

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

February 24, 1999

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MINUTES

BOARD MEMBERS PRESENT: Peggy Meyer, President; Art Blauvelt; Jean Davies; Bill Lawrence; Doug Mah; Janelle Williams

BOARD MEMBERS EXCUSED: Glen Nutter

STAFF PRESENT: Bette Anderson; Liane Bascou; Kris Brown; Judy Covell; Leanne Ingle; Corene Jones-Litteer; Thelma Kruse; Tina Roose; Doug Ross; Carol Saynisch; Sandra Sebbas; Barbara Winfree

GUEST PRESENT: Dylan Thalya; Talitha Thalya

President Meyer called the regular meeting to order at 7:05 p.m.

AGENDA ITEM
NO.

- 1 Introductions were made.
- 2 Correspondence and Public Comments
 - A. Golden Tree Award

A Golden Tree Award was presented to Carol Saynisch, Communications Manager, and her staff, Mike Brocha, Leanne Ingle, Kris Brown and Wendy McCliment. The award honors and recognizes that department's winning entry for the American Library Association John Cotton Dana Award, the second such award TRL has received. The entry was "Different by Design" about the opening of the new North Mason Library.

B. Public Comments

There were no public comments at this time.

C. Board Comments

Mr. Lawrence said he visited with former TRL Board member Carolyn Dobbs who was in the area for a few days. She talked about her trip to the Galapagos, and to Ecuador where she helped draft water policy legislation. She is next going to Scotland and England to look at water problems there.

Mr. Lawrence noted in the volunteer report at last month's meeting that several libraries do not use volunteers. He suggested that the Director try to get a 25% improvement in these areas and provide a progress report to the TRL Board in mid-year.

2 D. Correspondence

Ms. Davies reported she received a letter from the Ilwaco Library staff expressing thanks for the extra hours at that library.

3 Approval of Minutes

Mr. Lawrence had requested that the recording secretary make a correction to the January 27, 1999 minutes which has previously been distributed to the TRL Board to include the following comment in Agenda Item 6E Volunteers: "He is surprised to see that three libraries in Lewis County do not appear to use volunteers. With the increase in open hours made available to Lewis County libraries, it seems to him that the use of volunteers would become more important."

99-08 ART BLAUVELT MOVED TO APPROVE THE MINUTES OF THE TRL BOARD OF TRUSTEES MEETING OF JANUARY 27, 1999, AS CORRECTED; BILL LAWRENCE SECONDED THE MOTION. ART BLAUVELT, BILL LAWRENCE, DOUG MAH AND JEAN DAVIES VOTED IN FAVOR OF THE MOTION; PEGGY MEYER AND JANELLE WILLIAMS ABSTAINED BECAUSE THEY WERE NOT PRESENT AT THE JANUARY 27, 1999 MEETING. MOTION CARRIED.

99-09 ART BLAUVELT MOVED TO APPROVE THE MINUTES OF THE TRL BOARD OF TRUSTEES SPECIAL MEETING OF FEBRUARY 10, 1999, AS DISTRIBUTED; JEAN DAVIES SECONDED THE MOTION. ART BLAUVELT, JEAN DAVIES, DOUG MAH AND BILL LAWRENCE VOTED IN FAVOR OF THE MOTION; PEGGY MEYER AND JANELLE WILLIAMS ABSTAINED BECAUSE THEY WERE NOT PRESENT AT THE FEBRUARY 10, 1999 MEETING. MOTION CARRIED.

4 Unfinished Business

There was no unfinished business.

5 New Business

A. State of the Library Report

Ms. Kruse presented her State of the Library Report. She talked about all of the changes which have occurred in the past year and the need for TRL to change with the times. The space planning begun in 1997 is nearly completed. In 1998 TRL began its review of services and facilities. The results of this planning will mean dramatic changes in the way we provide library services. TRL added 56 additional open hours a week in the small and medium-sized libraries in 1998. More staff have been added to cover more open hours, handle increased computer activity, and meet increased service demands. Communication costs have gone down due to more cost effective measures, such as electronic notification of overdues and holds, and changes in our telephone systems and providers of network lines. Timber revenues are declining and TRL continues to budget conservatively in this area. We are working to build special collections aimed at particular types of needs, such as Adult Basic Education. Audio-visual circulation is up and new formats such as digital videodiscs and electronic books continue to emerge. We continue to look for ways to save money in acquiring and processing materials. For the second year in a row, TRL's circulation was more than 4 million items, although we have found that about 2/3 of the people coming into the library do not check anything out. Computer use is up

5A significantly. In 1998, TRL began using an outside company to handle overdue item accounts, which has resulted in items being returned more quickly. The growth in technology in the library was at its greatest in 1998 through an offering of a variety of services from word processing to online subscription databases to Internet. Patrons are requesting more instruction in use of computer resources and staff are looking at various ways to meet this demand. Reference services in TRL are in a state of flux and staff are in the process of defining this service and the best way to provide it. TRL has been focusing on adult programming for the past two years. Twenty libraries have book discussion groups. We have been making efforts to reach children through outreach programs and service to teens continues to be emphasized. The Foundation Board and library staff worked together in 1998 to create the structure for a working foundation. Ms. Kruse reviewed each of the counties TRL serves citing the economic conditions, population, use of libraries, and the challenges facing TRL.

Instead of doing a color copy of the State of the Library report for distribution as we have done in the past, Carol Saynisch will prepare an annual report.

2 B. Public Comments

Talitha Thalya told of her experience at the Olympia Library in February. She had scheduled time on two computers for her and her son. When passing by one of the computers she was scheduled to use, she saw on display very graphic pornography. The person on that computer had gone over his scheduled time. Fortunately, her son did not see what was displayed. When she was able to get to the computer she had scheduled, she saw the TRL logo displayed. When she was closing some of her research documents, the pornography the previous person had been viewing came up and she had to get assistance to get out of that program. She said this experience has left her with the feeling of not being safe in the library. She feels very imposed upon by this hostile environment. She is here at this meeting to let the Board know how offensive and shocking this experience was. Everything imaginable is available on the Internet. Since access in the library is free, she can see this happening more frequently. She uses the library computer because she does not have one at home. She recognizes that the responsibility is on her to make sure all programs are cleared, but there are a lot of people who are not experienced on computers. She requests that TRL reevaluate its policy and get screening and blocking systems. She was deeply offended and her image of the public library has changed. She is concerned that her son could have been sitting at that computer instead of her.

Ms. Meyer said that all libraries are wrestling with how to provide free access to information and how to help people make choices so that they do not have to see things they do not want to see. Mr. Lawrence asked Ms. Thalya if she would feel more comfortable if there was some way of erasing the previous user's connection. She responded she would not be comfortable because she could be sitting next to someone viewing pornography. She does not feel safe in that kind of environment. Mr. Lawrence said Ms. Thalya's comments are quite different from others the Board has heard regarding TRL's Internet Policy in that she has pointed out her concern for the types of people viewing pornography and she has raised the integrity of her safety. Mr. Mah said her term "hostile environment" brings new meaning to this issue. It is an image issue as well if the library is perceived as not being a safe place.

Ms. Kruse said she and Ms. Thalya spoke by phone. She said TRL is a government agency providing information. Cases have gone all the way to the Supreme Court and the Supreme Court has ruled that libraries cannot limit information. Ms. Williams added that feeling unsafe is not unique to libraries. Ms. Kruse said one of the things TRL is trying to do is provide positive

2B experiences by providing training. She said patrons should not have to wait when it is their scheduled time on computers like Ms. Thalya did. Ms. Roose said that Gwen Culp plans to visit the Fort Vancouver Regional Library tomorrow to see some software demonstrated that will schedule computer time and will shut off automatically when the scheduled time is up. She said TRL is continually looking at ways to protect privacy because we hear complaints from people who are upset that others can see what they are viewing. Mr. Blauvelt said we need to be careful because we have decided that we will not bar our doors to anyone and will not make judgments about what people are looking at or reading. We are a public library with free access to information. Ms. Kruse said she anticipates the space planning of the Olympia Library will provide a better environment and computer privacy. Mr. Mah said it sounds like the district is looking at technical solutions to prevent similar incidents from happening again. There are space-planning questions which need to be taken into account. As the district continues to increase the number of computers in the libraries and usage increases, we will continue to hear these concerns. Ms. Williams said these concerns have come up several times and we have addressed them in a variety of ways--space planning, optional filters, machine placement. We have done what we can do to the best of our ability. Ms. Kruse said we do offer on TRL's home page on all of the computers the option of filters. Ms. Thalya said she does not recall seeing anything about filters. Ms. Davies added that she was not aware that filters were an option on all computers, nor is she aware that this is clearly published in the libraries. Ms. Kruse said we have brochures about Internet and all libraries have Internet classes. Mr. Blauvelt said he does not want to appear unsympathetic to a patron's concerns. He said limiting access to information does a disservice to many people. Ms. Thalya asked how the Board feels about libraries becoming a hangout for this kind of access. Ms. Kruse said that she thinks educating the public helps. We provide programs, handouts on sites on particular subjects, and other promotional things to help people use the Internet in positive ways.

6 Reports

A. 1998 Long Range Plan Final Report

The 1998 Long-Range Plan Final Report was presented. This item will be on the Board's March agenda for Board comments or questions.

B. 1999 Action Plan

The 1999 Action Plan was presented at the January 27, 1999 meeting. There were no further comments or questions.

C. Services and Facilities Plan

Ms. Sebbas reported the Services and Facilities Community Advisory Committee met twice in February. They reviewed the adult, youth, borrowers and collections service standards and models of service. Each working group will be reviewing its standards and models and they will make recommendations and establish priorities. The Community Advisory Committee's meeting on April 14 will focus on facilities and reviewing the priorities of the working groups. The recommendations of the Community Advisory Committee and staff will be presented to the TRL Board at its work session on May 8. Mr. Lawrence stressed the importance of this work session. There is a lot of information to absorb. He said the Board should plan to take as much time as they need to do the job that is expected of them. Ms. Kruse said any of the Board members could attend the April 14 Community Advisory Committee to hear the discussion at that level which

- 6C will give them more background for the May 8 meeting. The Board agreed to meet on May 8 from 9:30 a.m. to 2:30 p.m. at the Service Center. The goal is to have the TRL Board adopt the plan in the fall along with adoption of the budget.

D. Regional Planning Councils

Mr. Mah said TRL has been asked to do a presentation at the Thurston Regional Planning Council's March 5 meeting. They will provide an overview of the State of the Library Report and talk about the Services and Facilities Plan. Mr. Mah distributed a memo regarding an item which will be voted on by the council. Although this item is probably out of the scope of TRL's Board, he wants to make the point that TRL is a voting member of the council. He plans to vote in favor of the recommendation in the memo to adopt the OFM employment and population forecast. He distributed some graphs of population forecasts. These graphs indicate to him that the library will be serving a growing range of ages. Another graph shows a commuter forecast which indicates more traffic going in and out of Thurston County. As TRL moves forward with its Services and Facilities Plan, Mr. Mah hopes the relationship we are building with TRPC will be fruitful.

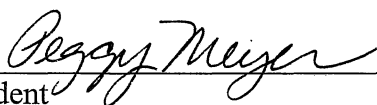
E. Director

Payroll and payroll related vouchers for January 1999 amounted to \$704,209.20.

- 99-10 JEAN DAVIES MOVED TO APPROVE VOUCHERS NO. 56334 THROUGH NO. 56637 FOR FEBRUARY 1999 IN THE AMOUNT OF \$433,712.07; JANELLE WILLIAMS SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

The January 1999 Revenues and Expenditures report was presented. Personnel: Ms. Kruse reported that staff have begun reviewing applications for the Business Manager position. The process will involve an interview by a committee and final candidates meeting with the Management Council and any TRL Board members interested. Building Projects: Ms. Anderson reported that the Lacey Library closed today for the beginning of that enhancement project. The library will reopen on February 27 with limited service, including pickup of holds, a telephone connection to reference staff, and a computer terminal for placement of holds. The project is on schedule. Mr. Ross reported that a contract has been signed with Berschauer Construction for the Service Center annex. Ms. Kruse said the North Mason Library's roof is leaking. A consultant has been hired to determine what the problem is. Ms. Meyer and Ms. Davies attended Library Legislative Day on February 23. Internet issues were discussed in the morning. Ms. Meyer urged Board members to attend the Friends Forum on March 13 at the North Mason Library. The Washington Library Association Conference begins April 28. The American Library Association Conference begins June 24. TRL will receive the John Cotton Dana Award at this conference.

There was no further business and the meeting adjourned at 9:05 p.m.



President



Secretary