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Events Calendar Communi  
Convenient Services Answ  
Internet Speed Upgrade 10

2007 ANNUAL REPORT

**Today's Timberland Library:  
Connecting Learning To Life**



Timberland Regional Library

[www.trlib.org](http://www.trlib.org)

# Message from the Executive Director



**Jodi Reng**

*Executive Director  
Timberland Regional Library*

Timberland Regional Library (*TRL*) exists for the purpose of providing materials, programs and services to make your life easier and more fulfilling. Timberland has over 1.6 million books, magazines, videos, and CDs which you can request from your home or office and pick up at your most convenient library. We offer a variety of programs for all ages to provide the information you need, to help you achieve your educational goals, or just to learn something new about the world. Our early learning programs are designed to help children gain the skills they need to succeed in school and in life.

The presence of a library in your town makes it a better place to live. Your library is the most visited public building in your community, providing a space to meet your friends, search the Internet, or just relax with a good book.

TRL is comprised of 27 libraries serving nearly half a million residents from the mountains to the coast within five Western Washington counties. Skilled librarians provide everyone in the community with information, resources, services and places where people are free to read, learn, connect and grow.

Serving everyone, including those with very busy lives, requires delivering access to library services on your schedule. Whatever your needs are for information, life-long learning, or reading for fun, your Timberland Library staff is there to help you. We pride ourselves on being the friendliest, most helpful people in town. We are part of your community, and we care about you.

You are invited to stop in and see how the Library is changing to serve you better.

# Message from the President, Board of Trustees



**Jo-Ann Andrews**

*President, Board of Trustees  
Timberland Regional Library*

Trustees of the Timberland Regional Library are committed to ensuring that the taxpayers receive the best possible value in return for the investment they make in library services. The collection is carefully selected to provide materials for everyone; the staff is carefully trained to provide excellent and efficient service; the programs are chosen to meet the needs and interests of each community.

Nearly three quarters of the residents in our five-county District hold a Timberland library card, and all the residents benefit from the library's vital role in enriching lives and strengthening Washington communities.

We appreciate the continuing efforts of the Friends of the Library groups, along with hundreds of library volunteers as they donate thousands of hours each year to make their library and their community a special place to be.

I encourage you to share your ideas and opinions about Timberland services by attending a monthly Board meeting. The Board's regular meetings are usually held on the 4th Wednesday of each month at 7:00 p.m. Call (360) 704-4636 or 1-800-562-6022 to confirm the date and location. The meeting locations are rotated to libraries throughout the five-county Timberland Regional Library District to make it easier for you to attend.

# Serving people

*We are a busy people with full lives and much to do. The more convenient services are, the more we can enjoy their benefits. While it still offers a place to read and relax, Today's Timberland Library has developed many convenient ways to provide library services to busy people.*



*Borrowers can now pick up their own items at 21 of 27 Timberland libraries.*

Library users can now bypass the lines and pick up for themselves the books, CDs, movies and other materials they requested online or from other libraries. This enables

library employees to be more available for answering questions, solving problems and completing lengthier transactions, such as registering new borrowers for library cards. Shelves for these items are located near library service desks so employees can answer questions and offer help.

Because of the greater number of shelves and larger spaces involved, some of the larger branches will introduce this service in 2008. At all Timberland libraries, people have the choice of checking out library materials at self-checkout stations or at staffed service desks. Self-checkouts accounted for 48% of items checked out in 2007.



*The Library's new online events calendar provides fast searching and e-mail reminders.*

Busy people schedule even their optional activities carefully. At the TRL Web site at [www.trlib.org](http://www.trlib.org), an interactive library Events Calendar introduced in December enables

people to quickly search for programs by event type, library, date and/or keyword. They can also choose to receive e-mail reminders and notifications when a selected event type, such as a book discussion, story time, youth program or adult presentation is scheduled in their libraries.

*New open hours make ten libraries more convenient to visit.*

Guided by surveys and door counts, library officials added 38 hours to eight Timberland library branches (*McCleary, Oakville, Ilwaco, Naselle, Raymond, South Bend, Randle and Salkum*) and shifted hours at two more branches (*Elma and Tenino*). Each change responded to needs expressed by the public for more convenient library hours. Eighteen more hours at eight libraries were also planned for 2008, including one additional hour on Friday afternoons at four libraries to accommodate people working to finish a project or check out books, movies and music before the weekend.





# “on-the-go”



*Downloadable audio books are a timesaving option for talking book fans.*

This new service allows library cardholders to download up to four audio books at a time from the Library's Web site at [www.trlib.org](http://www.trlib.org) to their own Windows PC computers

and listen to them on their computers or portable audio devices. Commuters, travelers, people on a regular fitness program and others who enjoy listening to books read by professional vocal artists can hear a wide range of fiction and nonfiction titles from classics to current bestsellers or even begin learning a new language. Downloadable audio books even check back in automatically after 14 days. Over 7,000 were checked out in 2007.

*Live information services are available seven days a week by telephone or e-mail.*

When libraries are closed or in-depth research is needed, people can contact Timberland's reference center librarians seven days a week to ask for information on any topic or for help with library-related tasks such as renewing a book or reserving time on a library Internet computer. Library users who have e-mail can also use live chat, available 24 hours a day, 7 days a week via the TRL Web site. In 2007, reference center librarians answered 57,422 queries for information.

*Technology upgrades in 2007 also saved busy people's time.*

The speed of the Timberland Internet connection and the network connections at the six largest branches (*Lacey, Olympia, Tumwater, Shelton, Aberdeen and Centralia*) were upgraded. In the pipeline for 2008 are upgrades to public and staff computer software, along with reference and information services, a more robust wireless Internet and the addition of downloadable video.



# Capital projects promise greatly improved public facilities



*Chehalis Timberland Library demolition.*

## *New Chehalis Timberland Library will sport Washington's first library drive-up window.*

Construction on a new library for Chehalis began in October 2007. When completed in early fall 2008, the building will feature the state's first drive-up window for checking out and returning books, CDs, movies and other library items.

The classically designed library will be named the Vernetta Smith Chehalis Timberland Library in honor of the mother of retired Starbucks CEO and former Chehalis resident, Orin Smith, the building's chief donor and fund-raiser. During construction, the temporary Chehalis Timberland Library is located at 350 N. Market Blvd., Chehalis.



*The new Vernetta Smith Chehalis Timberland Library under construction.*

## *A major renovation project will provide the Ilwaco area community a bigger, better library.*

The Ilwaco Timberland Library packed up and moved to temporary quarters for a major renovation of the Ilwaco Community Center, its permanent location. The temporary location is 110 First Ave S, Ilwaco. When renovations are complete in early 2009, the library will provide the community 1,200 additional square feet, comfortable new reading areas, more shelving and the use of a meeting room.

## *Westport Receives Building Award*

The City of Westport received an award for Municipal Excellence from the Association of Washington Cities in 2007 in the small city category with a population under 5,000 people. Great work especially since most of the funding came from donations and the building opened debt-free.



*Westport Timberland Library*

*Rendering of the new Vernetta Smith Chehalis Timberland Library.*





# Districtwide initiatives provide quality programs for all ages



## Timberland Reads Together

Timberland Reads Together: Willa Cather's American classic, *My Ántonia*, was the choice for the 2007 "one book" initiative. A \$20,000 grant from the National Endowment for the Arts launched the Library's third districtwide one-book program, providing communities with opportunities to share common experiences in the form of reading a single title, discussing topics and issues deriving from the book and enriching their lives by attending related lectures and theatrical and musical performances. During five weeks in April and May, over 1,400 people attended events and discussions. Circulation of library copies of print editions of *My Ántonia* increased by 553%. In addition to schools and museums, this program was supported by 26 partner organizations.

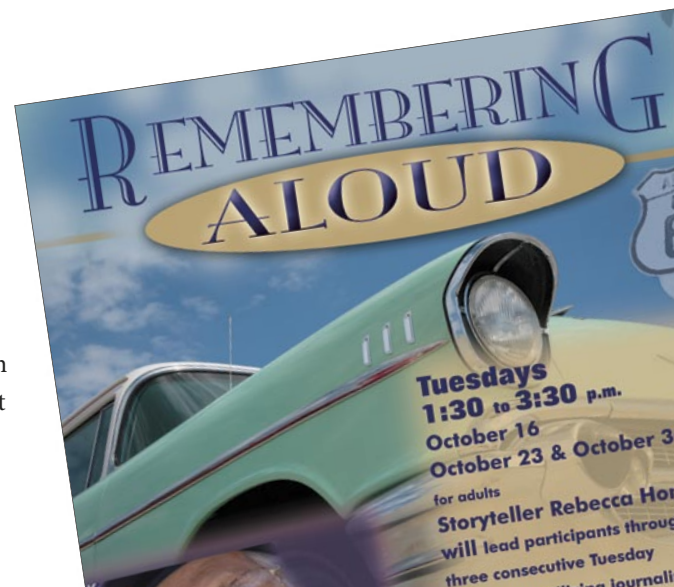
## 2007 Summer Reading Program

TRL's 2007 Summer Reading Program, "Get a Clue @ Your Library," provided reading and fun for all ages. The purpose of the annual program is to build readers, from infancy through the teenage years, by providing the freedom to read books they enjoy and by offering interactive, entertaining activities that foster imagination, curiosity and joy. In the summer 2007, more than 40,000 children, parents and caregivers participated in 740 library events and 14,475 children and teens participated in the reading program.



## "Remembering Aloud" initiative preserves history.

Many Timberland libraries held a variety of programs that provided elder citizens with opportunities to share their personal histories with their families and communities. Conversations around pictures, recordings and objects relating to specific topics jogged memories and elicited a treasure house of stories at the Hoquiam, Raymond, Ocean Park, McCleary, Oakville, Hoodport, Centralia and Yelm Timberland libraries. Journaling workshops by storyteller Rebecca Hom and memoir writer Bobbi Illing at the Aberdeen, Raymond, Chehalis and North Mason Timberland libraries taught participants techniques for recalling and writing about their lives. The programs have generated writing groups, story collections and video recordings.



# 2007 Service Stories



Olympia Timberland Library

## *Remember your childhood librarian?*

I was riding the bus home the other night when I heard a small voice say, “Hey, isn’t that the librarian?” A mother and her children who are regular library patrons were seated right behind me. We talked for the rest of the bus ride about bugs, fairy books, fairy tales, and knitting. The little boy said he knew everything there was to know about bugs because of all the books he had checked out from the library. When the kids got off the bus, they stood by the side waving to me and shouting “Bye, librarian!” I see them almost every week, and get the same enthusiastic greeting.



Westport Timberland Library

## *Library resources keep things rolling!*

I received a call from a man asking if we had auto repair manuals in our library. I told him we had a few, but the library also has an online database containing all auto repair manuals. He came over within the hour for a library card and promptly asked about the online auto repair manuals. I showed him and after a few screens he caught on. He explained that he’s a retired auto mechanic who works on cars for friends and neighbors. Repair manuals are costly, so he was pleased to find our resource. Now he’s able to access the information for free from home with his library card and computer.



Centralia Timberland Library

## *Patron values his investment*

A man was recently in the library, telling his friend how much he liked Centralia’s Timberland library. He said when he pays his taxes, he doesn’t know where most of the money goes, but at the library he can see how his taxes benefit him and the entire community. He also said the library was the reason he moved here. He arrived to settle his father’s estate and one of the first places he visited was the library. He was impressed with the resources and was treated so well, he decided to stay.



# Revenues & Expenditures

## Revenues

Property Taxes: 81.54%




City Contracts: 3.28%



Timber Revenue: 11.50%



Other: 3.68%



**Total: \$18,127,086.14**

## Expenditures

Public Services: 59.64%



Books & Materials: 15.59%



Administration: 8.62%



Support Services\*: 13.83%



Capital Expenditures: 2.32%



**Total: \$18,229.639.57**

*\* Includes selecting and buying books, preparing them for lending, delivering holds to patrons' libraries, borrowing from other library systems, and mending.*

# 2007 Statistics

Library cardholders: 314,010

Visitors to Timberland libraries: 2,692,436

Computer use in Timberland libraries: 674,341 sessions

Visitors accessing the TRL webpage: 3,132,042

Online reference database sessions: 238,841

Reference questions answered: 526,523

## Circulation

Cardholders borrowed 4,775,625 items.

## Collection

Timberland added 208,762 books, magazines, DVDs, talking books, music CDs and more for a total of 1,653,062 items.

Withdrawn from the collection: 236,506

## Programs & Attendance

Children's programs:

1,790 with 41,515 children in attendance.

Adult and family programs:

1,282 with 19,218 participants.

Young adult programs:

252 with 3,056 attendees.

## Volunteers:

Timberland received incredible volunteer support as 650 volunteers gave more than 18,800 hours of their time toward making our library services better. Thank you volunteers for your dedication and commitment!

# Mission Statement

Timberland Regional Library provides  
Information, Resources, Services, and Places

Where all people are free to  
Read, Learn, Connect, and Grow

# Vision Statement

For every reader, the best book  
For every question, the best answer  
For every need, the best resource  
For every encounter, the best experience  
For every library dollar, the best value  
For every person, a place to belong





24/7 Reference Center Self  
Faster Searching Interacti  
E-mail Reminders Conven  
Bypass The Lines Events  
Extended Hours Technolog  
Solving Problems Answer  
Downloadable Audio Boo  
Self-checkout Interactive  
Events Calendar Communi  
Convenient Services Answ  
Internet Speed Upgrade 10



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