



**t i m b e r l a n d**  
r e g i o n a l l i b r a r y

**2003**  
annual report

# accomplishments

building our future

## Libraries Change Lives

"Reference staff received a question from an elderly woman who was trying to find her long lost sister's phone number in a little town in Scotland. She had lost contact with her sister over 10 years ago. We could not find a telephone listing for her sister in the little Scottish town but did find the phone number of a golf course in the town. The staff person gave the phone number to the patron, who reported that when she called it the golf course manager said her sister had been in their restaurant the day before. He gave our patron her home phone number and, of course, she was thrilled."

— Central Reference Staff

"A high school patron, vocal in his hatred of reading, came in to work on a report for school. He had a great deal of trouble formatting his paper and inserting the clip art. We helped him several times over the next hour. At the end of that time he exclaimed how helpful the staff was. He said he didn't realize that library staff are so willing to help people with their problems."

— McCleary Timberland Library



*The Campaign for Timberland Regional Libraries*



## New McCleary Library

With community pride, the new McCleary Timberland Library opened on June 28, 2003. The original library had served area residents in its city hall location since 1958 and was the smallest of the 27 libraries in the district. McCleary's new 2,112 sq.ft. library provides three times more space than the old library building and provides an open, attractive space for library patrons of all ages.

Over 900 books were added to the collection, the number of public computers doubled, a new meeting room was added and local residents contributed to the library design and décor. The project cost of \$200,000 was funded through a partnership with the City of McCleary, Timberland Regional Library, the Friends of the McCleary Timberland Library, the TRL Foundation and grant funding.

## Building our Future in Chehalis, South Bend & Westport

The Timberland Regional Library Foundation continued its support of library services and buildings through fundraising and spreading the word about the positive impact that libraries have on people's lives. The Foundation is now providing support for building projects in Chehalis, Westport and South Bend. Citizens groups in these communities are actively raising funds for the much-needed improvements. The Chehalis Timberland Library project will remodel the historic 1910 library building to improve access for people with disabilities to the upper floors, modernize it and utilize the existing space more effectively.

The Friends of the Westport Timberland Library recently received a donation of land where a new and expanded library will be built to better serve this growing retirement community.

The South Bend Timberland Library is currently not accessible to those with impaired mobility. Funds are being raised to provide a lift to the main floor.

The TRL Foundation also continues to support the Mother Goose Family Literacy Project and Talk Time, which encourages limited-English speaking patrons to develop their language skills.

## Veterans History Project

In 2003, Timberland launched the Veterans History Project in Lewis County. TRL is the first public library system in Washington to become an official partner of the Library of Congress in its national Veterans History Project. The project honors our nation's war veterans and those who served in support of them.

# accomplishments

## service improvements

Trained volunteers interview and videotape veterans and other citizens to create a lasting legacy of their accounts of wartime experiences. The Library of Congress will create an on-line, searchable national collection of all the oral histories collected for the project, preserving them for future generations. TRL plans to first focus on the World War II era because these citizens are the elders of our national heritage and we are in danger of losing their stories as the number of veterans dwindles by 1,500 each day. TRL plans to eventually include other wars.

### Services for Our Hispanic Patrons

The 2000 Census reveals that the Latino population in TRL's service area has more than doubled in the past 10 years. In 2003, Timberland received a grant from the Washington State Library to better serve our district's growing population of Hispanic residents. The project, called Las Bibliotecas Para Todos (Libraries are for Everyone), will enhance library staff skills in Spanish and cultural awareness and increase literacy programs in communities with the largest Hispanic populations – Aberdeen, Centralia, Olympia, and Shelton. These libraries host Talk Time sessions where people with limited English practice basic conversation in a supportive environment. The grant will also add Spanish books and videos in all TRL libraries.

### Mother Goose Program

Now in its third year, the Mother Goose Parent Education Program has reached 3,704 individual family members in Grays Harbor, Lewis, Mason, Pacific and Thurston Counties.

The program works with local community agencies to bring interactive literacy workshops to parents-in-need. The 4-6 workshop sessions are led by trained

facilitators. The facilitators use children's picture books with hands-on activities to demonstrate how to read to their children and why it is essential. In addition, parents also receive 9 to 12 children's books in a canvas book bag to share with their children.

Timberland partners with many local community agencies in hosting the program including Head Start, Native American tribal centers, alternative teen parent programs, early childhood assistance programs and county jails. In follow-up surveys, 71% of parent participants continue to use the books or book-related activities, and 85% say the program changed the way they think about reading with their children.

Timberland appreciates the generosity of the program funders: the Discuren Charitable Foundation, the Irving A. Lassen Foundation, the Seattle Foundation, Bank of America, the E.K. & Lillian F. Bishop Foundation, the Fred Meyer Foundation, the Glaser Foundation, the Simpson Fund, Target Stores and donors to the Timberland Regional Library Foundation.

### Timberland's Plans for 2004

Under the guidance of new Director Jodi Reng, Timberland will develop a new strategic plan to set the direction for Timberland's future over the next five years. The plan will set priorities for library service, provide a structure for future decisions and help TRL anticipate change.

Throughout 2004, TRL's Board, Director and staff will involve people from the 27 communities served by Timberland Libraries. The year-long process includes data collection and community conversations, library user and non-user surveys, focus group sessions, program and service review and the development of a final plan to be published in early 2005.

### Libraries Change Lives

"A member of our library staff had just made the closing announcement in English and Spanish. A Latino patron approached and asked if the staff person remembered him. He had come in two weeks ago when a friend had helped him get a library card and showed him how to use the library. Now this gentleman had brought another friend with him and was, in turn, helping him to get a library card. He wanted to know if they could get some help with the computer if they returned the next day. She assured them that yes, there would be someone able to help him with the computer. I will remember their looks of joy for the rest of my life. All our efforts with the diversity grant were well worth it when this kind of happiness can be shared at the library!"

– Shelton Timberland Library

# revenues

## and expenditures

### Benefits of a Library District

TRL serves a population of 400,000 people throughout five counties. The advantages of an intercounty, rural library district over individual, independent libraries include:

- the ability to borrow from a huge collection of 1.5 million items
- high quality services for both rural and urban patrons
- cost efficiencies in centralized purchasing
- centralized computer and technology services
- courier service
- shared access to expensive reference databases

### Library Collection

Total Items: 1.49 million

Books: 1,091,518

Videos: 49,049

CDs/Records: 48,951

Talking Books: 41,244

Cassettes: 19,048

Pamphlets: 11,311

Magazines: 220,521

CD-ROMs: 3,808

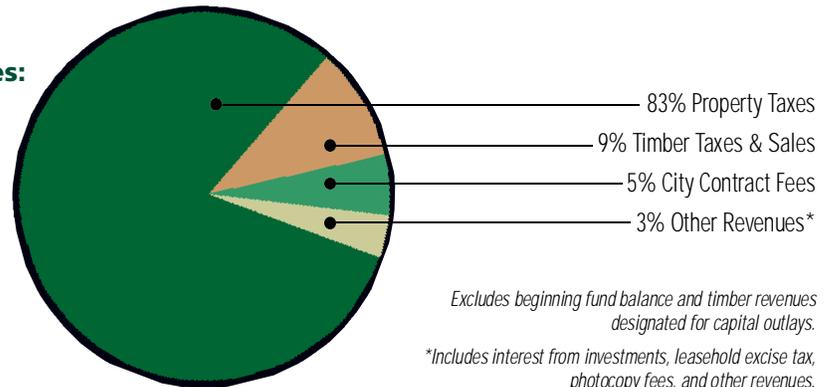
DVDs: 7,438

Electronic Books: 152

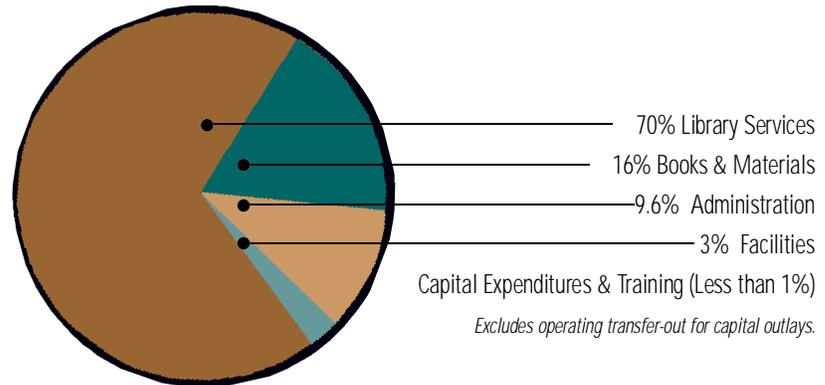
Online Reference

Databases: 36

### 2003 Actual Revenues: \$14.9 Million (General Fund)



### 2003 Actual Expenditures: \$14.1 Million (General Fund)



**2003 Revenues:** Timberland's largest source of revenue at 83% is property taxes levied at 48.12¢ per \$1,000 of assessed valuation. Timberland also receives revenue from six cities, not annexed to the library district that contract for library service at the same rate as property tax. Timber taxes and sales are the second largest source of revenue at 9%.

**2003 Expenditures:** Library operations are labor intensive. Staff and the related costs for providing public services are the largest expenditures in the Library's budget at 70%. Timberland has significantly reduced personnel costs in response to the passage of Initiative 747 which limited property tax revenue increases to 1% per year.

# message

## from the director



### Timberland Regional Library Director, Jodi Reng

As the new Director, I am proud of the partnerships, programs and possibilities that TRL provides. During my first six weeks in this position, I visited each of the 27 libraries in our district and was impressed by the vital roles these libraries play in their communities.

TRL libraries work in partnership with local agencies and organizations to strengthen the communities we serve: We work with cities to modernize and enhance their local libraries. We partner with local Reading Foundations to encourage parents to read to their children 20 minutes a day from birth to ensure a great start for school and life.

Parents and caregivers bring preschool children and toddlers to the library to hear stories and learn through activities and songs. Library staff work with local school teachers to acquaint young students with the resources available to them through their local Timberland Library.

Timberland's library programs bring people together. In one county, we partnered with the Veterans' History Museum to preserve the experiences of those who served our nation in the military. Our new "Talk Time" program provides opportunities for Spanish-speaking people with limited English to practice basic conversation skills.

With the vast resources of a large library system, TRL is able to meet the unique needs of each community – whether large or small. Everyone in the district has equal access to our 1.5 million books, tapes, CDs, DVDs, online information resources and reference materials.

TRL is keeping up with the latest in technology. Our website ensures library services are available to you 24 hours a day, 365 days a year. You'll find the information you need with the help of our "Ask a Librarian" staff. Patrons can access this personalized reference service 69 hours per week by phone, over the Internet, or in the library.

As part of our strategic planning process, we're holding "Community Chats" to gather information, review statistics and make plans for the next five years. Our challenge lies in maintaining the services our communities need – even as Library revenue sources decline. I invite you to join in these conversations and help guide and build Timberland's future.

We are Your Timberland Library. Come in and see what Your Library has to offer to you.

A handwritten signature in green ink that reads "Jodi Reng". The signature is stylized and fluid.

### Our Mission

The Timberland Regional Library District was created by and belongs to the people it serves. The Library exists to advance intellectual curiosity, promote lifelong learning and enrich environments in which minds can grow. It supports an active, informed community by providing all people with access to materials in various formats representing diverse points of view.

### Our Governance

The District is governed by a seven-member Board of Trustees with one member from each of the five participating counties and two additional members filling at-large positions.

Local library boards are appointed by the various cities. Local boards are responsible for city owned library buildings and act in an advisory capacity to the cities and the District.

# remarks

## from the board

### 2003 Board of Trustees

President:  
Arthur A. Blauvelt III  
Grays Harbor County

Vice President:  
Patricia Shults  
Pacific County

Edna Fund  
Lewis County

Janelle Williams  
Lewis County

Peggy Meyer  
Mason County

Dick Nichols  
Thurston County

Gene Weaver  
Thurston County



### Message from Art Blauvelt, TRL Board President

After conducting a national search, the Timberland Regional Library Board of Trustees appointed Jodi Reng as the new Director of Timberland Regional Library. She started on November 3, 2003. She was previously the Director of the Plum Creek Library System in southwestern Minnesota, a regional system of 26 libraries in nine counties.

The Board feels that Jodi brings to Timberland a depth of library management experience and the talent and enthusiasm to continue the high quality of service provided by the 27 community libraries. She rose to the top of a very talented pool of applicants and was a unanimous decision of the Board. We were impressed by the emphasis she put on listening to and working with the communities in her previous district.

Jodi has 18 years of library experience – 16 in public libraries (13 as director in multi-branch library systems) and two in a school library. Most of her prior library positions were in Washington State. She holds a Masters in Library Science from the University of Washington and certificates in teaching and school media from Eastern Washington University.

Tina Roose, TRL Deputy Director of Public Services, capably served as Timberland's Interim Director for six months after the retirement of former Director Thelma Kruse.

In 2004, under Jodi's leadership we look forward to embarking on a strategic planning process, moving forward with community partnerships to meet the building needs in Chehalis, Westport and South Bend and addressing the revenue challenges that face us.

We encourage you to attend our Board meetings to share your ideas and opinions on Timberland services. The Board's regular meetings are held on the 4th Wednesday of each month at 7:00 p.m. Call 360-943-5001 to confirm the date and location. These meetings are held at libraries throughout the five-county Timberland Regional Library District.

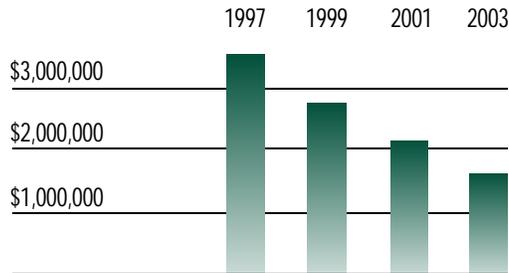
A handwritten signature in green ink that reads "Art A. Blauvelt III".

Cover photos by  
Barbara McConkey,  
InForm Design

# financial

## data and information

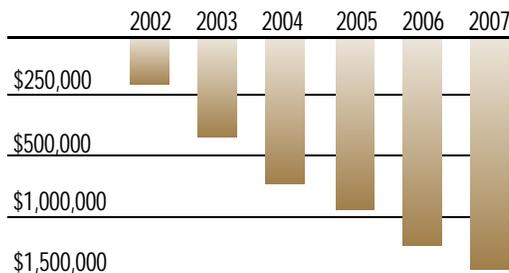
### Timber Revenue Received



**Timber Revenue:** Timberland Regional Library is well named because the large amount of timber lands within its boundaries provide a source of revenue that many other taxing districts do not have.

Timber taxes and sales represent only 9% of the general fund budget. It is a highly volatile source of funding. Timber revenue peaked in 1995 and has been declining ever since. It is not expected to recover to that level. The Library budgets about half of timber revenues to the General Fund. The other half is budgeted to the Capital Fund: for buildings, computers and telecommunications.

### Lost Revenue\* Due to Initiative 747



### Impact of Initiative 747

88% of the Library's revenue is based on the levy rate – property taxes and city contracts. Because the Library is so dependent on property taxes, the passage of Initiative 747 in 2001 affected the Library more negatively than most other government entities. The Department of Revenue estimates that, without approval of a vote to increase the property tax rate, the Library will lose \$5.1 million between 2001 and 2007 due to Initiative 747. The Library's actual property tax collections in 2003 were \$12.4 million.

### Cost Savings

In early 2002, Timberland cut four service hours per week in six of its largest libraries to help meet the revenue shortfall resulting from the passage of Initiative 747. Additional cutbacks continue to be made in substitute staffing, computer services, books and other library materials, supplies, consulting and postage. TRL is also evaluating whether to eliminate or reduce positions as they come open. More cuts will be needed in future years as the cumulative impact of I-747 and other potential property tax initiatives result in significant reductions in Timberland's revenue.

\* Total projected revenue loss over 6 years: \$5.1 million.  
Source: Department of Revenue.

### Library Use

Cardholders: 285,620  
New Cards Issued: 21,792  
Patron Visits: 2,266,997  
Items loaned: 4,432,801 (up 129,348)  
Outreach Patrons: 15,727 (a 36% increase)

### Electronic Use

Public Computer Sessions: 566,301 (up 29,357)

### Staff

Employees: 366  
FTE: 225

### Volunteers

Individuals: 698  
Service Hours: 22,182

### Top Reasons People Use Their Library

Borrow materials: 94%  
Research: 64%  
Access the Internet: 40%  
Read Periodicals: 34%  
Use Computers: 32%  
Attend Library Programs for:  
Children/Families: 18%  
Adults: 15%  
Meet with Friends: 12%

– 2003 TRL Survey

# locations of libraries

## TRL Administrative Service Center

415 Tumwater Blvd. SW  
Tumwater, WA 98501

Tel: (360) 943-5001  
No Toll: 1-877-284-6237  
Fax: (360) 586-6838  
Web: [www.trlib.org](http://www.trlib.org)

TRL reference  
& information:  
**704-INFO**  
outside Olympia area:  
**1-800-562-6022**  
[www.trlib.org](http://www.trlib.org)



• Timberland Libraries  
◆ Cooperative Library Centers

### Timberland Libraries

Aberdeen  
121 E Market St.  
Amanda Park  
6118 U.S. Hwy. 101  
Centralia  
110 S Silver  
Chehalis  
76 NE Park St.  
Elma  
118 N First St.  
Hoodsport  
N 40 Schoolhouse  
Hill Rd.  
Hoquiam  
420 7th St.

Ilwaco  
158 First Ave. N  
Lacey  
500 College St. SE  
McCleary  
121 S. 4th St.  
Montesano  
(W. H. Abel  
Memorial Library)  
125 Main St. S  
Randle  
(Mountain View  
Timberland Library)  
210 Silverbrook Rd.  
Naselle  
4 Parpala Rd.  
Belfair  
(North Mason  
Timberland Library)  
23081 NE State Rt. 3

Oakville  
204 Main St.  
Ocean Park  
1308 256th Place  
Olympia  
313 8th Ave. SE  
Packwood  
109 W Main St.  
Raymond  
507 Duryea St.  
Salkum  
2480 U.S. Hwy. 12  
Shelton  
(William G. Reed Library)  
710 W Alder St.  
South Bend  
1st and Pacific St.

Tenino  
172 Central Ave. W  
Tumwater  
7023 New Market St.  
Westport  
506 N Montesano St.  
Winlock  
322 1st St.  
Yelm  
210 Prairie Park St.  
Cooperative  
Library Centers  
Adna  
(Adna Elementary)  
220 Dieckman Rd.  
\*Public access to TRL catalog  
only. No on-site collection.

Boistfort  
(Boistfort School)  
983 Boistfort Rd.  
Matlock  
(Mary M. Knight Elementary)  
2987 W. Matlock Rd.  
North River  
(North River School)  
2967 N. River Rd.  
Wishkah Valley  
(Wishkah Valley Elementary)  
4640 Wishkah Rd.