

TIMBERLAND BOARD OF TRUSTEES

October 26, 2011

DEPARTMENTAL REPORTS

Youth Services

Ellen Duffy, Youth Services Coordinator

Will present verbal report at Board meeting.

Adult Services

Tim Mallory, Adult Services Coordinator

Assistive Technology Project

In our first month of operating this project, we have experienced spectacular participation. We have had five displays for the project up in libraries, and are now onto our second, and in some cases third, routing of the display materials.

Using standard library measures, this has been a very active part of the TRL collection. We have had more total circulations than the total number of items available. If it keeps up at this pace, each item will have 12 or more circs per year, a very high number for items in our collection.

Based on staff feedback, we have purchased two of the personal listening devices to use in TRL meetings. If they work out, we have requests to purchase more for additional meeting rooms in the district. This is also our highest-circulating assistive device, with 7 circs since program inception. This is equal to an annual rate of 70 uses, which if it keeps up will place it in the top rung of all circulating TRL items.

Timberland Reads Together: The Art of Racing in the Rain

October is primarily the month of Timberland Reads Together, with other programs taking a back seat. Programs are continuing on to the end of the month, but many of our major events have occurred.

Garth Stein speaking events:

The William G. Reed Shelton Timberland Library hosted the first author appearance, and had standing-room only. Approximately 70 people attended an afternoon appearance on October 4.

Later that evening, Garth spoke at the Washington Center for the Performing Arts in downtown Olympia. With a capacity of nearly 1,000, the attendance of 131 seemed small, but this was our largest audience outside of Garth's appearance at All-staff Training Day in September. Garth has spoken previously at the Olympia library on The Art of Racing in the Rain, so perhaps this lessened the participation here.

Centralia Timberland Library had the largest attendance within recent memory for an Adult event in the library meeting room. With 41 people present the afternoon of October 5, it was difficult to find an empty seat. For attendance greater than this we would have to move the event to Centralia College or another facility with larger capacity in the community.

Hoquiam Timberland Library hosted Garth later that evening, and we did arrange to have a larger facility to handle the crowd. The 7th Street Theater, one block away from the library, partnered with us to host the event with attendance by 81 people. Many photos from this event, and from the Olympia event, are posted on the Timberland web site, along with a video of part of Garth's performance.

Book-It Repertory Theatre

The Lacey Timberland Library was the site for the first performance of Book-It's interpretive reading of portions of The Art of Racing in the Rain. 45 people attended this afternoon performance on October 7. This was followed by evening appearances in Shelton on the 11th, Aberdeen on the 14th, Yelm on the 18th, Ilwaco on the 19th, and wrapping up with an afternoon performance in Chehalis on the 21st. As I am writing this report, not all these events have happened yet, and their attendances will be reported at the conclusion of **Timberland Reads Together**.

Other Events

On October 10 and 11, I attended the 2nd Annual Non-Profit Leaders Conference in Ocean Shores. Many of the organizations with whom we partner were represented there as well as several Friends of the Library groups. Follow up meetings with several of these groups look like they can lead to some very productive partnerships in future programming.

October 13, the open house for the Oakville Library Project featured a display of Adult Programming materials, representative of the programming we offer district-wide.

October 19, I will be meeting with the librarian of the Ocean Shores Library to explore ways in which we can share adult programming opportunities. Planning is under way for Adult Winter Reading and author visits in 2012, and it is possible they will be able to "mirror" our programs for adults in their community.

Human Resources

Rich Park, Human Resources Manager

1. Union Negotiations

A negotiation session with the Supervisor Unit was held on October 5, 2011. The parties agreed on using the Base Unit 2010-2013 Collective Bargaining Agreement (CBA) as a starting point. After some minor changes to differentiate the Base Unit from the Supervisor Unit and a proposed change in vacation accrual, the session was concluded with the intent of the Union to take the proposed CBA to a Union vote.

The first joint session (Base and Supervisor Units together) of the 2012 economic opener was held on October 18, 2011. The Union announced that the Supervisor Unit ratified the CBA mentioned above; the proposed CBA will now go to the Board of Trustees for consideration. The Union then made their economic proposal including salaries/wages and medical/health insurance benefits, which will be presented to the Board of Trustees.

2. All Staff Training Day

All Staff Training Day was held on Wednesday, September 21, 2011, with over 250 staff in attendance and was very successful on all accounts.

3. New Applicant Tracking System

The transition to NEOGOV has begun and will continue throughout October.

4. Employee Performance Appraisals

The window has opened for staff to receive their annual employee performance appraisals. Evaluations are due by the end of December 2011. This will be the last cycle before transitioning to an on-line format with the same vendor providing our online applicant tracking system.

5. Open Enrollment

Open enrollment is underway to give eligible employees an opportunity to change their medical and health benefits choices. After reviewing options with our insurance broker at Propel, TRL will remain with the Washington Counties Insurance Fund (WCIF). The State Auditor recently reviewed WCIF's financial reports and rendered no findings or management letters. To date, WCIF has paid 2010 claims and transitioned to fully-insured medical plans with Premera Blue Cross and Blue Shield.

Computer Services

Gwen Culp, Computer Services Manager

1. A new laptop and projector for staff use has been purchased and delivered to all libraries.
2. Network upgrades have been completed for Aberdeen, Centralia, Lacey, North Mason, Olympia, Raymond, Shelton, South Bend, and Tumwater.
3. Computer Services removed computer equipment at the Centralia Library on October 20 at the start of the project to install new public (circulation and information) desks and consolidate staff areas. Significant electrical and data upgrades are required and all computer equipment will be reinstalled before the library re-opens on October 31.
4. A new Teen webpage, designed by the Communications Department, has been implemented by Computer Services.
5. We are continuing to test a new version of Library Online (PC Reservation System) and Print Management in preparation for charging for printing on the public catalog computers. The start date for charging for printing on the catalog computers has not been set.

Communications

Jeff Kleingartner, Communications Manager

Building Signage

New interior signs are being installed in Shelton later this month and temporary signs will be installed in Centralia for the re-opening October 31. Permanent interior signage will be installed in Centralia in late November/early December. The exterior sign at the Service Center will be updated to be taller, more visible and include the new TRL logo later this year.

Timberland Reads Together (TRT)

Communications recorded and edited a 30-second video with the author inviting people to his events and a 7-minute video of Mr. Stein reading from his New York Times best-selling book. Both are loaded onto YouTube and the TRL website.

Advocacy

The Advocacy Committee, which meets quarterly, discussed updating the current library value calculator to more closely match the American Library Association calculator in what items were listed and amounts. Also, libraries submitted lists of partners, which are being compiled per county and will be displayed on the public website by early November. The committee also determined to develop a printed flyer for the public listing library services and resources many people pay for that patrons can get for free at the library along with powerful/persuasive statistics on the opposite side. This flyer will be introduced in early 2012 both online and in print format. Finally, the committee is developing a template of speaking points to include for library staff presenting to groups outside the library to inform, educate and inspire audiences on the value libraries bring communities. The advocacy campaign is in full swing and continues on buses in TRL's five counties into mid-November. The next meeting is scheduled for January.

Events

Major events in October Communications produced publicity for and worked at include Garth Stein's appearances October 4 in Olympia & October 5 in Hoquiam, Rick Riordan's Poseidon's Fish Market in Olympia's Port Plaza October 9, the Oakville Building Campaign Kickoff October 13 and Lacey's grand re-opening/20th Anniversary open house event on October 22.

Public Services

Sally Nash, Public Services Manager

Interviewing has been a primary focus for me this month. I participate in nearly all hiring teams whenever a position is open in the libraries. TRL's customer service ethic is alive and well in these hiring's. We hire people who serve the public and do so in a knowledgeable, friendly, and serving manner.

The Public Services Team met with Nancy Schutz, TRL Training Coordinator in order to assess Public Service training needs. There are plans for training in small group and across the district in various locations. Members of the PST are: Sally Nash, Manager of Public Services, Chair; Ellen Duffy, Youth Services Coordinator;

Tim Mallory, Adult Services Coordinator; and Alice Goudeaux, Reference Services Coordinator.

The next round of Peer meetings takes place in early November. The Public Services Team has been planning the agendas. These are Geographic Peer Meetings, which means that the Coordinators and Library Managers of the 9 closest libraries to a given location meet and discuss issues, geographic needs, etc. The locations of the meetings are AB, CH, and SH. The meetings are essential to communication among the Library Managers. The feedback I get from the Library Managers regarding these meetings is totally positive.

Patron comments and complaints about the libraries come to me on a regular basis. I am particularly glad to receive the comments and complaints from patrons, it helps me know all sides of our public service. I am never daunted and, in fact, enjoy listening to them, and find solutions for nearly all.

As usual, I have been involved in staff issues in libraries. I serve as supervisor, mentor and support for Library Managers and Coordinators. Our public services staff does a truly awesome job, every day and in every way!

Collection Services

Felicia Wilson, Collection Services Manager

General News

The new Collection Services Manager, Felicia Wilson, started on October 3, 2011 and would like to thank Kim Storbeck, Adult Nonfiction Collection Development Specialist, for serving as Interim Collection Services Manager since December 2010 and for her assistance since her arrival.

Training

Staffs are currently registering for OCLC Connexion courses on WorldCat, MARC and Client basics being held on December 5th and Save Files, File Management and Batch Processing on December 9th.

Statistics

Interlibrary Loan

Month	ILL Requests filled for TRL Patrons	Holds Placed (for ILL Requests which TRL owns)	Purchase Requests Passed to Selectors	Items loaned to other libraries
September	1208	29	258	917

Freegal

Freegal: 69,852 downloads through September 30, 2011.

OverDrive (through October 19, 2011)

- **Purchased Titles in Collection:** 10,228
 - Audiobook: 5,013
 - eBook: 3,911
 - Music: 568
 - Video: 736
- **Purchased Copies in Collection** (counting each copy of each format of a title): 11,454
 - Audiobook: 5,760
 - eBook: 4,368
 - Music: 579
 - Video: 747
- **HarperCollins Licensed eBooks in Collection:** 254
 - eBook: 254
- **Max Access Titles in Collection:** 672
 - eBook: 672
- **Maximum Access Subscriptions:**
 - All Disney Digital Books Titles (timberland-MAX-DISNEY - 2011-09-01) containing 672 titles in eBook format. *Expires 09/13/2012.*
- **Checkouts:** 171,291 (Current: 3,886)
 - Audiobook: 122,885 (Current: 1,533)
 - eBook: 40,152 (Current: 2,325)
 - Music: 3,015 (Current: 10)
 - Video: 5,239 (Current: 18)
- **Holds:** 80,926 (Current: 3,666)
 - Audiobook: 53,877 (Current: 972)
 - eBook: 26,725 (Current: 2,693)
 - Music: 129 (Current: 0)
 - Video: 195 (Current: 1)
- **Unique Library Patrons Checking Out Titles:** 12,893 (Current: 1,609)