

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

October 27, 1993

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M I N U T E S

BOARD MEMBERS PRESENT: Jean Davies, President; Art Blauvelt; Carolyn Dobbs; Doris Fourre; Bill Lawrence; Helen Timm

STAFF PRESENT: Liane Bascou; Mike Crose; Margo Eytinge; Carol Gorsuch; Thelma Kruse; Bill Scherr; Kitty Schiltz; Mary Ann Shaffer; Barbara Winfree

GUESTS PRESENT: Suzette Birdsell and Helen Hepp, Montesano Library Board; Janelle Williams, Chehalis Library Board

President Davies called the meeting to order at 7:45 p.m.

AGENDA ITEM

NO.

1 Introductions

Janelle Williams was introduced. She was recently appointed by the Lewis County Commissioners to fill the member-at-large position on the TRL Board. It will be official when the commissioners from the other four counties concur with the appointment. Ms. Timm commented that several board members worked with Ms. Williams on the Director Search Committee. Ms. Williams said she is a high school English teacher at W. F. West High School in Chehalis, is currently a member of the Chehalis Library Board, and has been a long-time supporter of libraries. Mr. Lawrence stated that since both he and Ms. Williams live in the Centralia/Chehalis area, they have a special charge to make sure the east end of the county is well represented.

2 Special Presentation

Bill Lawson, General Manager of TCI Cablevision's Olympia office, was unable to attend due to illness. He was planning to present \$13,680 to TRL, which is a portion of TCI's Thurston County area April campaign for new subscribers. Donations occur annually from TCI offices throughout TRL's service area as part of the "vision-ary" partnership between TCI and TRL. The donations are used for TRL's literacy program. Ms. Gorsuch said this year's donations will be used for books, furniture in read-to-me areas in the libraries, and possibly AV materials.

3 Correspondence and Public Comments

A. Public Comments

Ms. Timm referred to an article about the special rooms which the Seattle Public Library provides for writers to work in. It gives the writers an opportunity for privacy and use of the library's materials in their research. Ms. Kruse added that the Anchorage library provided the same type of service for Alaskan authors, which proved to be very popular.

Mr. Blauvelt said he was asked yesterday if TRL has a program in place to target non-library users. He is aware of volunteers who do outreach, but is not aware that TRL targets any particular groups. Ms. Shaffer said not much is currently being done in that area. There is signage in the libraries about the foreign language collections which are available. The homeless use the libraries as a refuge. Mr. Blauvelt asked if there is a way to determine how many times people use the library. Mr. Crose responded there are various

- 3A types of statistics which can be obtained from the Dynix system. Mr. Blauvelt thinks there is a significant amount of people who do not use the library and he would be interested to know why. He would like some statistics which he could refer to when people ask him these types of questions. There was discussion about reaching the American Indian populations, as well as other minority groups. Ms. Dobbs suggested a working conference on diversity in the library district open to the public, invitations sent to leaders in the communities, speakers and a facilitator.

B. Correspondence

Ms. Davies and Ms. Kruse received a letter from a patron in Seaview who had high praise for TRL in general and, in particular, the Ocean Park and Ilwaco staff. Mr. Lawrence received a telephone call and Ms. Kruse received a letter from a patron in Centralia objecting to a cover on *Rolling Stone*. Ms. Kruse has responded to both letters.

4 Approval of Minutes

- 93-32 CAROLYN DOBBS MOVED TO APPROVE THE MINUTES OF THE TRL BOARD OF TRUSTEES MEETING OF SEPTEMBER 22, 1993, AS DISTRIBUTED; BILL LAWRENCE SECONDED THE MOTION. CAROLYN DOBBS, BILL LAWRENCE, ART BLAUVELT, HELEN TIMM, AND JEAN DAVIES VOTED IN FAVOR OF THE MOTION; DORIS FOURRE ABSTAINED. MOTION CARRIED.

5 Vouchers

Payroll and payroll related vouchers for September 1993 amounted to \$399,957.24.

- 93-33 HELEN TIMM MOVED TO APPROVE VOUCHERS NO. 39114 THROUGH NO. 39354 FOR OCTOBER 1993 IN THE AMOUNT OF \$533,929.18; DORIS FOURRE SECONDED THE MOTION.

Mr. Crose referred to the voucher to The Effectiveness Institute in the amount of \$24,782.19 for the customer service training provided to TRL staff and the followup to the training on All Staff Day. TRL is concentrating this year on training front line staff and middle managers. This training involved a series of 8 sessions of 8 hours each for over 240 staff members. Ms. Fourre expressed her concern with the cost of two annual All Staff Days and the closure of libraries for this training. She also heard comments from several staff who felt the last All Staff Day was not meaningful. She considers it a real drain on the district especially at a time when people are so concerned with how their tax dollars are being spent. Mr. Crose acknowledged that a significant amount of money goes into staff training. In addition to the opportunity for training, more importantly it is an opportunity for staff to interact with each other. He considers this interaction important in a district which covers such a large area. Although it means closing the libraries twice a year, he thinks it is important that staff understand the mission of the system as a whole. The feedback from staff is mostly positive and he thinks it has a beneficial impact on how staff serve the public. Ms. Kruse added that the individual training sessions were well presented, encouraged participation, and she thinks the staff gained a lot from them. Although the information presented may not be new, she thinks we need to be reminded often of how to respond to the people we serve. All Staff Day on October 7 was a summation of the individual training sessions. Ms. Kruse considers it important in a large district such as TRL for staff to get together and reaffirm that they are working together in one organization. Ms. Davies said she personally doesn't think two a year is too much. Ms. Dobbs

- 5 agreed, but suggested staff be surveyed about whether they prefer one or two annual All Staff Days and be given an opportunity to make suggestions for improvements.

MOTION CARRIED UNANIMOUSLY.

6 Unfinished Business

There was no unfinished business.

7 New Business

A. Hoquiam Library

Mr. Blauvelt mentioned a sign posted in the Hoquiam library requiring people to turn in their library card in exchange for a key to the restroom. It distresses him that there is vandalism of library restrooms. He asked if there are similar problems in other TRL buildings. Ms. Shaffer responded that it is a problem at Hoquiam because of the two floor operation and staff's inability to observe the restrooms; however, she was not aware that people were required to turn in their cards. The Olympia library has experienced similar problems.

8 Reports

A. Director

Mr. Crose presented the September 1993 Revenues and Expenditures report. TRL has received the WPPSS settlement check which will be deposited into the automated circulation fund. Part of the money in this fund is vested with WSL and TESC because CALS still has a final payment due to Dynix. He anticipates this fund will contain \$1 million by the end of the year, which is what he estimates TRL's own Dynix system will cost. Mr. Lawrence asked when TRL expects to leave CALS. Ms. Kruse said she did make a statement at the last CALS meeting that she will be recommending to the TRL Board that TRL purchase its own system and withdraw from CALS. She needs to discuss some issues with Mr. Crose first to make sure the withdrawal is proper and smooth. It is important that when TRL withdraws that WSL and TESC will be able to function with the existing system with little modification. Ms. Kruse anticipates this matter will be on the board's November agenda.

Ms. Dobbs had to leave at 8:40 p.m. The meeting recessed and reconvened at 8:50 p.m.

- 8A Ms. Shaffer referred to the January-September 1993 Circulation Report which shows a 6% increase over the same period in 1992. She noted particularly high increases in Pacific County libraries--Raymond, 11%; Ilwaco, 24%; Ocean Park, 27%; South Bend, 37%.

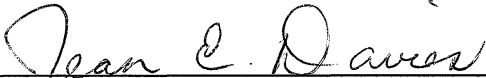
Ms. Davies asked when hours of opening will be increased in some libraries. She is often questioned about this by Pacific County patrons and is becoming concerned because the increases in hours have been promised for several months. Ms. Kruse said the libraries are keeping output measures during October which will be analyzed. Circulation figures will be reviewed. She wants to make sure any adjustments in hours and staffing levels are done in a very thoughtful fashion. Adjustments will occur in 1994. Mr. Blauvelt said he is impressed with the wallet sized hours of opening pamphlets which have been developed by the community relations department.

8A Ms. Eyttinge said the Management Council met on October 14 at the new Salkum library. The main focus of the meeting dealt with the new budget process being developed in TRL. They heard a report from the new Technology Committee which will identify the technical needs of the district and how those needs will be addressed. The district is moving to Part 4 of the new 6-part Performance Appraisal System. Part 4 is the employee's evaluation of his/her supervisor. The council's next meeting is November 10.


Ms. Winfree referred to the Summer Reading Program report. In 1993, 16,668 children signed up for the program and 7,348 (44%) finished. A lot of credit for the success of the program goes to all staff because they become involved in one way or another, and to the volunteers who helped. Dairy Queen and Northwest Trek provided incentives again this year. Transit systems provided free rides. Lesnick News Agency gave a free book to a finisher in each branch through a drawing. There were additional local incentives. Circulation of children's materials during the first 3/4 of this year is about 48% of the entire collection. Mr. Lawrence suggested TRL track minority participation in the summer reading program. Ms. Gorsuch said next year she hopes to reach more influential leaders in the communities requesting their support. She is also thinking about creating a simple flyer in several languages for the parents to read.

Ms. Kruse said the Salkum Grand Opening was held on September 25. Ms. Davies and Ms. Dobbs spoke at the well attended event. The Oakville Grand Opening on October 16 was well attended. The Elma Ground Breaking ceremony was held on October 19. The remodeling of the Service Center is almost complete. The Tumwater project is proceeding with a presentation to the Tumwater School Board tomorrow evening. The Tumwater School District has been billed for their \$400,000 contribution toward the project. Ms. Fourre said she attended the dedication of the Lacey sculpture on Saturday.

Ms. Davies requested an Executive Session pursuant to RCW 42.30.110. There was no further business and the meeting recessed at 9:20 p.m. The meeting reconvened into Executive Session at 9:30 p.m. and adjourned at 10:40 p.m.



President



Secretary