

TIMBERLAND BOARD OF TRUSTEES

December 28, 2011
DIRECTOR'S REPORT

Normally I would use this time to give you an update on what is happening as we end the year, but what I really want to do is take the time for employee recognition and acknowledgement for efforts put forth by staff in all of our buildings for the past year.

Thank you to all of you who work directly with the patrons and within your communities. You are the most important point of contact with the public and why our patrons refer to you all as "their" librarians. I'm sure this is due to the personal attention each of you gives to all you serve and why they speak so highly of you, and our services.

At the Service Center we have a cadre of staff who work mostly behind the scenes. When you think of quality service, please thank our Collection Services staff for working diligently to assure you have quality collections and materials on your shelves. A big thank you to everyone - your hard work is amazing to watch!

I must imagine that it is both a joy and a stress to see these materials come into the libraries. Thank you to the Pages and other building staff who make room for all new and existing materials on already crowded shelves - what a job that must be! Our success is everyone working together - this is what keeps millions of items in circulation during the course of the year, and our patrons coming back again and again.

My appreciation to our Couriers - talk about a team that is always there for all the buildings and the Service Center! Thank you for your dedication to always getting the materials to where they need to be.

Another big thank you to all the great people that work here at the Service Center - you do a wonderful job supporting our library staff and providing services to our vendors and the public. I appreciate all that you do to provide great service to TRL.

To my management team and your department staff, please accept my sincere appreciation and thanks for your constant support and dedication for all that you do for TRL and for me personally.

Finally, thank you to the Board of Trustees who observe the operations of the district and represent us to their communities. As an unpaid and often underappreciated job that can be very time consuming, your service to our library system is appreciated and important. For 2012 I would encourage all board members to visit their local libraries and meet the staff. I'm sure you would gain a great deal from such interaction and they would love to meet you.

So, let's use our successes and failures to guide us into the New Year. I look forward to maintaining our balance as we work our way through the New Year and building a roadmap to our future.

Thank you all for your good work. I wish you all a Happy Holiday Season and Peace in the New Year.

Warm Regards
~Mike