



BOARD OF TRUSTEES
January 23, 2013

DEPARTMENT REPORTS

Collection Services

Felicia Wilson, Manager

In December, Collection Services focused primarily on wrapping up ordering prior to the end of the fiscal year. This month Collection Services will share yearly statistics for the department. **140,000** items were added to TRL's collection by the Cataloging Unit in 2012 including:

Physical items:

Books	93,886
Talking Books	6,444
Music CDs	4,516
DVDs	17,445
Kits	25
Spinners	9,360

Electronic items:

Downloadable Audiobooks	1,674
Downloadable Music	78
Downloadable Video	230
Ebooks	5,874

ILL Stats December 2012:

- 1149 requests received from TRL patrons
- 21 holds placed
- 222 Purchase Requests sent to Selectors
- 631 items were loaned to other libraries

ILL Stats for the entire year:

- **23070** requests were received from TRL patrons
- **16633** holds were placed
- **15206** were filled
- **24370** requests were received from other libraries
- **10258** requests were filled by TRL

Freegal Statistics:

- **10456** downloads for the month of December 2012 compared to December 2011's 9489 downloads
- **117,012** for the entire year

OverDrive Statistics:

- As of December 31, 2012, we have 17,377 titles (22,858 items) in the OverDrive downloadable collection. 22,277 unique patrons have used the OverDrive collection since TRL service began, checking out a total of 385,381 items.

Checkouts: 17,105 ending 12/31/2012

Audiobook: 4,889

eBook: 11,927

Music: 66

Video: 223

Holds: 6,543 ending 12/31/2012

Audiobook: 1,433

eBook: 5,104

Music: 4

Video: 2

Computer Services

Gwen Culp, IT Manager

- Assisted with the installation of the new circ desk in Ocean Park and completed the final install of all computer equipment in the remodeled library.
- Updated website for Adult Winter Reading and added an online form for reporting books read and as entry for grand prize drawing.
- Completed replacement of servers in the libraries per the 4-year replacement cycle.
- Coordinated with vendors to upgrade network connections Chehalis and Salkum the first week of January. Naselle is scheduled to be upgraded in January also.
- Purchased digital photo frames for all libraries; tested and documented procedures for uploading photos and images of posters about library events. They will be distributed by the end of the month.
- Added Administrative Team photos to the public website.
- Coordinated with Ed2Go vendor to configure Ed2Go and test it for TRL's environment and added it to the TRL website.

Human Resources

Rich Park, Human Resources Manager

- Key Recruiting Actions: Public Services Manager; Senior Library Manager, Olympia
Timberland Library
- Leadership Development Program Session 5 on January 8, 2013

Gwen Culp presented a summary of the "Leading Change" workshop she attended at Learning Point in Vancouver.

Washington Library Association Lobbyist Steve Duncan spoke about the complexity of the legislative process and gave insights into how library supporters can be effective in presenting the impact of legislation on public libraries.

Participants toured the North Mason Timberland Library and discussed the leadership challenges of a medium-sized library owned by TRL.

- 2012 Employee Turnover Report:

Timberland Regional Library's regular employee turnover rate for 2011 was 9.14% and included 28 terminations (2 of which were involuntary).

The highest turnover occurred in September.

Most voluntary terminations occurred because of Retirement (13), or Other Employment (7).

Key positions vacated included the Library Director & Public Services Manager.

The total number of employees decreased from 309 to 306 over the course of the year (3 fewer).

Olympia had the most terminations (5), followed by Centralia (4), then Montesano, Tumwater and Administrative Service Center (3 each).

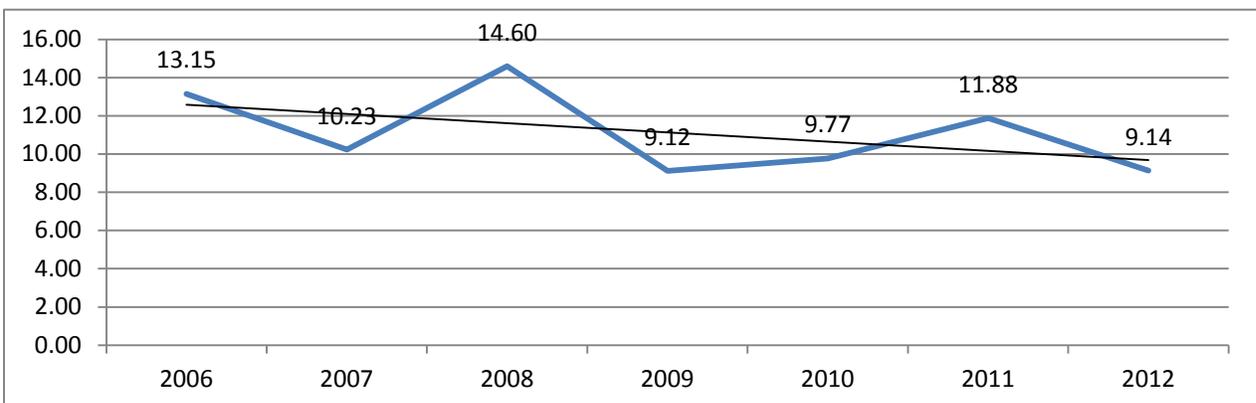
Of the 27 libraries, 10 had terminations and 17 had none.

Positions with the highest turnover were Library Associate (6), Library Aide (4).

The 28 terminations equated to about 20 FTE.

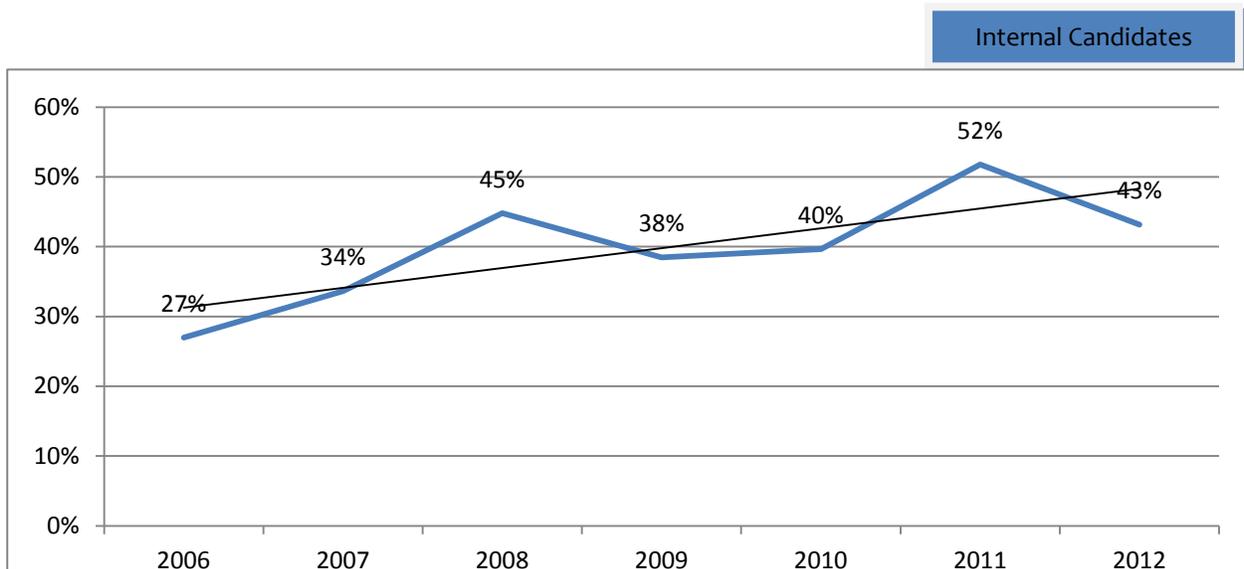
The longest length of employee service was 30 years, 3 months; the shortest was 3 months, 28 days; the average was 10 years, 11 months.

Annual Turnover

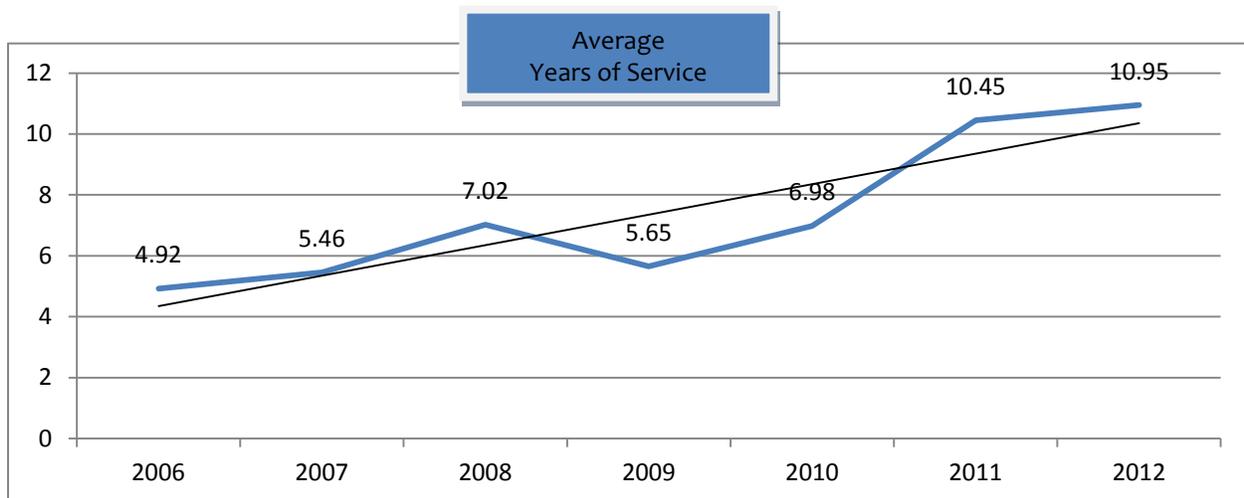


This figure includes a record **13 Retirements.*

The percentage of open positions filled by internal candidates declined slightly this year, from 52% of all hiring actions in 2011 to 43% in 2012. The overall trend continues upward, however. These represent promotions, increased FTEs and lateral moves for staff.



The trend of average years of service* continues to rise, from almost 5 years on average in 2006 to nearly 11 years in 2012.



**Years of Service calculated at separation from TRL*

- Streamlined the Hiring Process

The hiring process has been updated and streamlined as a response to issues mentioned in the staff survey.

Human Resources has taken on some of the routine aspects of the process, such as reference checks and updating NEOGOV for many of the steps, as well as creating an interview question pool for Search Teams to use.

- Promoted Wellness and Retirement Planning on SharePoint:

Shared LiveWell information on healthy New Year's resolutions.

Distributed information to Premera and Group Health members about discounts and wellness perks associated with their plans.

Created a Retirement page on the HR site of SharePoint, including information about Social Security, Medicare, and other topics of retiree interest.

Communications

Jeff Kleingartner, Communications Manager

- Wrote and distributed more than a dozen news releases. Two of special interest includes one for *Ed2Go*, a new service that provides free college level courses and personal interest classes online and one for a teen graphic novel contest as part of *Lacey Loves to Read*, a community reading initiative.
- Met with Iver and the sign vendor in Ocean Park. Developed and submitted the sign order detailing all the new signs for the remodeled Ocean Park Timberland Library. Install planned for late February or very early March. Also working with Iver on the *Grand Opening*, planned for Saturday, March 16. Publicity will include a poster, invitation, newspaper ad, day of event program, news release and social media posts.
- Updating graphics and text for printed and online materials by mid-February for the *Family Read Aloud* initiative. These include brochures, two different posters, a booklist, drawing slips, website graphic, bilingual door hanger, press release, newsletter article and social media posts.
- Planning 'meet and greet' opportunities for patrons to interact with the new Library Director at events already scheduled in each county during the month of March.
- Preparing packets of library resources for upcoming meetings the Library Director has with County Commissioners throughout the Timberland service area. Packets include the latest *Today's Library* newsletter, recent service stories from that county we are meeting

with and various brochures, flyers and bookmarks. Also assembling packets for mailing the end of January introducing the new Library Director to public officials, literacy groups and other organizations across the library district.

- Creating posters for display and bookmarks as handouts for the upcoming week-long closure due to facility improvements at the Winlock Timberland Library scheduled for January 29 – February 2. Re-opening planned for Tuesday, February 5. A press release and Facebook posts on the District and Winlock Facebook pages are also scheduled.

Public Services

Cheryl Heywood, Interim Public Services Manager

- See Director's report.

Youth Services

Ellen Duffy, Youth Services Coordinator

- **Pilot Teen Author Project for Summer** – Marissa Meyer, author of *Cinder* and *Scarlet*, will visit 6 Timberland libraries in July: Aberdeen, Centralia, Ocean Park, Olympia, Shelton and Winlock.
Advance promotion will include the development of 2 book discussion kits, an author *program-to-go* activity kit, and school visit promotion. Becky Standal, Youth Services Associate at Winlock Timberland Library, created the vision for this project.
- **PSAT, SAT and ACT Prep!** - Olympia Timberland Library is offering FREE prep sessions on Mondays from January 7 – May 20. Response to the first two sessions has been phenomenal – 21 and 31 teens! Instructors are experienced teachers from University Tutoring. Another pilot project well on its way to becoming a successful community service.
- **Story Time Outreach Training** – Kristi Selby, Youth Services Supervisor at Shelton Timberland Library and Ellen Duffy, Youth Services Coordinator, facilitated a Story Time Training at Shelton in December with 5 enthusiastic community volunteers. Working with the South Sound Reading Foundation Adopt-A-Daycare Program and Kristi Selby, volunteers will bring story time outreach programs to community child care centers.
- **Project Views 2: Grant Project of the University of Washington Information School UPDATE** –
Sara Lachman, Youth Services Librarian at Olympia Timberland Library, and volunteer families from Olympia story times, will participate in ELSA, Early Literacy Skills Assessment this winter. Participating families will receive more than the usual information about how they can help their children be prepared to learn to read. ELSA is a pilot project in 5 WA libraries.

Adult Services

Tim Mallory, Adult Services Coordinator

A Theme for 2013 - Strong Communities: Building our future

- Jobs & Careers – Speaker from WOIS at Adult and Reference Services Team (A&R Team)
- Your Money – Planning for workshops on Financial Literacy for Money Smart Week
- Business Know How – Planning with Enterprise 4 Equity staff to for cooperative Entrepreneurship workshops this year in each county
- More Programs in the Library – A&R Team reviewed old “programs in a box” to determine suitable uses and plan updates for future programs utilizing local experts.
- Outreach: Including all tribal organizations in our area in planning programming for the year.

Timberland Reads TOGETHER 2013

Short Nights of the Shadow Catcher: The Epic Life and Immortal Photographs of Edward Curtis is the selection for the 2013 "Timberland Reads Together" program. We have a signed contract with **Timothy Egan** to appear on October 1 at the Washington Center for the Performing Arts in Olympia. As we were unable to sign Mr. Egan for any additional appearances, be sure to reserve the date for this evening's author talk and book signing.

TRL has a number of books in the collection of photographs by Edward S. Curtis. These will form the basis for displays in our libraries that will also feature photographs from the archives of the tribes in our area. We have responses so far from 4 of the 6 tribal librarians

Book-It Repertory Theatre has expressed interest in contracting for an adaptation of **Short Nights of the Shadow Catcher** to be performed as part of our October programming.

ASSisting Library staff

I will be filling in for Christine Peck, Aberdeen Library Manager, as TRL representative to the Grays Harbor Council of Governments while she is attending the ALA midwinter meeting in Seattle on January 24, and on other occasions as needed. Continuing to work with Corrine Aiken to interview and hire for full staffing in Chehalis.

ASSISTIVE TECHNOLOGY

Samantha Murphy from the WATAP program at the University of Washington and I met with the Circulation Council and discussed whether we could collect re-usable assistive devices (in particular, hearing aids) at our libraries. Also clarified was the cleaning of assistive devices between circulations.

Adult and Reference (A&R) Team

The Adult Services Council, merged with the Reference Council, is now the Adult and Reference Services Team, conveniently abbreviated as the A&R Team. At our January in-

person meeting, planning for 2013 programming was outlined, and we agreed to meet bi-monthly, alternating between in-person and online meetings.

Adult Programming

For 2013 we will feature programs to center on the Centennials of the Washington State Park system, the Centralia library, and the South Bend library. These events, and the photographs of Edward Curtis taken around 100 years ago, will be tied in to the history of our communities, including the Native American communities from which our current counties were carved.

Oral history to accompany the photographic history will be collected, with workshops to train community members and staff in best practices for these collections. Workshops will be presented by Joe McHugh, nationally known storyteller who lives in our area.

In participation with the Washington State Parks, we will celebrate their Centennial with both a geocaching program and a Passport to visit all state parks during the summer.

Financial Literacy programs will be presented throughout the district with an emphasis on Money Smart Week at the end of April. We will be working with financial institutions in several counties to provide a training component to their “Bank On” program designed to help people who have never used banks to open accounts, gain credit, and learn to manage finances without exploitative check-cashing and payday loan programs.

Adult Winter Reading

Adult Winter Reading is well under way. For the first time we have enabled completely online entry, without requiring visiting a building. A variety of questions were sent in at the onset, and the answers to those Frequently Asked Questions have led to the program running smoothly with no hitches.

Library Snapshot Day

As part of the Washington State Library Snapshot Day, on April 16 pictures will be taken in every branch showing activities in that library. District wide statistics will be contributed to State and National Library Snapshot advocacy materials.

Programs-to-go

In addition to revising and updating existing kits, we will develop new kits center on the theme of “Maker Kits” based on the concept of “Maker Spaces”. These kits will all enable the involvement of participants in creative activities extending their skills and interests by providing tools and materials not normally available in their communities. 45 examples of maker spaces were reviewed from a “Maker Spaces” web site, and we will individually and collectively work on implementation ideas for this year.

Reference Services

Alice Goudeaux, Reference Coordinator

Reference Staff

- The January 4 Reference Newsletter was posted on SharePoint which includes the new reference mascots, database updates and tips, databases dropped, tutorial links, database and reference statistics, and more...

Teen's Challenge Database Winners

- The winners of the Timberland Regional Library Teen's Challenge Database Contest were Erin Cox, from the Vernetta Smith Chehalis library, Terra Hartman and Jakie Hendricks from Tumwater Timberland Library. Each winner was surprised to hear they had won.

Service Story submitted by Trish, Chehalis Library Assistant Erin thinks that the contest was a good idea, since it "facilitated interest in the online databases." She hasn't used the databases since entering the contest, but says that she used the library databases for research papers in the past. Erin was unfamiliar with the available maps and images in our databases. When asked if she'd be using the online databases in the future, she said, "I believe so." We had a laugh about poking around in Mango languages, especially the "Pirate" language.

Databases Dropped

- These TRL databases were dropped due to the reference budget and low usage by staff and patrons. Databases dropped in January 2013: **Price It! Antiques**, and **Business Insights: Essentials**

Additional databases to drop in June 2013:

Oxford African-American Studies

Oxford Language Dictionaries

Oxford Reference Online

Oxford Literature

Oxford Western Civilization

Adult and Reference Services Team

- The Adult and Reference Team met and discussed ideas to redesign the Internet Resources web links on the Timberland Regional Library home page. The team decided that more data was needed on the usage of the Internet Resource links by staff and patrons. The next meeting of the Adult and Reference Team will discuss reducing the number of web links and subjects, and to list relevant topics to meet the needs of the TRL community.
- **Timberland Regional Library Reference statistics for 2012**

Reference Questions Answered	OverDrive Help
2012 362,004*	2012 8232
2011 602,841	2011 NA

*Patrons' holds are now counted in Symphony.

- **Timberland Regional Library Database statistics for 2012**

Database Usage
2012 1,076,302
2011 596,827

Circulation Services

Ryan Williams, Circulation Coordinator

Our Circulation Team met January 9th. Highlights included:

- Updates on Nook lending.
- Updates/Review of Assistive Devices lending.
- Symphony updates & reminders from Lisa Bailey including information on the Books-By-Mail notice that went out Jan.15th to homebound patrons to renew eligibility.
- We discussed financial tracking and handling of fines, as we switch to a new weekly accounting.
- Distributed a draft of new Circulation Procedures manual for Circulation Team edits/input.

In the next couple weeks I'm working on:

- Meetings: Public Services Team, Collections
- Conducted Symphony training Wed (16th) & Thu (17th) with new hires.
- Gathering additional information for Disruptive Behavior Guidelines
- Creating the Circulation Newsletter for January
- Working Quick Docs (tip sheets for circulation staff)
- Reviewing applications for vacant circulation position at Tumwater.
- Answering patron and staff questions (ongoing)