

TIMBERLAND REGIONAL LIBRARY
BOARD OF TRUSTEES MEETING
Naselle Timberland Library, Parpala Rd. & State Rt. 401, Naselle, WA 98638

April 26, 1995

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M I N U T E S

BOARD MEMBERS PRESENT: Art Blauvelt, President; Carolyn Dobbs; Doris Fourre; Bill Lawrence

BOARD MEMBERS EXCUSED: Jean Davies; Helen Timm; Janelle Williams

STAFF PRESENT: Liane Bascou; Patty Bergman; Margo Eytinge; Carol Gorsuch; Sherrill Hartline; Thelma Kruse; Jim Morgan; Sally Nash; Christine Peck; JoAnn Rucker; Bill Scherr; Sandra Sebbas; Mary Strohl

GUESTS PRESENT: Floyd Decker & Martin Thomas (Yarger Decker & Thomas); Carolyn Hammer, Cathy Maxwell, Thea Pyle, Alan Richards, Jack Smith (Naselle Library Friends); George Hammond & Marie Oesting (Ilwaco/Ocean Park Library Friends); Jim Dameron (Montesano Library Board)

President Blauvelt called the meeting to order at 7:42 p.m.

AGENDA ITEM

NO.

1 Introductions were made.

2 Correspondence and Public Comments

There were no correspondence and public comments.

3 Approval of Minutes

Since Bill Lawrence did not attend the March 22, 1995 meeting, he would not be able to vote on a motion to approve those minutes. The March 22, 1995 meeting minutes could not be approved because of lack of a quorum for the motion. Approval of these minutes will be on the Board's May agenda.

4 Vouchers

Payroll and payroll-related vouchers for March 1995 amounted to \$488,300.36.

95-16 DORIS FOURRE MOVED TO APPROVE VOUCHERS NO. 43364 THROUGH NO. 43666 FOR APRIL 1995 IN THE AMOUNT OF \$326,595.87, INCLUDING VOUCHER NO. 43604 TO THE CITY OF RAYMOND WHICH WILL BE ISSUED BY THE DIRECTOR WHEN SHE IS ASSURED THAT THE NECESSARY REPAIRS TO THE ELEVATOR AT THE RAYMOND LIBRARY HAVE BEEN COMPLETED; CAROLYN DOBBS SECONDED THE MOTION.

Mr. Morgan explained that TRL and the City of Raymond entered into an agreement through TRL's partnership program in which TRL will contribute 10% of the cost of that library's remodeling project. Mr. Morgan recommended that TRL cut a check and advise the City of Raymond that the check will be forwarded to the city when the agreed upon work on the ramp to the lift has been completed. Mr. Lawrence and Ms. Kruse both commented that instructional signs are also needed for the lift.

MOTION CARRIED UNANIMOUSLY.

5 Unfinished Business

There was no unfinished business.

6 New Business

A. Selection of Consultant for Classification and Compensation Study

TRL solicited proposals for a Classification and Compensation Study. The Director recommends that TRL contract with consultants Yarger Decker & Thomas, Inc. (YDT) to conduct this study for TRL. Ms. Kruse described the process used prior to reaching this recommendation. A meeting was scheduled, to which staff and the TRL Board were invited, to review the five proposals received and select consultants for interviews. Four consultants were interviewed on April 11. YDT is being recommended to conduct the study based on the firm's experience (they have conducted 800 studies and specialize in government agencies, including libraries). They will interview the largest number of staff and will adjust the interview schedule to make sure all staff are heard, which is an important component of the study for staff. Those present at the interviews felt YDT was the clear choice. Another important part of the process is a reliable tool which TRL will be able to use to evaluate new positions which staff feel YDT will be able to provide. Ms. Bergman added that she feels a satisfied staff will provide better customer service and that a classification plan is the cornerstone of a good staff. She said she was impressed with YDT's presentation. She thanked Ms. Kruse and Mr. Scherr for bringing staff into the selection process. Although this may seem like a long drawn out process, she said it gives the staff confidence when they are included and involved.

A document was distributed which includes a listing of YDT's previous clients, a synopsis of the project staff, a diagram of the firm's study process, and some of their basic forms. Mr. Decker provided a brief history of the firm. He reviewed the qualifications of the five members on the project team--in addition to Mr. Yarger, Mr. Decker and Mr. Thomas, Henry Henscheid will review the position descriptions to ensure ADA compliance; Lynn Melton, who is the director of the Boise Public Library and has extensive experience with classification rating systems, will assist with position audits, preparation of class specifications and assignment of classes to pay grades. Mr. Decker said a classification study looks into the kind and level of work actually being done; it is not the expectations of employees, evaluation of the performance of employees, revelation of an employee's qualifications, efficiency or productivity analysis, or an organizational or staffing study. The objective is to follow what has been outlined in the library's RFP, establish a working partnership with the whole group, analyze the compensation plan changes, make sure administration knows how the system works and knows how to maintain and operate the system. The process will include meeting with Ms. Kruse and Mr. Scherr and other staff at the Service Center, picking up existing information about the current classification and compensation plan and procedures which YDT will review. YDT will hold orientation meetings with the supervisors and managers. They will have employees fill out position description forms which they will review and analyze. YDT will meet with groups of staff who hold similar positions. Positions will be tentatively allocated to classes (position is job held by employee; class is a group of positions). YDT will then write job descriptions and class specifications for each class which will include duties and distinguishing features of that class, required knowledge, skills and abilities. Benchmark positions will be selected which will provide a full view of the jobs in each level. Surveys will be conducted of other employers which compete with TRL (these employers will not necessarily be libraries). These surveys will provide YDT another checkpoint in the process. From that point YDT

- 6A will assign all of the classes to the pay grades. A draft report will be submitted. Supervisors will review the draft and it will be revised as necessary. The final report will be presented to the TRL Board.

Ms. Dobbs asked about the \$300 per day cost for appeals and what YDT's appeal rate is. Mr. Decker responded appeals are usually 1% to 2% of all staff and should only take one day. He does not view appeals as a showdown, but rather a request from staff to recheck the classification. Mr. Lawrence said he likes the idea of talking to groups, which he hopes would provide a better range of views on the job and help clarify misunderstandings among employees. Ms. Dobbs asked about the relationship and interaction with the board throughout this whole process. Mr. Decker said that relationship and interaction will be whatever the board desires. Some boards want to be involved in numerous steps along the way, others want to look at the initial classification recommendations which include the name of the employee, current title, proposed title, and current salary. About 90% of YDT's recommendations are adopted; if not adopted by the board, they will meet with the board and work it out. Mr. Scherr said the firm will submit weekly progress reports which he will forward to the board. In answer to Ms. Dobbs inquiry, Mr. Decker responded he anticipates YDT spending 20 days on site. Mr. Lawrence requested when YDT looks into the comparable worth area, keep in mind that this is very sensitive from an employee's viewpoint and fiscal management. He suggested YDT spend time with Mr. Morgan regarding the hazards of funding a library system such as TRL. Mr. Decker and Mr. Morgan will meet tomorrow to review the compatibility of our respective computer systems in the hopes that they will be able to leave the whole system for TRL on disk. Ms. Dobbs noticed on the list of clients that there are no libraries in this region listed. Mr. Decker said the firm did a study for King County Library 8-10 years ago, but he was not personally involved on that project. Another issue is that YDT typically uses a salary schedule which has salary grades and steps within those salary grades which are between 2 1/2% and 5%. He understands TRL's current salary system does not have steps. Do we want steps and how much distance do we want between those steps? Ms. Bergman said TRL does technically have steps, but they are not listed on the salary chart. She thinks this has created problems with staff and that staff would prefer a system with detailed steps. Mr. Scherr said his understanding of why the current salary schedule was developed is because it was less costly to implement. Mr. Decker said YDT will provide an estimated cost of implementation. No staff will have their salary reduced, although some salaries may be frozen. YDT needs to know where TRL wants to be--below market, at market, or above market. Ms. Fourre said TRL is a five county system and Thurston County is probably higher paying than the other four counties. Mr. Martin responded that YDT will look at companies that work across states or across the nation. If this is an issue, it needs to be discussed before the surveys go out.

Mr. Decker said after the market surveys are done, they apply 10 factors to the positions--supervision received; guidelines utilized by person in that class; requirements; variety of work; personnel relationship; commitment authority; supervision exercised; physical demands; education; experience. YDT will give a breakdown of classes with points assigned. There are human judgments involved, but by going through the screens and audits, TRL should have a system it can be proud of. There was discussion of the terms used in the surveys. It was suggested a definition of the terms be provided so all staff will be answering the surveys with the same understanding.

Mr. Blauvelt said since three board members are absent, the board will continue this discussion at a special meeting.

6 B. Internet Use Policy

Internet is a new resource being provided to TRL patrons. Since Internet is not covered in the "Freedom to View" and "Freedom to Read" policies previously adopted by the TRL Board, the following Internet Use Policy is recommended: "Timberland Regional Library is pleased to offer Internet access to its patrons as part of its mission to provide resources which reflect the great diversity of interests and opinions in our communities.

"Timberland Regional Library does not monitor and has no control over the information viewed through the Internet and cannot be held responsible for its content. As with other library materials, parents or legal guardians are responsible for their minor children's use of the Internet."

Ms. Kruse said TRL intends to post the policy with instructions near the equipment. The wording of the policy is consistent with other policies adopted by the board.

95-17 BILL LAWRENCE MOVED TO APPROVE THE INTERNET USE POLICY AS PRESENTED;
CAROLYN DOBBS SECONDED THE MOTION.

Ms. Dobbs commented that she spent two hours earlier today at a teleconference in which this matter was one of the issues discussed. This proposed policy is consistent with the concerns that come up very early with Internet usage. Ms. Kruse said ALA is developing a statement which will be similar to the "Freedom to Read" and "Freedom to View" statements. She will bring this statement to the board when it has been developed.

MOTION CARRIED UNANIMOUSLY.

7 Reports

A. Focus on Naselle

Ms. Nash spoke on behalf of Ann Musche, Community Library Supervisor at Naselle library, who is on extended medical leave. Ms. Nash presented a letter from Ms. Musche in which she highlighted events since the last time the board met at Naselle 3 1/2 years ago. Circulation rose dramatically when the library opened in its new quarters and has since leveled off at about 38,000 items per year; the meeting room is used frequently; Ms. Musche is working with Mr. Morgan on a few structural problems which still need to be solved; the parking lot has been expanded; a group of volunteers are working on landscaping; the adult and children's programs hosted by the library and Friends group have been successful; the library has 3 paid staff plus volunteers. Mr. Lawrence requested Ms. Nash relay the board's appreciation to Ms. Musche for writing the letter and wish her a speedy recovery. He mentioned the catered dinner provided by Ms. Hammer prior to the meeting was outstanding. Ms. Nash introduced Jack Smith, President of the Naselle Friends. Mr. Smith said he is continually amazed at how well TRL not only keeps up but leads the way in technology and services. There is a tremendous amount of interest in the library and he thanked the local volunteers and people in the community who support the Naselle library.

Mr. Hammond and Ms. Oesting announced that the Ilwaco/Ocean Park Friends will host the Friends Forum next spring. Ms. Oesting seconded Mr. Smith's comments and commended the staff. She expressed appreciation to the board for occasionally visiting this area.

The meeting recessed at 9:13 p.m. and reconvened at 9:30 p.m.

7 B. Long Range Plan

Ms. Sebbas said all of the information fairs in the five counties have been held. The next part of the process is the work of the goal setting committee. That committee is scheduled for weekly meetings beginning in May. Each meeting will focus on a topic and anyone interested in the particular topic under discussion is welcome to attend the meeting and participate in the process. Art Blauvelt, Bill Lawrence and Carolyn Dobbs are board representatives on this committee. Staff serving on the committee are Thelma Kruse, Christine Peck, Judy Covell, Margo Eyttinge, Jim Morgan, Kitty Schiltz, and Sandra Sebbas. Each committee member will receive a binder containing all of the comments from the surveys, cluster reports, and interest groups, and other pertinent information.

In April, Mr. Blauvelt and Ms. Kruse appeared on a Dialogue program on TCTV in which they discussed the long range plan. Ms. Sebbas showed the 10 minute clip which TCTV produced about Timberland which was included on the Dialogue program. Both the 10 minute clip and the Dialogue program will be available for checkout from the library.

C. Director - Thelma Kruse

Mr. Morgan presented the March 1995 Revenues and Expenditures. He noted the contributions line item. Since TRL has announced its efforts to cut postage costs, we have received several donations from patrons who would like to continue receiving materials by mail and wish to help defray the expense. Timber revenues continue to be strong and are up 10% over the same period last year. Ms. Strohl reported on the Management Council's April 13 meeting. The morning session included an interview of one of the Assistant Director candidates and a presentation by a representative from Maschhoff, Barr & Associates which offers TRL's Employee Assistance Program. The emphasis of the EAP presentation was how supervisors can use the program. The Council approved the formation of a new Collections Committee and finished up the meeting by sharing reports on attendance at the joint WLA/ILA conference in Spokane.

Building Projects: Ms. Peck reported the Aberdeen City Council approved placing a bond issue for the Aberdeen renovation project on the September ballot (it will be the first mail-in ballot in that area). The council will meet next week with the Aberdeen Friends and Board to determine how to proceed with the election. The Chehalis City Council will be considering a feasibility study recommendation of a two-stage building project, including a new public safety building and a combination city hall and library. Mr. Morgan has been pursuing the possibility of purchasing land next to the North Mason library. Since this is not possible, TRL is proceeding with expansion of the library on the current site. Staff are putting the finishing touches on the building program and plan to advertise for an architect within the next few days. We will be able to expand the back of the building and the parking lot without taking away from the character of the site. Ms. Kruse added if there is the projected large population growth in that area, TRL will have to look for another site in about 10 years. Ms. Kruse said the consultant on the Olympia project made a recommendation which the committee supports for one library in the downtown area which would serve more functions than the library is currently able to handle. For instance, the library could be combined with other cultural functions of the community, such as local history, and house a better research collection. The former Yard Birds site has been mentioned as a possible site for a new library. A joint TRL Board meeting and Olympia City Council meeting is scheduled on May 15 at 7:00 p.m. to discuss the consultant's recommendation. If approved, the consultant will be doing a site analysis and his final report will be forwarded in June or July. Ms. Nash reported that several staff and Mr. Lawrence took a

- 7C tour earlier today of the Raymond library to see the changes which have occurred. The genealogy room now has free access by wheelchair, the stage area has been cleared, and the outside area is well lighted.

Ms. Sebbas is handling the organization of the Local Library Boards Workshop which will be held at the Tumwater library on September 16. She extended an invitation to anyone to participate on the planning committee for this workshop. Ms. Kruse distributed a Technology Update report prepared by Gwen Culp. All 34 dialup lines are available, Periodical Index and the Legislative Information System are available in all 27 libraries and via dialup, and Netscape and CD-ROM work stations are available in Tumwater and will be available at six other libraries in May. In her legislative update, Ms. Kruse announced that the harmful to minors legislation passed with the library exemption. She announced that Tina Roose from Illinois has been hired as the new Assistant Director, Public Services. Ms. Roose is currently working for the American Libraries Association. She will attend All Staff Day on May 4 and will spend two weeks later in the month to visit as many libraries and meet as many staff as possible. She will officially begin work with TRL August 1. Ms. Kruse expressed appreciation to Chris Peck for filling in as interim Assistant Director. Ms. Peck said the March 1995 Statistics indicate that reference questions are 8,000 over March 1994. Libraries with added hours, Amanda Park, Elma and Tumwater, have all experienced large circulation increases. Overall district circulation shows an 8% increase over March 1994. Ms. Gorsuch announced that TRL received 7 WLA 1995 Best of Show awards at this year's conference. The winning entries were displayed. Judging is based on writing, how well the theme is carried out, and originality. Ms. Fourre said TRL's former Associate Director, Mike Crose, received the prestigious President's award. Other award winners were Gordon Earsley, Hoodspout Friends, Jerri Ferrier, Elma library employee, and Arlene Gardner, Tumwater Friends.

8 Other Agenda Items

A. Teleconference

Ms. Dobbs reported on the WSL sponsored teleconference she attended today. Ten sites around the state were connected on interactive TV with about 100 people involved. The teleconference was taped and the tapes will be available. Possibly the next teleconference will focus on staff and patron training. She said this is a very efficient way to operate, is very task oriented, and gives an opportunity for a lot of sharing. She will transcribe her notes and share them with board and staff.

There was no further business and the meeting adjourned at 10:33 p.m.



President



Secretary