographic area they cover. For instance, she said that a range 10 often has county responsibilities, a range 7 is usually the head of a building, and a range 5 generally has only city responsibilities. She said that these staff also do other things besides youth services.

Mrs. Voegel asked about training. Ms. Jetter stated that each new youth services staff member receives training usually in four sessions, two to three hours per session, and she conducts this training. She said the training covers child development, book talks, preschool story time, and crafts. Also, she said that in the Hoquiam Library, for instance, Sue Plummer has a new assistant and Ms. Plummer has given this assistant additional training.

Mrs. Voegel commented that she thinks the recommendation to have parent programs is a tremendous idea. Ms. Jetter said that the Youth Services Committee is revising its Goals and Objectives and this recommendation will be included. She said the proposed revised Goals and Objectives will be brought to the Board for its approval and adoption.

Ms. Jetter stated that Linda Schade will talk about in-house library service, Sue Plummer will talk about out-of-building services, Mike Wessells will talk about statistics, and Judy DuPuis will talk about collection development.

Linda Schade said that youth services staff do a myriad of things in the library. She said that they must know the fiction and non-fiction collections thoroughly, not only in each individual building, but in the district as a whole. She said staff must know age levels, interest levels and reading abilities. Ms. Schade said that youth services staff must do a lot of reading on their own time. She said they must also do reference training in the classroom, in the library building and on an individual basis. She said staff also work with other departments in the library, such as the reference department and circulation department, and keep them apprised of programs, printed lists, and special collections in the district. Ms. Schade said there are many kinds of programs in the library including toddlers, preschool, school age, parent education, summer reading club, creative dramatics, crafts, films, storytelling, puppet shows, etc. She said youth services staff deal with parents in particular and speak to them of the benefits of reading to their children. She said some parents are required to attend programs with their children such as toddler programs. Ms. Schade said that other staff in the buildings are

3E(1) trained also to assist patrons in finding children's materials. As far as public relations and publicity, she said staff writes press releases and program publicity. She said that the youth services collection includes easy picture books, easy readers, juvenile fiction and non-fiction, holiday collection, juvenile reference, parent collection, and records.

Sue Plummer reported that youth services staff provide a lot of services outside of the library building. This includes service to schools, and she said that Timberland has a strong commitment to an ongoing, beneficial relationship with public schools, private schools, and day care centers. She said the services provided include talking to the faculty at the schools and letting them know that Timberland is available and the kinds of services available to teachers and students. Ms. Plummer said that presentations are also made to school boards. She said the service to students includes book talks in which Timberland staff take books into the classroom in kindergarten through sixth grade. She said the goal is to do one book talk per classroom per year in all of the schools in the Timberland service area, and staff come close to meeting this. Ms. Plummer said that the books are left in the classroom for three weeks which most other library systems do not do, but she said the major reason for this is that Timberland is primarily a rural library system and this is one way to bring the library to the students. She stated that the book talk emphasis is for rural schools but even in schools near a library, at times this is the only contact some students have with libraries and books other than classroom assignments. She said one reason for book talks is to stimulate recreational reading outside the classroom. Ms. Plummer said that youth services staff do preschool story times and crafts at day care centers and preschools. She said that some day care centers bring children to the library but a majority cannot because of transportation problems and insurance liability. If there is a need or desire, she said that staff presents programs to day care workers as well as parents. She said staff also provides programs to parent groups outside the library. For instance, she said that at Hoquiam a presentation was made to young mothers which introduced them to children's literature, showed them how to choose books and encouraged them to read to their children. She said that Mike Wessells does a lot of storytelling outside of the library. Ms. Plummer said youth services staff set up booths at malls. For instance on May 4 there will be an information fair at the shopping mall in Aberdeen and Timberland will have a booth at which staff will tell stories, will have packets of information available for distribution, and displays of parenting books and children's books. Ms. Plummer said staff also provide programming at festivals and fairs and have children's entries in parades. She said that during Summer Reading Club, programs are provided in the library as well as in the rural areas. Now that Rainier has annexed to the district, Ms. Plummer said that this is another way of serving a rural area outside of a library building. She said that Timberland also has joint staff training sessions with other library systems which gives staff an opportunity to share ideas.

Mr. Parsons commented that there are a number of schools in Lewis

3E(1) County which are located in areas that Timberland serves and others that are in areas that are not a part of Timberland and he asked how this is handled. Judy DuPuis said that she has provided service just outside the city limits of the Toledo school. She said she does book talks there once a year and over half of the students in that school are city residents. She said that children who live in the city limits of non-contracting or annexed cities would have to purchase a library card in order to check out books. Mrs. DuPuis said that Timberland tries to cooperate where it legally can.

Mrs. Voegel asked how 6.4 in the Goals and Objectives is handled ("Where facilities permit, staff will be responsible for offering a minimum of two programs per year (other than school programs) to communities in their rural areas."). Ms. Plummer said that she has found that in the Grays Harbor County rural area, it is difficult to get children and parents to attend programs because they are so spread out. She said staff is working on this goal. Mrs. Voegel asked if 7.5 in the Goals and Objectives is being done ("Staff will offer a minimum of one book talk per year in each classroom in each city in their service area."). Ms. Plummer said that she believes this is being accomplished. Ms. Jetter stated that there are some schools that may decline Timberland's offer to do book talks. Judy DuPuis commented that several schools have professional children's librarians and they do a good job.

Mr. Polillo said that he personally feels that youth services staff is doing a great job. He said that one of the big problems in public schools, especially elementary schools, is that they don't have good libraries in the schools. He said that state law requires that schools provide libraries, but if it were not for Timberland staff coming into the schools, students would not have much.

Judy DuPuis reported that Timberland has a fine youth services collection. She said that these books are selected by a committee which includes the Youth Services Coordinator, four Children's Librarians, and four staff members. She said that membership on this committee changes periodically. Mrs. DuPuis said selecting materials is a lot of work and involves reading reviews as well as reading the books. She said that the committee tries to maintain a good balanced collection in every library in Timberland. She stated that she thinks this is easier in the children's collection than in the adult collection because the children's audience is always being renewed. Mr. Parsons asked what percentage of the materials budget is for youth services and Mrs. Morrison responded that about 35% to 40% is for youth services. Mrs. Voegel said that in Goal 2.2 it states that at least 50% of the non-fiction collection in each building will have been published within the last ten years and she asked how this is arrived at. Mrs. DuPuis stated that the children's collection is weeded every year and this 50% probably covers science, technology and geography materials because these materials are outdated so rapidly. She said it is real important that the collection is kept up to date.

Ms. Dobbs stated that an important issue facing us in education is the continuing need to build a cultural literacy collection and she

3E(1) asked how that is built into the children's collection and the priority it is given. Mrs. DuPuis responded that she thinks that there are a lot of third world materials in the collection and staff include stories from different cultures and books from different cultures in their programming. She said that purchase of books in other languages is based on demand.

Mike Wessells said that he tends to feel that most of the evaluation of library usefulness has to do with unqualifiable types of things, such as promoting reading and intellectual curiosity. However, he said it is often useful to gather statistics to get some sort of feel for what staff is doing and at what level. He said a questionnaire was sent to each staff member who works in youth services asking for basic statistics regarding the number of programs they provide, their estimated average attendance, etc. From these, he said he compiled the statistics in the report given to the Board. Mr. Wessells said that in the report it says that the youth services objectives are being met at approximately 70% and he said that this is a "soft" number. He said that although objectives should be strictly measurable, many of these objectives have not been measured. Also, he said that the objectives are by no means equal in importance. He stated that he has taken the statistics given him and compared them with the goals and objectives and the 70% figure seemed to be a good indication. Mr. Wessells said the Youth Services Committee is currently revising these goals and objectives and they are trying to keep in step with the Planning Task Force. He said he feels that the youth services staff is giving good service and that the objectives they are concentrating on are the important ones.

4 Correspondence

There was no correspondence.

5 Unfinished Business

There was no unfinished business.

6 New Business

A. Ratify Agreement with Charlotte L. Wood, Evaluation Consultant

Mrs. Morrison stated that the Board's decision to hire Charlotte L. Wood as Evaluation Consultant in the search for a new Library Director was not done in regular session and, therefore, the Board needs to ratify this decision. Mr. Fuller recommended that this be done by motion.

85-24

PAUL POLILLO MOVED TO RATIFY THE AGREEMENT WITH CHARLOTTE L. WOOD, EVALUATION CONSULTANT; DOROTHY VOEGE SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

B. Tax Anticipation Notes

Mr. Crose stated that he would like the Board's permission to proceed

6B with entering into an agreement with Rainier Bank to issue tax anticipation notes to Timberland in an amount not to exceed 1.6 million dollars. He said this will allow Timberland to be in total control of its cash flow for the balance of 1985 and will save a considerable amount of dollars.

85-25 DORIS FOURRE MOVED THAT TIMBERLAND REGIONAL LIBRARY ENTER INTO AN AGREEMENT WITH RAINIER BANK TO ISSUE TAX ANTICIPATION NOTES TO TIMBERLAND IN AN AMOUNT NOT TO EXCEED 1.6 MILLION DOLLARS; LARRY PARSONS SECONDED THE MOTION.

Mr. Polillo asked if this will help the bookkeeping and Mr. Crose stated that it will put Timberland "in the black" for the rest of the year and Timberland staff will be able to more carefully plan investments and it will mean that warrants will no longer need to be registered. Mr. Crose said that he has been aware of tax anticipation notes for a number of years but this is the first year since he has been on the staff that it has been necessary to take such action.

MOTION CARRIED UNANIMOUSLY.

C. Possible consideration of "Disruptive Behavior" Policy

See discussion in Agenda Item 3D. Mr. Joselyn said that during the break Mrs. Harris was questioning him as to why the Board has been asked to consider this. Mr. Joselyn said that there are some types of disruptive behavior which are illegal and it is not necessary to have a policy. He said that the policy under discussion would clarify for staff what actions can be taken in other types of disruptive behavior, for instance, if a patron becomes loud or has been drinking and bothers other patrons. Ms. Dobbs said that she has a bias against putting policies into place before there is a clear need and that it would be helpful to her to have a detailed listing of the types of problems that have occurred in the district and how widespread the need is. Mrs. Voege said that she wonders why this policy is necessary because to her it seems simple. She said if people are annoying other people in the library, they should be asked to stop, and if they do not stop, they should be asked to leave, and if they don't leave, then the police should be called. She said she thinks the whole thing is highly subjective and situational. Mrs. Morrison said that she feels that it is a matter of staff security. Chris Peck commented that at the Aberdeen Library there were some problems so they called the mental health people in and staff was given a workshop on how to handle people who are disruptive. She said they were told that it would be helpful if some guidelines were established for the mental health staff to use to train these disruptive people on how to use the library. Chris Livingston said that any library in any community will have a certain percentage of street people come in because public buildings are used by people "to come in out of the cold." She said that it would be good to have a procedure which is consistent throughout the district. Mrs. Peck added that staff came to the realization gradually that this type of policy is needed. In Aberdeen, she said that there have been several

6C problems with disruptive patrons, there have been complaints from other patrons and some patrons have said they will not use the library anymore unless the problems are taken care of. She said she has been reading in the literature that other library systems also are adopting this type of policy. Mrs. Morrison said that staff is being forced to make judgments and they need some basis for making these judgments.

Alma Greenwood said that she was involved with this committee in the beginning. She said one of the concerns is that it is not always easy to call the police because of where some of the library facilities are situated. Also, she said that mental health facilities are not the same throughout the district. She said this policy will help this situation and will help to train staff in how to react. Mrs. Greenwood said that she worked at the Olympia Library several years ago and is back there again and the difference in the problems between then and now is incredible. She said she supervises the building one night a week and there is always at least one disruptive problem, and sometimes these situations are frightening.

Mr. Polillo asked Mr. Fuller if this policy has enough "teeth" in it in case someone wanted to fight this in court. Mr. Fuller said this policy is all right if the staff member uses the correct judgment. He said the danger is in the exercise of the initial judgment. If the person is clearly disruptive and even though it is no crime, then staff would clearly have the right to ask that patron to leave. Mrs. Morrison said that what this policy does is to say that the Board recognizes that there is disruptive behavior in the libraries and that staff is authorized to deal with it and get help if needed. If it came to the place where a court injunction would be needed, Mrs. Morrison said that staff would come her, and she would contact to Mr. Fuller. She said she thinks staff would feel good if the Board would adopt this. Ms. Dobbs asked if it is necessary to have the same procedures in each building. Mrs. Morrison said she thinks it is necessary but there would be a different set of telephone numbers and names. Mrs. Fourre said that it looks to her that the Board is being asked to adopt the policy in a resolution and that the manual would be the administrative procedures to carry out the policy. Mrs. Morrison stated that this is correct.

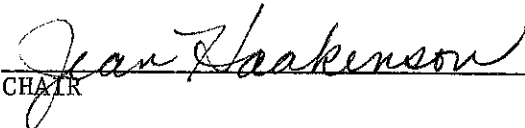
Sue Plummer said that another problem is when libraries are used as a drop off for their children and she wonders if the manual addresses this. She said sometimes the children are too young to be sent home and she thinks it would be helpful for staff to have some guidelines on how to handle this. Ms. Dobbs said that most of these localities would have laws which would deal with unattended children. She said that she personally needs to think this through some more before she can make a decision on it. She said that she could probably be argued into a position of a general umbrella policy for the whole district but after that leave it up to the individual branches to come up with their own regulations that their staff is comfortable with and which fit in with their own communities. Ms. Dobbs stated that she still questions whether it is necessary for the Board to adopt an umbrella policy or if this is already being handled effectively.

6C Mr. Wessells said that it is his feeling that the advantage of a Board-adopted umbrella policy is that it gives a different psychological edge to an encounter between staff and patrons which tends very much to be a person-against-person encounter. He said that when the staff member is able to enforce an institutional rule, it is a face saving device for both the staff member and for the patron. He said that the patron can be told these are the rules and the patron has no option but to leave. Mr. Wessells said he tends to believe this is a defusing of the situation and that edge is worthy of consideration by the Board. Mrs. Morrison commented that if the Board reads the document, they will see that the committee has designed it to reduce tensions at every point along the way. Mrs. Voegel said that after briefly reviewing the manual, it puts this whole thing in perspective and makes more sense. Mrs. Morrison said that the committee needs to see this fourth draft of the document and then the Board will receive copies of the document which will give more meaning to the resolution the Board is being asked to consider adopting.

There was no further business and the meeting adjourned at 10:00 p.m.



SECRETARY



CHAIR