

TIMBERLAND REGIONAL LIBRARY
BOARD OF TRUSTEES MEETING
Winlock Timberland Library, 322 1st Street, Winlock, WA 98596-0428

August 24, 2005

MINUTES

BOARD MEMBERS PRESENT: Edna Fund, President; Jo-Ann Andrews; John Braun; Peggy Meyer; Dick Nichols; Pat Shults-Runge; Gene Weaver

STAFF PRESENT: Bette Anderson; Jinny Burns; Tracie Clawson; Judy Covell; Gwen Culp; Ellie Dickerson; Ellen Duffy; Alex Duncan; Susan Hanson; Jean Jones; Corene Jones-Litteer; Jodi Reng; Tina Roose; Cherie Rusk; Mike Wessells; Harriet Whisler; Art Wuerth

GUESTS PRESENT: Beverly Butler; William Butler; Bruce Grumbles; Sharon Hammer; Helen Holloway; Pam McEachren; Trudy Marriott; Sandra Merriman; Frances Nugent; Freda Wanta

President Fund called the meeting to order at 7:01 p.m.

AGENDA ITEM
NO.

- 1 Mr. Nichols led the Pledge of Allegiance. Ms. Fund shared two quotes given to her by Mr. Braun. The first, by President Franklin D. Roosevelt: "They have given their sons to the military services. They have stoked the furnaces and hurried the factory wheels. They have made the planes and welded the tanks, riveted the ships and rolled the shells." The second, by Colonel Oveta Culp Hobby: "Women who stepped up were measured as citizens of the nation, not as women ... This was a people's war, and everyone was in it."
- 2 Introductions were made
- 3 Approval of Agenda

05-35 JO-ANN ANDREWS MOVED TO APPROVE THE AGENDA; GENE WEAVER SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

- 4 Focus on Local Library

Harriet Whisler, community library supervisor for the Winlock library, shared some history on Winlock and the library. The city of Winlock was incorporated in 1890, with an area of 1.3 square miles at an elevation of 308 feet. Logging, growing hops, hatcheries and dairy farms were the source of income. By 1930, Winlock had hotels, a department store, groceries, shake shop, car dealership and a drugstore. The population now is approximately 1340. Cardinal Glass is building a plant north of Winlock, and the city is holding hearings on expansion east of the center of town towards the I-5 corridor. The town's special celebration is Egg Day, the third week of June. Winlock Public Library began on February 24, 1939, when the Women's Civic Club sold its collection, furniture and card catalog for \$1.00 to the town. The city received a LSCA Title II grant to increase the square footage of the library by 100%. During the remodeling, a bookmobile served as the library. In 1976, Winlock Public Library joined the Timberland Regional Library district.

5 Presentation – *Life on the Home Front*

Ms. Fund introduced Helen Holloway, a ‘Rosie the Riveter’ from WWII. Ms. Holloway then presented two books entitled *Life on the Home Front* to Ms. Reng and the Timberland Regional Library. The books are written by a local author, Julie McDonald Zander, who lives in Toledo, Washington. Ms. Fund then introduced Frances Nugent, another ‘Rosie’, who brought with her a rose that she presented to Ms. Reng in remembrance of all of the Rosies. Also introduced by Ms. Fund was Sandra Merriman, who is on the Rosie and the Guys Reunion committee. Ms. Fund mentioned that Ms. Merriman was instrumental in having an article published in the *Lewis County News*. Ms. Merriman explained that she approached the editor with the article, which includes a very nice poem written by one of the committee members, John Martin. Ms. Reng read the poem. Ms. Fund mentioned that Corene Jones-Litteer was also on the committee, and did a great job volunteering.

6 Correspondence/Public/Board Comments

A Thank you letter to Mel Johnson

Ms. Reng read a letter that will be sent to Mel Johnson from the Board of Trustees, thanking her and her husband, Dr. Edgar Johnson, for their donation of \$50,000 to the Chehalis Timberland Library. During the planning of the new Chehalis Library, some of the funds will be used to purchase comfortable chairs for the reading area in the current library, and then they will be the focus of the reading room in the new building.

B Public Comments

Ms. Jones-Litteer read an e-mail from Sally Mulder regarding Gordon and Mary in McCleary.

Ms. Burns expressed her appreciation to the Computer Services staff for helping with a patron in desperate need. Steve Cosper spent a good amount of time finding an answer for the patron. Ms. Burns asked Ms. Culp to pass on her gratitude to Mr. Cosper and the rest of the Computer Services staff.

C Board Comments

There were no Board comments.

7 Director’s Report

A Outcomes and measures

Ms. Reng stated that the strategic planning process has shown that we need to be evaluating our programs and services, based on our impact in our communities. The administrative team has been working on developing ways to make people aware of outcomes and how to measure them. The theme of the Library Manager’s meeting in September is how to find and predict outcomes, and how to measure success by using outcomes. Ms. Duffy and the RLMs have been traveling to the branches to work on the concept of outcomes. This is an acknowledgement of how what we do impacts the communities. This is just an introduction to the concept; we will be working with it much more.

B Shared Collection experiment

Ms. Reng explained that three of the things we are measuring in our patron service (how quickly we can get the items requested to the patron) are: what kind of impact is there on staff workload, the amount of time books are unavailable because they are in transit, and how well the collection is refreshed. Because shared collection has never been tried region wide, it is being started as an experiment and only with the Audio-Visual collection and the Large Print collection. Shared collection means that when a book is returned to a library branch, it is checked in and shelved at that branch. Then when it is requested at another branch, it goes there. During the month of September libraries will be taking statistics, so that there is a baseline from which to measure. In October, AV and LP will be kept at the library when they are checked in, and statistics will be taken over the course of six months which will measure the impact on the three afore mentioned points. At the end of six months, a review will be done, and a decision made as to whether or not to continue sharing collections.

D Gates Grant

Ms. Culp stated that Timberland had received a letter from the Gates Foundation offering money to replace the computers that the grant purchased for us five years ago. They offered us \$93,000, or \$1,500 per computer. Unlike the previous grant, this is only for computers, and not printers. These must be public access computers that are being replaced. Software can also be purchased with this money.

E Signage which shows the library hours of a nearby city/location

Ms. Reng presented two examples of signs which will be posted at library branches to show the hours of a nearby branch. Libraries which have the same hours are not included.

F Timberland Reads Together

Ms. Covell reminded the Board that Timberland Reads Together is our community outreach program. An insert that was developed for the different events was handed out. This insert will be placed in various newspapers around the district. Ms. Covell discussed various events and talks that will be occurring. Many bookstores are partnering with TRT, and offering a discount when the customer shows their Timberland Library Card. All the events are listed on the library website. South Puget Sound Community College is including *The Secret Life of Bees* in their orientation program. Ms. Covell mentioned Jean Barnett, Susan Hanson, Jamie Jenson, Chris Peck, Laura Young, Gwen Culp, and Lauren Matheson as persons who were instrumental in helping pull together the Timberland Reads Event. Mr. Braun asked if this is an event that Timberland will do again? The program will be evaluated and if it looks successful it will be repeated.

G Benefits rates update

WCIP (Washington Counties Insurance Pool) met last week. They administer, manage and set rates for the self-insured PPO/Medical plans that we offer. They voted to approve an

8.687% medical rate increase for 2006. Next month Ms. Duncan will be attending a meeting for WCIF (Washington Counties Insurance Fund) which is the umbrella organization for WCIP. At that time, they will set the rates for Group Health medical, dental and vision plans. At next months Board meeting, Ms. Duncan will have those rates for 2006.

H Mid-year employee data

Ms. Duncan pointed out information included in the Board packets regarding applicant diversity. Earlier in the year, Ms. Duncan presented information on year end 2004 recruiting and applicant diversity, and is now updating that information with the Board. Gender diversity is slowly shifting from this female dominated career. Ethnic diversity has increased to 5.4% of our employee base. Hispanic employee population is increasing as well, as a result of our cultural diversity grant.

I Public Services – June 2005 Statistics/Service Stories

Ms. Roose shared a service story from June, and some statistics as well. There were no questions.

J Financial Report

Mr. Wuerth commented on various vouchers and answered questions that rose last month

9 Consent Agenda

05-36 JO-ANN ANDREWS MOVED TO APPROVE THE CONSENT AGENDA (JULY 27, 2005 MEETING MINUTES; PAYROLL VOUCHERS #41163-#41402 FOR JULY 2005 IN THE AMOUNT OF \$881,156.48; OTHER VOUCHERS #80134-#80384 FOR AUGUST 2005 IN THE AMOUNT OF \$304.855.68); PEGGY MEYER SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY.

10 Unfinished Business

There was no unfinished business.

11 New Business

A Experimental project in Rochester

The Facilities committee has been working for some time figuring out a plan to determine how to provide appropriate service to locations who request it. Two of the issues raised in having new service points are having a building and having two paid staff in the building anytime the building is unlocked. TRL has found someone who will partner with them in providing the very basic services to a service point – the place, the staff and the connectivity – and Timberland would provide the computer and the materials. This can be done with a Kiosk. Ms. Reng presented a picture of a three function Kiosk – one side has self check, one side has our PAC which gives access to the catalog and databases, and the third side gives the opportunity to “Ask a

11A librarian" via e-mail or chat from that location. The connectivity would be paid for by the partner at that location. Holds could be placed from home, office, or partnership service point, then the staff at that location would be responsible for unpacking and shelving, spine down for privacy, books that have been delivered. When there is no staff at that location, the room would be locked for security. Rochester has made a request to be the experimental site for this project. Volunteers would staff the Kiosk in a secure building. Rochester is willing to pay for the costs of connectivity, supply the staff, provide electricity and contribute to the costs of the courier. Ms. Reng asked the Board for permission to move forward with setting up the Kiosk in the Community Center in Rochester. The cost of the Kiosk was asked. Ms. Reng stated that it was five to six thousand dollars a unit. There will be one at Rochester, and if that is successful, South Puget Sound Community College has asked that one be placed at their Hawks Prairie Campus.

05-37

GENE WEAVER MOVED TO USE ROCHESTER AS THE EXPERIMENTAL PROJECT FOR THE KIOSK. JO-ANN ANDREWS SECONDED THE MOTION.

Mr. Braun asked, in Rochester in particular, who is the primary contact. Ms. Reng replied that Jim Anderson, the Superintendent of the Rochester School District, is the primary contact. Mr. Braun asked if there was an agreement, written or otherwise, with an organization there. Ms. Reng stated that as soon as the Board gives the go-ahead, she will be meeting with Mr. Anderson and the City of Rochester to work out the details of the agreement. Ms. Meyer stated that it would be wise to have a written contract with both sides signing the document. Ms. Reng agreed, and stated that Timberland's attorney will look at the document as well. Ms. Shults-Runge asked if the cost on each side is comparable. Ms. Reng said that they would have no set up cost, but that they would be absorbing the cost of the staff, the connectivity and electricity and would pay the cost of the courier. Up front costs are Timberland's; maintenance cost belong to the partner. Mr. Nichols stated that extending library service to areas which are in dire need of such service is an exciting option to the expansion of literacy. Mr. Nichols gave kudos to Mr. Weaver for coming up with the idea. Mr. Braun asked about the lifetime of the Kiosk. Ms. Reng said they are very reliable.

THE MOTION CARRIED UNANIMOUSLY.

B Set date for special meeting for organizational analysis study recommendations

Dates for the organizational analysis are October 6, 2005, and October 20, 2005, at 6:00 p.m. in the Service Center.

05-38

DICK NICHOLS MOVED THAT WE SET SPECIAL MEETING FOR ORGANIZATIONAL ANALYSIS STUDY FOR OCTOBER 6, 6 PM AT THE SERVICE CENTER IN TUMWATER, AND OCTOBER 20, AT THE SERVICE CENTER IN TUMWATER AT 6 PM. JOHN BRAUN SECONDED THE MOTION. THE MOTION CARRIED UNANIMOUSLY.

C Cancellation of void warrants

The cancellation of void warrants was postponed until next month.

12 Reports to the Board

A Policy Review Committee Report

Ms. Shults-Runge stated that the policy committee met before the Board meeting and looked at the first review of the Major Gift Solicitation policy - major gift being defined as a gift over \$1500 dollars. The policy was edited and sent back to the policy writers with questions. Mr. Braun asked if this policy was a Foundation policy or a Timberland policy. Ms. Shults-Runge stated that it was a Timberland policy that encompasses Foundation rules. Also looked at was the wireless internet access compliance measure. This is not a policy, but a compliance measure. One element has been added to the document which discussed the wireless network opportunities in all the libraries. It has been decided that the wireless network access connection is a filtered connection; there is no option. The Policy Committee recommends to the Board that they amend this compliance document by adding item 1 D, by majority of the Board.

05-39

DICK NICHOLS MOVED THAT WE ADD ITEM 1D TO THE COMPLIANCE MEASURES FOR CIPA AND NCIPA. JO-ANN ANDREWS SECONDED THE MOTION. THE MOTION CARRIED UNANIMOUSLY

The Confidentiality policy was tabled.

B Facilities Committee Report

Ms. Reng stated that committee has been working on a "first cut" formula to determine whether to go ahead with a complete analysis on a location where library services have been requested. A complete analysis includes such things as population, interest and if the city/county is interested in supporting the service. After taking those things into consideration, it is then decided whether a service point should be placed there and what the level of service should be. The next meeting will be November 9, 2005. Prior to the meeting, a working document will be sent to the Board.

C Regional Planning Councils

Ms. Jones-Litteer passed out the community assessment report for Lewis County. Mr. Braun, Ms. Burns and Corene Aiken were all involved in planning the report. Mr. Braun mentioned that one focus of the report was to provide a comprehensive statistical report for organizations in grant applications. Mr. Nichols stated that the Thurston Regional Planning Council distributed a document in June which shows that Tumwater and Lacey are growing, and that Olympia is the least of the growth areas. This may come in handy when the library plans facilities and library services.

12C

D Budget Committee Report

Mr. Braun stated that the next scheduled meetings are September 12 and 21.

E Organization/Classification Study Committee Report of findings

Ms. Reng stated that the Board gave her the mandate, to be completed by the end of the year, to do a study on the structure of Timberland, and how it can improve in communication, flexibility and efficiency. Sharon Hammer was chosen as a consultant on this study because of her background in libraries. As well as being the former director of the Fort Vancouver Regional Library, Ms. Hammer also directed the reorganization of WLA. Ms. Hammer is not a TRL employee, and therefore is able to take an objective look at Timberland, and come up with ideas for improvement. Ms. Hammer stated her admiration of Timberland, and her pleasure in the opportunity to consult on this study. Ms. Hammer discussed the methodology that was used in her consulting. She met with department heads from the Service Center, representatives from the Staff Association, and the three RLMs. Then she went to group sessions in over 25 places in the district and talked to over 200 staff persons. After that she went back to talk to administrators as a group. Opportunities were there for staff to call and e-mail her. Ms. Hammer complimented staff on their professionalism and their openness. All comments were taken in confidentiality.

Ms. Hammer stated that staff has a great deal of pride in this system. They like the philosophy of Timberland, and are appreciative of the resources being shared. There is a great deal of pleasure in patron compliments. Staff appreciate each other, and comments were made in particular of Computer Services and the training that they provide. Collection management was mentioned, and the care that the Selectors took by coming out to the buildings and the help that was given with the weeding. There is pride in the quality of printed material that is generated. Kudos was given to the Youth Service Coordinator.

Ms. Hammer also stated that there were some barriers that were consistently brought up around the district. There is a frustration in the perception of how administration works, particularly in Public Service, but also the whole Service Center. There is a concern that many administrators are not seen in the community libraries, and because of that, they are not informed about the impact of the decision they make. Ms. Hammer stated that decisions need impact statements. They need to have expected outcomes, and then be evaluated against those outcomes. Scheduled evaluations, adjustments and then scheduled review of the adjustments must be done. Good communication must be part of this process. Staff need to know that they are being listened to, even if there is no agreement. There is a concern about the numbers of layers of management, particularly in Public Services. There is a concern with payroll, and how the many variations in part-time positions can occur and how they are being dealt with. A concern with the lack of money the Foundation is bringing in was raised. More training is being called for; brush-up Horizon training is wanted.

Ms. Hammer stated that her perception is that Timberland has a well deserved reputation, and hard working, dedicated staff at all levels whose main focus is serving the public. Long term consequences of unanticipated budget cuts need to be reviewed. But the organizational structure no longer meets the needs of Timberland. Ms. Hammer's next step is to analyze the data she collected and make recommendations to the Board that will address the issues that have come up in such a way that Timberland will be stronger, better and more able to face the future and provide that kind of service Timberland has always provided. Ms. Hammer thanked the Board for the opportunity to speak to them this evening, and asked if there were any questions. There were no questions.

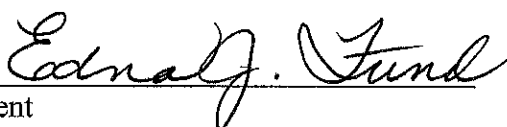
F Focus of the Month

Ms. Hanson presented diversity awards lists, and the Focus of the Month.

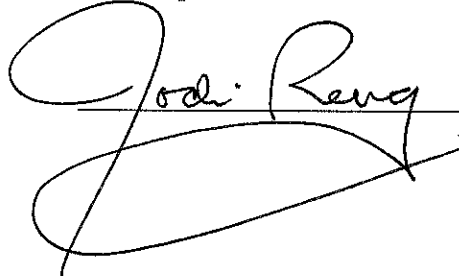
Action items carried forward.

Director will complete a financial and organizational review by December 2005 per the
"Direction to Executive Director From the Board of Trustees December 2004."
Facility Committee matrix mailed to the Board.

There was no further business and the meeting adjourned at 9:26 p.m.



President



Secretary