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</tbody>
</table>
Mission/Vision/Values

**Vision**
For those who seek – a connection
For those who question – a dialog
For those who create – a palette
For those who imagine – a story
For all – a place to belong

**Mission**
Timberland Regional Library invites discovery and interaction with our vibrant collection, services and programs for learning, enrichment, and enjoyment for people of all ages in our diverse communities.

**Values**

**Service**
- We promote a welcoming, supportive, and enjoyable environment for people of all ages and strive to provide superior customer service.
- We work with people in our communities to meet their individual needs and interests.

**Integrity**
- We operate the library ethically with accountability, transparency, and clear communication to build public trust in TRL and its staff.

**Collaboration**
- We develop partnerships to build stronger communities.
- We work together trusting and respecting our various talents to provide the best service possible.

**Community Focus**
- We are innovative, creative, and flexible in developing library services and programs that meet the needs of TRL’s diverse communities.
The TRL 2017 Action Plan
is the fourth of five annual Action Plans intended to guide the implementation of the 2014-2018 TRL Strategic Plan. The annual Action Plans will provide the focus each year to review the Strategic Plan, evaluate progress, review the current budget and fiscal environment, analyze industry trends in services and technology, and extend the roadmap for providing excellent, contemporary, and relevant library service for the more than 485,000 residents of Grays Harbor, Lewis, Mason, Pacific and Thurston counties.

The “Strategic Plan for Timberland Regional Library - 2014-2018”
was developed in 2013, based on a year-long effort guided by outside library consultants and a Strategic Planning Committee, a working committee of TRL Board members and managers. The process included focus groups with community stakeholders and library staff; a survey of library staff, Board members, Library Friends, and community officials; an environmental scan of planning documents in all five counties; and an exploration into future trends impacting public libraries across the United States.

Service Priorities, Goals, and Strategic Initiatives for 2014-2018
were identified by the Library Board of Trustees and staff, based on the data gathered in the strategic planning process. The six service priorities are (not in priority order):

- Strengthen families and youth
- Support local economies
- Support community engagement through culture, history, and the arts
- Promote the library as a community gathering place
- Enhance collections and technology
- Foster a supportive work environment

Community and user focus in planning:
Public libraries must continue to be aware of and provide for the needs of their communities. Few organizations are in a position to make a difference in their communities in the way libraries can. It is more critical than ever to be flexible and attuned to the fiscal and technological environment as well as to the needs, desires, and preferences of our various communities — library users, non-users, staff, partner organizations, schools, cities, and current and future partners and other stakeholders.

In 2012, TRL re-focused library services and budget planning on information gathered from surveys of library users, non-users, and staff; Community Conversations with a wide range of demographic and user groups; and a thorough review of current and potential partners.
In 2014-2017 TRL conducted the online UW Impact Survey, a survey tool that helps public libraries understand their communities and how people use the library’s public technology resources and services and plan for future use.

In 2017, TRL plans to conduct multiple surveys, including an online customer satisfaction survey, a non-user survey, the online University of Washington Impact Survey, TRL Website Survey, an early literacy program and service needs survey, and a teen literacy information survey. TRL also plans to develop a Capital Facilities Plan and will be seeking public input. TRL will continue to evaluate and adopt other tools for assessing and understanding user and community needs and for measuring the impact of library services on individuals and communities.

In preparation for these surveys and other assessments, we are developing a community analysis template for each library manager and his/her staff to complete. Community analysis is the process of examining data to define needs, strengths, barriers, opportunities, readiness, and resources. Some of our goals are to:

- Identify factors in the library's environment that may affect the provision of services
- Reveal community needs for library services
- Identify services in the community that may already fill a need
- Identify current and potential partners with mutual goals and/or interests or with which the library can partner

Managers will be asked to collect data under several categories:

- Demographics of their community
- Business and major employers
- Organizations of every kind
- Information about the library including, but not limited to:
  a. Age
  b. Condition
  c. Traffic patterns (where do patrons tend to head upon entering the library? What are impediments to moving around in the library?)
  d. Signage
  e. Appearance
  f. Location
  g. Accessibility (ease of movement into and inside the library)
  h. Parking – how many parking spots
  i. Square footage

Data such as number of programs, program attendance, partnerships, outreach, and current services will be collected as well. The completion of community analysis for all our communities will allow TRL to make more data-driven decisions.
### Service Priorities: Strengthen Families and Youth

<table>
<thead>
<tr>
<th>Goal 1: Preschool children enter school ready to read. Parents and caregivers have the tools to help their children develop literacy skills.</th>
<th>Activity Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Initiative 1: Support parents and caregivers in preparing children to be ready to read when they enter school.</td>
<td>2014-2017</td>
</tr>
<tr>
<td>Strategic Initiative 2: Strengthen partnerships with community and government agencies to build early learning skills.</td>
<td>2014-2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal 2: School age youth are engaged and have the tools to succeed.</th>
<th>Activity Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Initiative 1: Support the social, emotional and intellectual development of youth in each library community.</td>
<td>2014-2017</td>
</tr>
<tr>
<td>Strategic Initiative 2: Strengthen partnerships with schools and community youth organizations to support interactive learning and the healthy development of youth.</td>
<td>2017</td>
</tr>
</tbody>
</table>

### Service Priority: Support Local Economies

<table>
<thead>
<tr>
<th>Goal 1: Businesses and community organizations find information, services and connections to create and develop businesses and achieve their visions.</th>
<th>Activity Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Initiative 1: Continue and enhance relationships with organizations to develop local economies.</td>
<td>2017</td>
</tr>
<tr>
<td>Strategic Initiative 2: Support the development of new and existing businesses.</td>
<td>2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal 2: Individuals find information, services and opportunities to enhance education, career and job skills.</th>
<th>Activity Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Initiative 1: Support individuals as they seek to improve their employment opportunities.</td>
<td>2017</td>
</tr>
</tbody>
</table>
Service Priorities, Goals and Strategic Initiatives 2014 - 2018

<table>
<thead>
<tr>
<th>Service Priority: Support Community Engagement through Culture, History and the Arts</th>
<th>Activity Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal 1:</strong> TRL engages its communities in the creation, celebration and preservation of art, culture and history.</td>
<td></td>
</tr>
<tr>
<td>Strategic Initiative 1: Support community culture and interaction through programs and exhibits.</td>
<td>2014-2017</td>
</tr>
<tr>
<td>Strategic Initiative 2: Raise public awareness of the library’s contributions to preservation and education about local history and culture.</td>
<td>2014-2017</td>
</tr>
<tr>
<td>Strategic Initiative 3: Seek and provide opportunities for local creation of art, culture and history.</td>
<td>2014-2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Priority: Promote the Library as a Community Gathering Place</th>
<th>Activity Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal 1:</strong> People view the library as the center of the community offering vibrant collections, services, events and spaces that encourage social interaction.</td>
<td></td>
</tr>
<tr>
<td>Strategic Initiative 1: Strengthen resources, services and events that promote community interaction.</td>
<td>2014-2017</td>
</tr>
<tr>
<td>Strategic Initiative 2: Strive for all libraries to be physically inviting and convenient places to visit.</td>
<td>2014-2017</td>
</tr>
<tr>
<td>Strategic Initiative 3: Enhance public recognition that the library is a community gathering place.</td>
<td>2014-2017</td>
</tr>
</tbody>
</table>
### Service Priorities, Goals and Strategic Initiatives 2014 - 2018

#### Service Priority: Enhance Collections

<table>
<thead>
<tr>
<th>Goal 1: People served by TRL have access to robust collections and technology.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Initiative 1: Provide robust and innovative print and digital collections.</td>
</tr>
<tr>
<td>Activity Date</td>
</tr>
</tbody>
</table>

#### Service Priority: Enhance Technology

<table>
<thead>
<tr>
<th>Goal 1: People served by TRL have access to robust collections and technology.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Initiative 1: Provide innovative technology that meets the needs of patrons and staff.</td>
</tr>
<tr>
<td>Activity Date</td>
</tr>
</tbody>
</table>

#### Service Priorities: Foster a Supportive Work Environment

<table>
<thead>
<tr>
<th>Goal 1: Staff have the opportunity to identify and solve problems.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Initiative 1: Provide staff with channels of communication to provide input on concerns, current issues and solutions.</td>
</tr>
<tr>
<td>Activity Date</td>
</tr>
<tr>
<td>Goal 2: TRL provides staff opportunities to learn and grow.</td>
</tr>
<tr>
<td>Strategic Initiative 1: Provide staff with job-related training and development.</td>
</tr>
<tr>
<td>Activity Date</td>
</tr>
<tr>
<td>Goal 3: Staff have the opportunity to participate in wellness activities.</td>
</tr>
<tr>
<td>Strategic Initiative 1: Continue to offer wellness activities for all employees</td>
</tr>
<tr>
<td>Activity Date</td>
</tr>
</tbody>
</table>
Strategic Initiatives and Activities for 2017

*Services, Programs and Outreach*

Timberland Regional Library provides quality services to library patrons through programs, events and activities for children, teens, families, adults and seniors. In 2017, TRL served our communities with 2,564 programs attended by more 62,857 people. TRL has the familiar annual district-wide programs: Summer at the Library, and Timberland Reads Together, plus hundreds of author programs, book discussion groups, storytimes, music performances, computer and technology classes and more.
**Service Priority: Strengthen Families and Youth**

**Goal 1:** Preschool children enter school ready to read. Parents and caregivers have the tools to help their children develop literacy skills.

**Strategic Initiative 1:**
Support parents and caregivers in preparing children to be ready to read when they enter school.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Parent Education Committee develops a directory of parent educators and creates an online manual for staff holding parent education programs</td>
<td>Parent Educators are being added to already existing Performer Wiki, this project will be continuous.</td>
</tr>
<tr>
<td>3. Survey communities about early literacy program and service needs</td>
<td>Moved to a future date. Summer Reading Survey completed instead.</td>
</tr>
<tr>
<td>4. Create TRL of Make Believe Map</td>
<td>Completed April 2017</td>
</tr>
</tbody>
</table>

**Strategic Initiative 2:**
Strengthen partnerships with community and government agencies to build early learning skills.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>


1. Parent Education Committee and District Youth Librarian develops a directory of parent educators available in each community

Parent Educators are being added to already existing Performer Wiki, this project will be continuous

**Goal 2:** Youth are engaged and have the tools to succeed.

**Strategic Initiative 1:**
Support the social, emotional, and intellectual development of youth in each library community.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop online app program manual for use by staff and list of apps for use by caregivers and staff</td>
<td>List of apps and how to use them completed and posted on SharePoint.</td>
</tr>
<tr>
<td>2. Survey staff and communities to determine needs in teen literacy information</td>
<td>Staff surveyed simultaneously with Teen Refresh Survey spring 2017</td>
</tr>
<tr>
<td>3. Create and refresh spaces for teens in each library</td>
<td>Materials ordered and delivery and installation will continue through Winter 2018.</td>
</tr>
</tbody>
</table>

**Strategic Initiative 2:**
Strengthen partnerships with schools and community youth organizations to support interactive learning and the healthy development of youth.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. MyTRL Program: present and provide Toolkit to 46 Superintendents</td>
<td>January – April: Completed Met with ESD #113 Superintendent for</td>
</tr>
</tbody>
</table>
2. **MyTRL Program**: negotiate MOU’s with interested school districts. 
   - Chehalis, Tumwater, North Thurston, Mary M. Knight, Yelm, and Raymond completed MOUs.

3. **MyTRL Program**: with ESD #113, pilot program with 5 school districts to ensure data sharing works 
   - July - December

4. **MyTRL Program**: collect statistics on database usage 
   - 122% increase in Kids database usage, 48% increase in Teen database usage between 2016 and 2017.

5. Continue to work with Washington Nonprofit and the Tumwater School District in a collaborative effort to increase kindergarten readiness for students within the Tumwater School District – pilot project
   - Statistics gathered. Ready for sharing when and if school district needs them.

5. Partner with School districts to offer school district Chromebooks for in use library access for students 
   - TE – February TU - June

<table>
<thead>
<tr>
<th>Measures</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teen Database usage (MyTRL)</td>
<td></td>
<td></td>
<td></td>
<td>202,263</td>
<td>298,714</td>
<td></td>
</tr>
<tr>
<td>Kids Database usage (MyTRL)</td>
<td></td>
<td></td>
<td></td>
<td>66,015</td>
<td>146,419</td>
<td></td>
</tr>
<tr>
<td>Number of Play Group programs</td>
<td></td>
<td></td>
<td>51</td>
<td>164</td>
<td>91</td>
<td>83</td>
</tr>
<tr>
<td>Attendance at Play Group programs</td>
<td></td>
<td></td>
<td>442</td>
<td>2368</td>
<td>1579</td>
<td>906</td>
</tr>
<tr>
<td>Number of Book Babies programs</td>
<td></td>
<td></td>
<td>158</td>
<td>139</td>
<td>129</td>
<td>146</td>
</tr>
<tr>
<td>Attendance at Book Babies</td>
<td>2,845</td>
<td>2,763</td>
<td>3628</td>
<td>3165</td>
<td>4464</td>
<td></td>
</tr>
<tr>
<td>Number of Toddler Storytime programs</td>
<td>121</td>
<td>108</td>
<td>144</td>
<td>147</td>
<td>156</td>
<td></td>
</tr>
<tr>
<td>Attendance at Toddler Storytimes</td>
<td>3,868</td>
<td>4,079</td>
<td>4546</td>
<td>4595</td>
<td>4335</td>
<td></td>
</tr>
<tr>
<td>Number of Preschool Storytime programs</td>
<td>300</td>
<td>240</td>
<td>238</td>
<td>290</td>
<td>317</td>
<td></td>
</tr>
<tr>
<td>Attendance at Preschool Storytimes</td>
<td>8,387</td>
<td>7,597</td>
<td>8318</td>
<td>9188</td>
<td>8803</td>
<td></td>
</tr>
<tr>
<td>Number of Family Storytime programs</td>
<td>188</td>
<td>153</td>
<td>192</td>
<td>231</td>
<td>289</td>
<td></td>
</tr>
<tr>
<td>Attendance at Family Storytimes</td>
<td>2,902</td>
<td>2,170</td>
<td>3780</td>
<td>3968</td>
<td>4802</td>
<td></td>
</tr>
<tr>
<td>Number of Bilingual Storytimes</td>
<td>17</td>
<td>35</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attendance at Bilingual Storytimes</td>
<td></td>
<td></td>
<td>104</td>
<td>249</td>
<td>143</td>
<td></td>
</tr>
<tr>
<td>Number of Summer promotional school visits</td>
<td>196</td>
<td>170</td>
<td>152</td>
<td>132</td>
<td>121</td>
<td></td>
</tr>
<tr>
<td>Attendance at Summer promotional school visits</td>
<td>32,752</td>
<td>30,519</td>
<td>31,970</td>
<td>24905</td>
<td>30044</td>
<td></td>
</tr>
<tr>
<td>Number of children participating in the Summer Reading Program</td>
<td>12,963</td>
<td>13,127</td>
<td>14,373</td>
<td>17668</td>
<td>10495</td>
<td></td>
</tr>
<tr>
<td>Number of Summer programs for children</td>
<td>381</td>
<td>458</td>
<td>492</td>
<td>606</td>
<td>583</td>
<td></td>
</tr>
<tr>
<td>Attendance at Summer programs for children</td>
<td>20,692</td>
<td>24,027</td>
<td>21,832</td>
<td>25448</td>
<td>24349</td>
<td></td>
</tr>
<tr>
<td>Number of teens participating in Summer Reading Program</td>
<td>3385</td>
<td>3289</td>
<td>3770</td>
<td>Counted with children</td>
<td>2537</td>
<td></td>
</tr>
<tr>
<td>Number of adults participating in Summer Reading Program</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>655</td>
<td></td>
</tr>
<tr>
<td>Number of Summer programs for teens</td>
<td>120</td>
<td>117</td>
<td>143</td>
<td>205</td>
<td>166</td>
<td></td>
</tr>
<tr>
<td>Attendance at Summer programs for teens</td>
<td>1,605</td>
<td>1,303</td>
<td>1,490</td>
<td>2909</td>
<td>1903</td>
<td></td>
</tr>
<tr>
<td>Number of Family Read &amp; Sing Aloud programs</td>
<td>64</td>
<td>78</td>
<td>116</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Attendance at Family Read &amp; Sing Aloud programs</td>
<td>4,000</td>
<td>6,457</td>
<td>6283</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>
Service Priority: Support Local Economies

**Goal 1:** Businesses and community organizations find information, services and connections to create and develop businesses and achieve their visions.

*Strategic Initiative 1:*
Continue and enhance relationships with organizations to develop local economies.

*Strategic Initiative 2:*
Support the development of new and existing businesses.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pilot program: partner with Pacific Mountain Workforce Development Council to provide “JobAssist” laptops for patrons in Pacific County libraries</td>
<td>Chrome books assigned to Pacific County libraries. Several assigned to Yelm library due to demand.</td>
</tr>
<tr>
<td>2. Pilot program: at Aberdeen, Chehalis, Naselle, North Mason and Tumwater to be test certification sites for Microsoft Office Specialist and Microsoft Technical Associate programs</td>
<td>In progress</td>
</tr>
<tr>
<td>3. Meet with new Associations, organizations and agencies to promote business services and resources</td>
<td>In progress.</td>
</tr>
<tr>
<td>4. Attend quarterly Regional Business Service Team meetings with PacMtn Business Services Partners – working on an online PacMtn Business Services Directory available to businesses later this year. TRL business services and collections will be mentioned in this directory.</td>
<td>In progress.</td>
</tr>
<tr>
<td>5. WorkSource: apply to be part of the WorkSource system called the Worksource Connection Site Certification in August</td>
<td>Completed. TRL provisionally accepted to be Connection sites (at 27 libraries) beginning January 2018 – 2021.</td>
</tr>
<tr>
<td>Measures</td>
<td>2013</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Number of classes in job seeking skills</td>
<td>466</td>
</tr>
<tr>
<td>Gale Courses (formerly Learn for Life) usage (enrollment)</td>
<td>2,046</td>
</tr>
<tr>
<td>Small Business Reference Center usage (searches)</td>
<td>3,506</td>
</tr>
<tr>
<td>Learning Express usage (page hits)</td>
<td>26,809</td>
</tr>
<tr>
<td>Microsoft IT Academy usage (registered users/registered classes)</td>
<td>552/214</td>
</tr>
<tr>
<td>• 2017 Courses started/registered</td>
<td></td>
</tr>
<tr>
<td>• 2017 Courses completed</td>
<td></td>
</tr>
<tr>
<td>• 2017 Unique Users</td>
<td></td>
</tr>
<tr>
<td>Job and Career Accelerator usage (sessions) replaced with Career Cruising Jan. 2015</td>
<td>836</td>
</tr>
<tr>
<td>Reference USA (records downloaded)</td>
<td>136,346</td>
</tr>
<tr>
<td>WOIS (page views)</td>
<td>2,979</td>
</tr>
<tr>
<td>Lynda.com ****</td>
<td></td>
</tr>
<tr>
<td>• Logins</td>
<td></td>
</tr>
<tr>
<td>• Active Users</td>
<td></td>
</tr>
<tr>
<td>• Courses viewed</td>
<td></td>
</tr>
<tr>
<td>Universal Class ****</td>
<td></td>
</tr>
<tr>
<td>• Logins</td>
<td></td>
</tr>
<tr>
<td>• Courses viewed</td>
<td></td>
</tr>
<tr>
<td>• New Registrations</td>
<td></td>
</tr>
<tr>
<td>• Registered Users</td>
<td></td>
</tr>
<tr>
<td>Partnerships with community organizations targeting economic and business development.</td>
<td>3*</td>
</tr>
</tbody>
</table>

* Partnerships - Thurston County Economic Development Council, Washington State Military Transition Council Employment Team, DSHS Employment Pipeline.
1* Formal partnership with the U.S. Small Business Administration
** TRL dropped the Job and Career Accelerator database replaced with Career Cruising Database.
*** Database dropped acquired Lynda.com and Universal Class
**** New database 1/2017
Service Priority: Support Community Engagement through Culture, History and the Arts

Goal 1: TRL engages its communities in the creation, celebration and preservation of art, culture and history.

**Strategic Initiative 1:**
Support community culture and interaction through programs and exhibits.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Timberland Reads Together with Author Reyna Grande. Includes 4 days and 8 programs throughout library district with author.</td>
<td>Completed – 8 author events and over 50 total program events throughout the month of October.</td>
</tr>
</tbody>
</table>

**Strategic Initiative 2:**
Raise public awareness of the library’s contributions to preservation and education about local history and culture.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Aberdeen – Local history digitization project funded through the Marian Weatherwax Charitable Remainder Trust.</td>
<td>In progress.</td>
</tr>
</tbody>
</table>
**Strategic Initiative 3:**
Seek and provide opportunities for local creation of art, culture, and history.

### Activities 2017:

| 1. | Continue partnership with the Washington Center for the Performing Arts through cross-promotion of literary based performances and the TRL collection. | Ongoing partnership for 10+ years. |

<table>
<thead>
<tr>
<th>Measures</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of adult programs</td>
<td>1,108</td>
<td>835</td>
<td>814</td>
<td>1000</td>
<td>1,333</td>
<td></td>
</tr>
<tr>
<td>Attendance at adult programs</td>
<td>17,059</td>
<td>14,116</td>
<td>13,374</td>
<td>15,413</td>
<td>15,236</td>
<td></td>
</tr>
<tr>
<td>Number of children’s programs</td>
<td>1,887</td>
<td>1,737</td>
<td>1,844</td>
<td>1,914</td>
<td>2,179</td>
<td></td>
</tr>
<tr>
<td>Attendance at children’s programs</td>
<td>61,253</td>
<td>59,775</td>
<td>63,273</td>
<td>45,817</td>
<td>58,667</td>
<td></td>
</tr>
<tr>
<td>Number of teen programs</td>
<td>362</td>
<td>351</td>
<td>430</td>
<td>444</td>
<td>564</td>
<td></td>
</tr>
<tr>
<td>Attendance at teen programs</td>
<td>3,983</td>
<td>3,864</td>
<td>4,862</td>
<td>4,503</td>
<td>5,069</td>
<td></td>
</tr>
<tr>
<td>Community art exhibits and displays</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Service Priority: Promote the Library as a Community Gathering Place

**Goal 1:** People view the Library as a center of the community offering vibrant collections, services, events and spaces that encourage social interaction.

#### Strategic Initiative 1:
Strengthen resources, services and events that promote community interaction.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Staff in each library will select and develop a strategic initiative from the Strategic Plan (Appendix A)</td>
<td>Completed 6/2/2017</td>
</tr>
<tr>
<td>2. Develop additional language materials focusing on Spanish translations</td>
<td>Lib. Card app. completed</td>
</tr>
<tr>
<td>3. Develop and conduct survey to better reach and serve populations</td>
<td>Completed 10/17</td>
</tr>
<tr>
<td>4. Introduce new resources – Universal Class &amp; Lynda.com</td>
<td>Completed 2/2017</td>
</tr>
<tr>
<td>5. Assist in coordinating Friends of the Library and Board members invite to September’s All Staff Training Day</td>
<td>Completed 09/17</td>
</tr>
<tr>
<td>6. Promote Aberdeen’s Library in the Parks summer outreach initiative to reach children and families and publicize vital library resources at each library</td>
<td>Completed 06/17</td>
</tr>
<tr>
<td>7. Develop updated policies and procedures to support and encourage staff use of TRL social media sites to increase community-wide engagement</td>
<td>Completed 05/2017</td>
</tr>
<tr>
<td>8. Prepare for TRL 50th Birthday in 2018</td>
<td>Completed 12/17</td>
</tr>
<tr>
<td>9. Implement Public Library Association’s Project Outcome surveys to identified programs</td>
<td>In progress</td>
</tr>
</tbody>
</table>

#### Strategic Initiative 2:
Strive for all libraries to be physically inviting and convenient places to visit.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop Capital Facilities Plan 2017-2022?</td>
<td>1st stage - Completed facility audit (including projected budget</td>
</tr>
</tbody>
</table>
2. Analyze building operations of TRL owned facilities  
   impacts) of 9 TRL buildings  
   In process

3. Assess space planning options and implement changes  
   in selected libraries: Hoodsport, Centralia, Naselle,  
   Hoquiam, Olympia, Aberdeen, Salkum, Packwood  
   HP, CE, PA projects completed. NA, OL,  
   AB, projects in planning for 2018.

**Strategic Initiative 3:**
Enhance public recognition that the library is a community gathering place.

**Activities 2017:**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Create and disseminate bi-monthly e-newsletter promoting library programs, services and resources to approximately 125,000 patrons via email</td>
<td>Completed – January; March; May; July; September; November</td>
</tr>
<tr>
<td>2. Plan and produce videos featuring real-life patron service stories that highlight each TRL Service Priority</td>
<td>Posted September &amp; November 2017</td>
</tr>
<tr>
<td>3. Publicize National Library Week, an initiative of the American Library Association in April</td>
<td>Completed 04/2017</td>
</tr>
</tbody>
</table>

**Measures**

<table>
<thead>
<tr>
<th>Measures</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of visitors</td>
<td>2,817,677</td>
<td>2,492,190</td>
<td>2,424,389</td>
<td>2,382,190</td>
<td>1,625,602†</td>
<td>1,625,602†</td>
</tr>
<tr>
<td>Number of meeting room uses</td>
<td>4,936</td>
<td>5,305</td>
<td>4,705</td>
<td>4,058</td>
<td>4,747</td>
<td></td>
</tr>
<tr>
<td>Number of meeting room use attendees</td>
<td>44,502</td>
<td>48,628</td>
<td>41,189</td>
<td>39,760</td>
<td>36,072</td>
<td></td>
</tr>
<tr>
<td>Number of community partners</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>651</td>
<td></td>
</tr>
<tr>
<td>Staff serving on community and government agency boards or committees that relate to the library’s goals and strategic initiatives</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of organizations with which TRL does joint programming</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total library cards and % of population</td>
<td>241,018</td>
<td>232,152</td>
<td>240,216</td>
<td>253,314</td>
<td>261,132</td>
<td>50% 48% 49% 51% 52%</td>
</tr>
</tbody>
</table>

† Door counters at several libraries haven’t been replaced.
Service Priority: Enhance Collections

Timberland Regional Library provides patrons with a collection of more than 1.4 million physical books, DVDs, audiobooks, magazines and music CDs, over 51,000 downloadable ebooks, audiobooks and videos through OverDrive, and 130+ digital magazines through Zinio for Libraries. Thousands of new titles will be added through 2017 in both physical and digital format to meet patron demand.

To support the professional and personal learning needs of patrons, online services Universal Class and Lynda.com have been made available. Reference database products were streamlined for 2017, with a view of reducing redundant coverage. A legal forms product, Gale Legal Forms, was added due to patron and staff demand for that subject matter.

Collection Services regularly assesses the collection using circulation statistics, survey information, and patron and staff input. New products and potential collections are reviewed and evaluated through the year in order to meet our goal of having a useful and current collection.

Goal 1: People served by TRL have access to robust collections and current technology.

**Strategic Initiative 1:**
Provide robust and innovative print and digital collections.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Review results of planned 2017 surveys and other targeted Collection Services led surveys to help shape collections</td>
<td>In progress; Large Print and Impact Survey Results (6-22-17)</td>
</tr>
<tr>
<td>2. Work directly with library staff to support building service priorities with existing and enhanced collections</td>
<td>In progress; continue in 2018</td>
</tr>
<tr>
<td>3. Add Universal Class and Lynda.com online learning platforms</td>
<td>Complete (Feb 2017)</td>
</tr>
<tr>
<td>4. Continue local history pilot digitization project at Centralia, Shelton and Aberdeen</td>
<td>In progress; continue in 2018</td>
</tr>
<tr>
<td>5. Implement a DVD Security case pilot project at Olympia and monitor success of the cases at Shelton and Yelm to reduce missing DVDs</td>
<td>In progress; continue in 2018</td>
</tr>
<tr>
<td>6. Work with Computer Services to review technology and workflow that will assist in streamlining processes in Collection Services, including transitioning the periodical holdings list</td>
<td>In progress; continue in 2018. Working on Ingram Grid/EDI ordering set up with Computer Services.</td>
</tr>
</tbody>
</table>
8. Create eLearning tutorials for staff to learn about Collection Services processes, resources and how decisions are made
   Discussion in progress; Continue in 2018
9. Develop a district-wide merchandising and collection display plan
   Not yet started; will start in 2018.

<table>
<thead>
<tr>
<th>Measures</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical collection – copies</td>
<td>1,149,568</td>
<td>1,242,190</td>
<td>1,279,767</td>
<td>1,260,211</td>
<td>1,142,366</td>
<td></td>
</tr>
<tr>
<td>Ebooks (OverDrive) – copies</td>
<td>18,882</td>
<td>26,298</td>
<td>28,671</td>
<td>36,986</td>
<td>42,754</td>
<td></td>
</tr>
<tr>
<td>Downloadable audiobooks (OverDrive) – copies</td>
<td>9,551</td>
<td>12,274</td>
<td>15,585</td>
<td>18,655</td>
<td>22,227</td>
<td></td>
</tr>
<tr>
<td>Downloadable/streaming music (OverDrive) – copies</td>
<td>725</td>
<td>726</td>
<td>726</td>
<td>726</td>
<td>726</td>
<td></td>
</tr>
<tr>
<td>Downloadable/streaming video (OverDrive) – copies</td>
<td>1,288</td>
<td>1,288</td>
<td>1,288</td>
<td>1,524</td>
<td>1,630</td>
<td></td>
</tr>
<tr>
<td>Freegal music – songs</td>
<td>7,000,000+</td>
<td>7,000,000+</td>
<td>7,000,000+</td>
<td>7,000,000+</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Hoopla – Music albums</td>
<td>194,484</td>
<td>271,494</td>
<td>280,821</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoopla – TV episodes</td>
<td>10,152</td>
<td>12,618</td>
<td>1,398</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoopla – Movies</td>
<td>5,500</td>
<td>9,012</td>
<td>12,647</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoopla – Audiobooks</td>
<td>13,784</td>
<td>23,589</td>
<td>38,314</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoopla – eBooks</td>
<td>N/A</td>
<td>N/A</td>
<td>68,172</td>
<td>149,245</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Hoopla – Comics</td>
<td>N/A</td>
<td>N/A</td>
<td>4,559</td>
<td>8,131</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Ebooks (OverDrive) – Checkouts</td>
<td>181,967</td>
<td>241,164</td>
<td>313,465</td>
<td>380,815</td>
<td>422,151</td>
<td></td>
</tr>
<tr>
<td>Downloadable audiobooks (OverDrive) – Checkouts</td>
<td>82,681</td>
<td>105,174</td>
<td>149,173</td>
<td>198,016</td>
<td>270,965</td>
<td></td>
</tr>
<tr>
<td>Downloadable/streaming music (OverDrive) – Checkouts</td>
<td>455</td>
<td>375</td>
<td>55</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Downloadable/streaming video (OverDrive) – Checkouts</td>
<td>2,096</td>
<td>758</td>
<td>721</td>
<td>1,178</td>
<td>5,849</td>
<td></td>
</tr>
<tr>
<td>Freegal music – songs downloaded</td>
<td>112,377</td>
<td>116,835</td>
<td>160,522</td>
<td>158,243</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Freegal music – songs streamed</td>
<td>356,812</td>
<td>412,031</td>
<td>431,540</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zinio magazines – Checkouts</td>
<td>10,406</td>
<td>19,843</td>
<td>23,929</td>
<td>25,318</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoopla – Checkouts</td>
<td>1,059</td>
<td>37,819</td>
<td>81,110</td>
<td>119,655</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Hoopla – Music albums – Checkouts</td>
<td>9,557</td>
<td>19,287</td>
<td>20,304</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoopla – TV episodes – Checkouts</td>
<td>3,428</td>
<td>6,674</td>
<td>8,275</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoopla – Movies – Checkouts</td>
<td>9,557</td>
<td>22,976</td>
<td>26,600</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoopla – Audiobooks – Checkouts</td>
<td>3,428</td>
<td>26,953</td>
<td>42,120</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoopla – eBooks – Checkouts</td>
<td>N/A</td>
<td>N/A</td>
<td>3,051</td>
<td>15,040</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Hoopla – Comics – Checkouts</td>
<td>N/A</td>
<td>N/A</td>
<td>2,169</td>
<td>7,316</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>
Service Priority: Enhance Technology

Given increasing demands for online resources, TRL constantly monitors and upgrades technology. Network upgrades are planned and implemented annually consistent with the federal E-rate discount program. Desktop and server hardware and software is upgraded on a regular cycle. Public Wi-Fi is available and popular in all libraries and will be upgraded in 2016. The website, integrated library system, PC and print management systems, events calendar and other systems are upgraded frequently to improve usability and functionality.

Goal 1: People served by TRL have access to current technology.

Strategic initiative 1:
Provide innovative technology that meets the needs of patrons and staff.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Upgrade TRL’s phone system servers.</td>
<td>Completed in June 2017</td>
</tr>
<tr>
<td>2. Implement Pharos for PC reservations and print management.</td>
<td>Completed April 2017</td>
</tr>
<tr>
<td>4. Upgrade bandwidth at some of the libraries with slower connections.</td>
<td>Completed March for PA and MV and Aug for OK</td>
</tr>
<tr>
<td>7. Evaluate need for additional mobile devices and Internet computers in libraries.</td>
<td>Converted multiple PACs to INET computers in 2017</td>
</tr>
<tr>
<td>8. Conduct pilot program using thin clients for public access computers.</td>
<td>Acquired hardware and software and started pilot work</td>
</tr>
<tr>
<td>9. Conduct UW Impact Survey on public technology resources and services again to measure change in perception and satisfaction in last year.</td>
<td>Completed February 2017</td>
</tr>
<tr>
<td>10. Implement ticketing software.</td>
<td>Completed</td>
</tr>
<tr>
<td>11. Conduct and facilitate additional patron and staff surveys to further understand their technology needs.</td>
<td>Ongoing. Multiple surveys created and published in 2017</td>
</tr>
<tr>
<td>12. Begin leveraging external services for email, collaboration, and event management.</td>
<td>Purchased Office 365. Moved ½ of staff by end of year. To be completed Feb 2018</td>
</tr>
</tbody>
</table>
### Developing the RFP for Redesign of Public Website

RFP was posted May 1st 2017 and work continues with selected vendor.

### Automate Account Provisioning and Mailed Notices

Mailed notices are now automatically sent to an external company for processing. Automated account provisioning is still ongoing.

### Implement IT Security Policies and Procedures

Ongoing. Policy is written but not yet approved.

---

**Outcome Measures 2017:**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On the 2017 TRL Impact survey, % of all respondents reported that public computing resources are important or very important to themselves</td>
<td>40%</td>
</tr>
<tr>
<td>2. On the 2017 TRL Impact survey, % of all respondents reported that public computing resources are important or very important to have available for others in the community</td>
<td>86%</td>
</tr>
</tbody>
</table>

**Measures**

<table>
<thead>
<tr>
<th>Measures</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Internet public computer sessions <em>New system allows sessions to automatically extend if computers are available</em></td>
<td>512,761</td>
<td>492,191</td>
<td>469,421</td>
<td>440,945</td>
<td>346,222</td>
</tr>
<tr>
<td>Number of public Wi-Fi sessions</td>
<td>351,964</td>
<td>437,961</td>
<td>No data</td>
<td>No data</td>
<td>2,200,000</td>
</tr>
<tr>
<td>Internet computers utilization <em>This metric was changed with new system in 2017</em></td>
<td>56%</td>
<td>54%</td>
<td>50%</td>
<td>45%</td>
<td>40%</td>
</tr>
</tbody>
</table>
Service Priority: Foster a Supportive Work Environment

Timberland Regional Library’s comprehensive staff training and development program continues to offer opportunities for employees to enhance their knowledge, skills and abilities. All Staff Training Day, the Leadership Development Program and new Supervisor Masterclass are training and development highlights. WELLNESS, more proactive, collaboration

Goal 1: Staff have an opportunity to identify and solve problems.

Strategic Initiative 1:
Provide staff with channels of communication to provide input on concerns, current issues, and solutions.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop staff surveys on a variety of topics</td>
<td>Ongoing</td>
</tr>
<tr>
<td>2. Schedule 4 Union Management Meetings</td>
<td>2 completed, 2 ongoing</td>
</tr>
<tr>
<td>3. Create departmental roles and responsibilities highlight wheels</td>
<td>Completed</td>
</tr>
<tr>
<td>4. Create and share Annual Staff Engagement Message</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

Goal 2: TRL provides staff opportunities to learn and grow.

Strategic Initiative 1:
Provide staff with job-related training and development.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Continue to offer quarterly Supervisor Workshops</td>
<td>2 completed, 2 ongoing</td>
</tr>
<tr>
<td>2. Offer Leadership Development Program – New curriculum</td>
<td>Ongoing, 2016-2017 completed</td>
</tr>
<tr>
<td>3. Support Spring closure and All Staff Training day in all libraries and Service Center</td>
<td>Completed</td>
</tr>
<tr>
<td>5. Expand training resources for staff including e-training, centralized, and on-site sessions.</td>
<td>Ongoing efforts, multiple new classes being offered to all staff.</td>
</tr>
<tr>
<td>7. Implement, with Organizational Consultant, Administrative Leadership Development program</td>
<td>Ongoing to be completed in July</td>
</tr>
</tbody>
</table>
8. Refresh Staff Excellence in Service Award based on Leadership Development Program staff feedback | Completed based on proposal from 2016/2017 Leadership Program

10. Begin work on Classification and Compensation Study (multi-year process) | Will begin efforts fall/winter 2017

**Strategic initiative 1:**
Continue to offer wellness activities for all employees.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Continue to pursue AWC Wellness initiatives toward becoming a Well City organization</td>
<td>Ongoing</td>
</tr>
<tr>
<td>2. Update Wellness Coordinator role to champion wellness activities throughout the district</td>
<td>Completed and ongoing</td>
</tr>
<tr>
<td>3. Create and implement Wellness Program</td>
<td>Completed with policy and Administrative support</td>
</tr>
<tr>
<td>4. Create strategic partnerships with employees throughout TRL to champion wellness activities</td>
<td>Ongoing, Spring campaign completed with several more scheduled for the year.</td>
</tr>
</tbody>
</table>
Marketing, Communications

TRL publicizes library events, resources and services through multiple marketing channels to inform current patrons, to attract and encourage new patrons and to develop library advocates in our communities. In addition to designing and promoting TRL’s major initiatives (Summer at the Library, Timberland Reads Together and Storytimes), Communications sends an e-newsletter every other month along with customized, targeted email messages. A promotional plan to introduce TRL’s 50th birthday will be developed and shared this year to launch in January, 2018. Communications is also partnering with Computer Services in the development of a TRL Website re-design to be introduced in the spring of 2018.

Additional promotional efforts planned for 2017 are listed below.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Welcome/New Patron General Services Brochure</td>
<td>In Development</td>
</tr>
<tr>
<td>2. Produce 2016 Annual Report</td>
<td>Completed 02/17</td>
</tr>
<tr>
<td>3. Timberland of Make Believe Map</td>
<td>Completed 04/17</td>
</tr>
<tr>
<td>4. Videos based on TRL Service Priorities</td>
<td>Shared September &amp; November 2017</td>
</tr>
<tr>
<td>5. Vehicle graphic wraps (3 courier vans)</td>
<td>Completed 12/17</td>
</tr>
<tr>
<td>6. Launch district Pinterest site</td>
<td>Completed 12/17</td>
</tr>
<tr>
<td>7. Conduct User/Non-user survey + Patron and Staff TRL Website Survey</td>
<td>Inactive cardholder survey 10/17</td>
</tr>
<tr>
<td>8. Promote Universal Class and Lynda.com</td>
<td>Completed 02/17</td>
</tr>
<tr>
<td>9. Write and design a Business/Employment brochure</td>
<td>In Development</td>
</tr>
<tr>
<td>10. Hoodsport Grand Re-opening event</td>
<td>Completed 05/17</td>
</tr>
<tr>
<td>11. Create promotional materials and advertising to publicize Aberdeen’s Library in the Parks grant</td>
<td>Completed 06/17</td>
</tr>
<tr>
<td>12. Produce and share Kids and Teens limited-edition library cards for all libraries</td>
<td>Completed and shared 03/17</td>
</tr>
<tr>
<td>13. Write quarterly Thurston County magazine article</td>
<td>Began 08/17</td>
</tr>
</tbody>
</table>
**Finances, Budget**

TRL utilizes priority based budgeting. Each year TRL identifies the most important service priorities, determines how much revenue is available, and allocates available resources to those priorities. The 2017 budget is linked to the priorities in the 2014-2018 Strategic Plan.

TRL’s primary revenue source is property tax. Each year, additional property tax revenue comes from new residential and commercial construction. There are clear indicators of a slight recovery within the construction industry which means a slight increase in property tax revenues in 2017. TRL’s other significant revenue source is timber tax which is conservatively estimated due to inherent volatility, future Department of Natural Resource policy impacts, as well as environmental and endangered species protection impacts.

The 2017 budget was developed with the knowledge that 2017 revenue will be stable with limited new revenues.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Implement electronic timesheets</td>
<td>In process. Target date of 08/01/18</td>
</tr>
<tr>
<td>2. Implement cash receipting protocols</td>
<td>06/14/2017</td>
</tr>
<tr>
<td>3. Implement purchase card program that will enable TRL to receive rebates on purchases</td>
<td>02/2017</td>
</tr>
<tr>
<td>4. Offer EFT payments for Accounts Payable vendors</td>
<td>Completed in June.</td>
</tr>
<tr>
<td>5. Participate in dialogue with DNR regarding future decisions impacting timber revenue</td>
<td>On-going</td>
</tr>
<tr>
<td>6. Maintain General Fund reserve level within fiscally prudent parameters</td>
<td>On-going</td>
</tr>
<tr>
<td>7. Review future facilities and technology needs to determine proper funding levels of special purpose funds</td>
<td>In process</td>
</tr>
</tbody>
</table>
Facilities

Timberland Regional Library provides service to the residents of Grays Harbor, Lewis, Mason, Pacific and Thurston Counties through 27 community libraries, the Administrative Service Center, three kiosks, and one school and one tribal library partnership. TRL owns and maintains 9 libraries. The remaining 18 libraries are in buildings owned and maintained by cities. As the publishing industry changes and shifts to more electronic content, the need for space to house physical collections has changed. In recent years the library has provided access to computers, computer software, electronic resources, Internet and Wi-Fi connections. The library has always been and continues to be a gathering place in the community where people meet, study, relax, collaborate, and attend programs. These changing roles require ongoing evaluation of the purpose and physical layout of library buildings. In 2017, TRL will start the update and augment a Capital Facilities Plan to plan for the future of our libraries by considering design, support services and physical facilities systems. TRL staff will continue monthly facilities visits to libraries.

<table>
<thead>
<tr>
<th>Activities 2017:</th>
<th>Date Completed / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Annual update to the Capital Facilities Plan</td>
<td>We have purchased a Facilities maintenance program and are in the process of building our portfolio of buildings and assets we own and the life cycle of what we own.</td>
</tr>
<tr>
<td>2. Develop and maintain an emergency operations plan + IT Recovery Plan</td>
<td>This is an ongoing live process that will always be changing as we face new and different emergencies.</td>
</tr>
<tr>
<td>3. Structural Floor repair including carpet, paint remodeled Teen and Children’s area, new furniture for Teen and Children’s area at Hoodsport</td>
<td>Completed in May 2017</td>
</tr>
<tr>
<td>4. Replace vinyl floor in both restrooms at Salkum with a Tile floor</td>
<td>Completed April 2017</td>
</tr>
<tr>
<td>5. Remodel Centralia Children’s area, new carpet, walls, drop ceiling and lighting, security upgrades with new glass partition walls</td>
<td>Out to bid, construction starts September 2017</td>
</tr>
<tr>
<td>6. New LED lighting upgrades to Packwood Library</td>
<td>Completed February 2017</td>
</tr>
<tr>
<td>7. Purchase 2-3 courier vans (replacement schedule)</td>
<td>Completed May 2017</td>
</tr>
<tr>
<td>8. Purchase 3 Ford Escapes</td>
<td>Completed March 2017</td>
</tr>
<tr>
<td></td>
<td>Project Description</td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>9</td>
<td>Develop a janitorial standards matrix and requirements</td>
</tr>
<tr>
<td>10</td>
<td>Emergency Plumbing repair in Naselle, losing 20,000 gallons a day</td>
</tr>
<tr>
<td>11</td>
<td>ADA ramp design for North Mason. This is a non-schedule requirement to comply with the ADA for access to a public building from the public way. It was not part of the road design by DOT</td>
</tr>
<tr>
<td>12</td>
<td>Purchase a project scheduling software for Facilities helping facilitate the scheduling of the many different aspects of any of our project.</td>
</tr>
<tr>
<td>13</td>
<td>LED retrofit for the Hoodsport Timberland Library</td>
</tr>
<tr>
<td>14</td>
<td>LED lighting retrofit for Naselle Timberland Library</td>
</tr>
</tbody>
</table>
Summary

Timberland libraries provide a welcoming environment where everyone is free to access information, exchange ideas and experience learning opportunities that enhance the quality of life of each community; resources, services, and programs that support the information, education, and recreation needs of people of all ages; and vibrant collections and current technology services that are responsive and relevant and serves the varied interests of our patrons and staff.

Timberland identifies underserved areas and populations to extend and improve service; promotes awareness of library resources through public relations, advocacy, and partnerships; is a responsible steward of the library’s resources and is accountable to its public; and strives for continuous improvement to meet the future needs and interests of our communities, balancing new and existing services with financial constraints.

Timberland employees are highly qualified, trained, and dedicated to providing outstanding service.

The 2017 TRL Action Plan, guided by the TRL 2014-2018 Strategic Plan, provides a roadmap for the delivery of library services in 2017 and beyond. The six Service Priorities identified in the Strategic Plan are meant to focus and strengthen TRL while increasing the number of library users and enhancing services. The Annual Service & Budget Planning Calendar highlights the process for ongoing evaluation and planning of library services in conjunction with annual budget planning. Semi-annual updates on Action Plan progress will be provided to the Board of Trustees, TRL communities and staff.
Appendices:

Appendix A: Service Priorities and Focus for 2017

Aberdeen

Service Priority: Foster a Supportive Work Environment

Goal: Staff have an opportunity to identify and solve problems.

Initiative: Provide staff with channels of communication to provide input on concerns, current issues, and solutions.

Focus: Relaunch monthly supervisor meetings, reinvigorate the idea board, and start regular surveying of staff to track concerns, morale, and engagement.

January – June
- Relaunched monthly supervisor meetings
- Held spring training day with an intensive focus on team building and cohesion
- Circulation department is restarting monthly meetings
- Front-line staff are participating in hiring teams for their peers, providing greater input into the process that develops their team

July – December
- Created Employee Recognition Committee made up of AB staff with the goal to recognize the achievements of our colleagues, whether big or small.
- Arranged multiple potluck food events and provided space for staff to engage socially on breaks
- Continued positive teamwork and support of colleagues during lean staffing times
- Continued individual connect meetings to track staff concerns, morale, and engagement
- Staff are reading professional development books/articles to help meet their goals
- Front-line staff participated in hiring team to recruit new team members, providing greater input into the process that develops their team
- Staff attended trainings related to communication and conflict resolution

Amanda Park

Service Priority: Foster a Supportive Work Environment

Goal: Staff have an opportunity to identify and solve problems.

Initiative: Provide staff with channels of communication to provide input on concerns, current issues, and solutions.
Focus: Relaunch monthly supervisor meetings, reinvigorate the idea board, and start regular surveying of staff to track concerns, morale, and engagement.

January - June
- Relaunched monthly supervisor meetings
- Held spring training day with an intensive focus on team building and cohesion
- Continue bimonthly staff meetings, staff are responsible for agenda topics
- Lead Library Assistant meets quarterly with programming librarians to discuss upcoming events, and programming wants/needs of the AM team

July – December
- Front-line staff participated in hiring team to recruit new team member, providing greater input into the process that develops their team
- Front-line staff engaged in the primary role of training their new team members
- Continued individual connect meetings to track staff concerns, morale, and engagement
- Continued bi-monthly staff meetings with staff responsible for the agenda topics
- Staff attended trainings related to communication and conflict resolution

Lead Library Assistants meets quarterly with programming librarians to discuss upcoming events, and programming wants/needs of the AM team

Centralia

Service Priority: Promote the Library as a Community Gathering Place

Goal: People view the library as the center of the community offering vibrant collections, services, events and spaces that encourage social interaction.

Strategic Initiative: Strive for all libraries to be physically inviting and convenient places to visit.

Focus: Create welcoming, functional spaces by fully remodeling the children’s area and by relocating collections and computers throughout the library.

January – June
- Requested financial support for the children’s area remodel from the City of Centralia, resulting in the City Council unanimously voting to contribute $36,357 to the project.
- Worked with library staff, Facilities and the City of Centralia to plan the remodel for September and to put out the RFP for a contractor.

July – December
- Expanded the children’s area, creating a bright and welcoming early-learning space with seating and activities for preschool children and their families, as well as a dedicated hangout area for school-age children.
• Moved the Spanish collection to a centrally located alcove, making the collection more visible and welcoming for Spanish-speaking patrons.
• Moved six internet computers closer to the Information desk, so help will be available where patrons are when they’re using the internet.
• Moved the microfilm machine near the Information desk, so patrons can better access help when they need it.
• Consolidated all adult materials on one side of the library, making the collections easier to navigate.
• Increased the number of tech-bar tables, providing more outlets and convenient seating for adults.
• Installed a slat wall in the lobby for a more attractive, easy-to-use display of community pamphlets and resources.

Chehalis

Service Priority: Strengthen families and youth.

Goal: School age youth are engaged and have the tools to succeed.

Initiative: Support the social, emotional and intellectual development of youth in each library community.

Focus: Increase programming for children and teens, and introduce stem-based learning events.

January – June
• Resumed weekly Book Babies and Preschool Storytimes
• Continued LEGO Crew monthly programs
• Started monthly Teen Book Group
• Offered individualized storytime sessions for school groups visiting the library
• Presented monthly storytimes at Head Start
• Presented Valentine Card Making craft event
• Held Teen After Hours: Game Night
• Held Teen After Hours: Anime Night
• Held Teen After Hours: Scavenger Hunt
• Held Beauty and the Beast Tea Party event
• Held enormously successful Teen After Hours: Masquerade in Monte Carlo event
• Presented Crazy Hair Day craft event for children
• Offered Lego Building Block Poetry for children and teens each Saturday during April
• Held STEM Planet Science children’s event

July – December
• Presented 33 storytimes at the library
• Presented 17 storytimes to local Head Start
- Presented 2 storytimes to ECEAP classes
- Participated in Farmer’s Market Kids’ Club (July and August)
- Held 5 Lego Club events for children
- Held 4 STEM Club events for children
- Hosted 2 children’s performers
- Created and presented 9 children’s events
- Held two weeks of drop-in coloring, games, and puzzle activities for families over winter break
- Partnered with Centralia Library to create Nerdicon and Haunted Library teen events
- Began partnership with Fostering Together group to increase outreach to foster children
- Began hosting ELL Family Night at the library each month in partnership with ELL Staff at Chehalis School District
- Visited W.F. West High School during lunch to offer games and activities
- Held 5 Book Club events for teens
- Held 4 After Hours Game and Activity Nights for teens
- Held 7 Dungeons and Dragons events for teens
- Made 6 guessing jar games for children and teens in conjunction with the Chehalis Fourth Fridays campaign

**Elma**

Service Priority: Enhance Collections & Technology

Goal: Provide the best in information and computer technology services so that all people can access digital resources for personal enrichment, education, vital services and community involvement.

Initiative: Provide innovative technology that meets the needs of patrons and staff.

Focus: Provide additional in-house technology education and resources to the public.
July – December
- Purchase of Chrome Book by the Friends of the Library to promote more digital access
- Promotion of one on one help available to patrons for their mobile devices
- Promotion of library’s digital resources at 3 community outreach events.
- Partnered with Elma School District to provide a showing of the documentary “Screenagers”
- Provided “Hour of Code” programs to the Elma Elementary
- Provided 3 STEM programs during Summer Reading
- Provided 1 STEM program for adults
- Provided “Hour of Code” programs to the Elma Elementary and Middle School After School Program

**Hoquiam**

Service Priority: Support Local Economies

Goal: Provide access to basic learning, job training, and education and career opportunities; help people connect with providers of vital services such as health care, housing and food.

Initiative: Support Individuals as they seek to improve their employment opportunities.

Focus: Help individuals as they explore job opportunities on the internet, learn new skills, and see advice in composing resumes and cover letters.

January – June
- Staff provided one-on-one aid to patrons who needed help with resumes, and job searches.
- Staff introduced patrons to online resources including databases and government outreach.
- Through outreach, staff presented TRL job information to mature students at Grays Harbor College.
- Staff helped patrons who were taking online classes through Lynda.com and Universal Class.
- Staff helped patrons with basic Internet and computer skills as needed.

July – December
- Kendra, Karlyn and Sarah partnered with the Pacific Beach School District to off a week of ‘Stem Camp’ for 1-6th grades.

- Sarah continued discussions with Hoquiam High School Administration and school librarians regarding school library weeding/revitalization project. The school district is trying to contract the local Polson Museum Curator, John Larson, the State Historian, John Hughes, and book consignment companies to see if books any books or older
format AV films and other media have any value. If of value for local history, they can be rehomed, if the book consignment companies are interested, funds raised might be used to purchase new materials for the libraries.

- Scheduled a meeting with the Hoquiam School District Superintendent about the school libraries, and the various initiatives TRL are planning for the future. We hope to use this as a stepping stone into increasing partnerships with the school district and teachers.

- Sarah became chair of the MY TOWN Coalition—a Hoquiam specific organization that focuses on drug and alcohol prevention and building coping strategies for youth.

- Sarah and Jared Criswell (AB) are working with other members of the Grays Harbor Early Learning Coalition to map brand new coalition website, which will serve the whole county to share resources for both parents and caregivers, as well as professional providers serving early learners.

- In the last quarter of 2017 several companies have started contracting with DSHS to supervise family visits. Not only are we providing them with spaces to hold these meetings, but we are providing games, blocks and other activities to interested parents so they can have positive interaction with their children.

**Hoodsport**

Service Priority: Support Local Economies

Goal: Nurture relationships with local businesses and organizations; share the Library’s vast resources and services to help them achieve their goals.

Initiative: Position the Library as a primary resource for job seekers, entrepreneurs, and existing businesses.

Focus: Enhance awareness and use of pertinent library resources in the community through outreach, new and existing partnerships, and in-house classes.

*No report for January – June*

**July – December**

- Attended Shelton/Mason Chamber of Commerce events.
- Announced availability of Microsoft Office Specialist certification test proctoring on iFiberone radio interview.
- Attended Regional Economic Forecast and Innovation Expo (Library Manager).
Ilwaco

Service Priority: Promote the Library as a Community Gathering Place

Goal: People view the Library as a center of the community offering vibrant collections, services, events and spaces that encourage social interaction.

Initiative: Strive for all libraries to be physically inviting and convenient places to visit.

Focus: In conjunction with the Teen Refresh Initiative, both define and separate teen and child use areas; use color to further define these and other spaces; utilize space planning to create additional social interaction and event opportunities through furniture placement, computer access and service points, in addition to the acquisition of a fireplace. Community interaction is supported when patrons gather in a warm, friendly atmosphere for programs, projects or to relax while reading a paper.

January – June

- Communicated plans to Teen Refresh team.
- Shifted collections and weeded in anticipation.
- Sketched possible floor plans.
- Listed what needs to move, needs to be purchased, facilities tasks-install, electric service points, paint.
- Pursuing fireplace, screen and mount with gift monies.
- Scheduling fall programs to utilize improved spaces.

July-December

- Presented fifteen Mother Goose play groups and three pajama story times
- Presented four Summer Reading Programs, including hands on and teen activities
- Participated in our Pacific County Comicon
- Presented five programs to Boys & Girls Club
- Arranged for delivery of two Connect boxes
- Presented two author book talks
- Presented eight programs for teens and adults
- Offered continuous hands on activities for all: puzzles, coloring, origami and crafts
- Participated in Pack2School, Hospital Fair and Books at the Beach event
- Assisted the Friends of the Library with book distribution to local foodbanks
- Communicated our services to the community through participation in: Ilwaco and Long Beach Merchants Associations, South Pacific County Community Foundation and AAUW
- The Focus listed above will be completed with installment of teen refresh acquisitions and gift money expenditures in early 2018
Lacey

Service Priority: Support Community Engagement through Culture, History, & the Arts

Goal: Engage people in the creation, celebration, and preservation of art, culture and history.

Initiative: Support community culture and interaction through programs and exhibits.

Focus:
- Offer programming promoting cultural understanding, community history and creativity such as American Muslims program, Literary Gingerbread contest/display, Lacey Loves to Read, Lacey History Panel exhibit, revival of Anime Club, new 4th-6th grade book club, Stories from Around the World, and Quilt exhibit/reception.
- Offer displays & booklists promoting diverse authors/illustrators & collections.
- Provide outreach to Nisqually Indian Tribe, Headstart programs, and promote library resources at Lacey Ethnic Festival.

January – June
- Presented 20 programs promoting cultural understanding, community history, and creativity. Notable programs included a Spanish & English presentation of ‘Last Stop on Market Street’, teen writing & cover art contest, & a community author visit by Newbery-Medal winner Matt de la Peña for Lacey Loves to Read 2017, American Muslims, Building Understanding in Challenging Times, City of Lacey 50th anniversary history panel exhibit, Literary Gingerbread Contest, Lion Dancing Program for Chinese New Year, Shodo (Japanese Calligraphy), Tales from the Parks with National Park Historian Russell Cahill, Writer’s Toolkit workshop series, Reading Explorers book group for 4th-6th grade, Anime club, & joint program with St. Martin’s University featuring author Pamela Sakamoto.
- Created a variety of book & program promotional displays for adults & kids featuring titles & themes of diverse American experiences.
- Hosted 10 Head Start storytimes/visits, had an outreach table at Gathers Rain: A Salmon’s Journey Nisqually community festival, and promoted Mango & Muzzy language databases at Lacey Ethnic Festival.

July – December
- Presented 46 programs promoting cultural understanding, community history, and creativity. Notable programs included:
  - Youth Bridge Building/Testing program as part of Summer Reading: Build A Better World.
  - Women Vietnam Veterans: Our Untold Stories.
  - Away at War: A Civil War Story.
  - Spanish-language writing workshop & Spanish language author talk for Timberland Reads Together.
- 4 ‘Live @ the Library’ music performances for all ages.
- ‘Come Craft with Me’ program series for adults.
- ‘Antiquated Technologies’ program series for adults.
- Maritime History of Olympia & South Puget Sound.
- Annual quilt exhibit by Ruby Street Art Quilters & Quiltmakers of Olympia.
- Sentimental Journey: Songs & Stories of WWII.
- Screenagers Film Screening & Discussion.
- Collaborative Community Zine Project: Reflections/Hope for all ages.

- Created a variety of book & program promotional displays for adults & kids featuring titles & themes of diverse American experiences.
- Created new Teen Library Council advisory group.
- Hosted Homeschooling Families workshop, 4 tours for St. Martin’s International Program students from China & Japan, presented booktalks at all North Thurston High Schools, and provided outreach at Lacey 3rd of July Fireworks Celebration, Children’s Day, & North Thurston Public Schools College & Career Fair.

McCleary

Service Priority: Support Community Engagement through Culture, History, and the Arts

Goal: TRL engages its communities in the celebration and preservation of art, culture, and history.

Initiative: Seek and provide opportunities for local creation of art, culture, and history.

Focus: Add a monthly craft activity for adults, Work with Friends to provide a monthly presentation by a speaker from the local community to coordinate with their friends meeting, Partner with the local retirement center to offer a quarterly art show, Check into picture rails for the meeting room (or possibly hallway) to provide hanging space for art, Schedule use of the display case to possibly related to current programming or events, provide an opportunity for a youth art show.

January – June
- Added monthly craft activity for adults Feb-May, will start up again in Sept.
- Worked with Friends to provide monthly presentation by a speaker from local community
- Attempted to partner with local retirement center for quarterly art show

July – December
- Offered 22 new movies for matinees
- Presented 10 Steam activity hours for youth
- Presented 3 crafting events for adults
- Offered 5 teen night activities
Hosted a staff member from EL to present a bilingual story time in recognition of Hispanic Heritage Month
- Offered 4 Pageturner events
- Presented a screening and discussion of "Screenagers" at the local K-8th public school
- Hosted 2 friends mtgs
- Offered book discussion for the annual TRT title
- Created multicultural material displays for Hispanic Heritage month
- Hosted musician and storyteller, Kerry Grombaucher
- Hosted guest author for Indie Author Day
- Provided another 9 STEM, craft, movie, board games and indoor sport games activities for families during the local school’s early release and holiday vacation days

Montesano

Service Priority: Strengthen Families and Youth

Goal: Preschool children enter school ready to read. Parents and caregivers have the tools to help their children develop literacy skills.

Initiative: Support parents and caregivers in preparing children to be ready to read when they enter school.

Focus: Offer programs and services that support early childhood education and school-readiness for children and families. Work with current community partners and investigate potential new community partners to engage school age youth.

January – June
- Presented seven story times
- Presented seven play group events
- Presented six outreach story times to two preschools
- Hosted two preschool library visits
- Hosted a week-long teen craft program for spring break
- Offered a Dr. Seuss birthday party program featuring magician Jeff Evans
- Provided the After School Program at Simpson Elementary School with a Book Bingo program
- Provided the After School Program with two Connect boxes
- Presented five adult programs
- Offered four Legos Club programs
- Provided a coding program for kids using TRL’s kit
- Provided eighteen one-on-one computer tutoring sessions
- Provided 9 one-on-one resume and cover letter tutoring sessions
July – December

- Presented 15 story times
- Presented 15 play group events
- Presented 6 outreach story times to two preschools
- Hosted 2 preschool library visits
- Hosted a week-long teen craft program for winter break
- Provided the After School Program with 4 Connect boxes
- Offered 4 Legos Club programs with Legos Mindstorms added
- Provided a coding program for kids using TRL’s kit
- Provided a Book Bingo program for SRP. Every participant was given a free paperback book.
- Provided a 3-D Doodler for a teen program
- Presented a program with Mary Shaver and her marionettes for the Festival of Lights

Mountain View

Service Priority: Strengthen Families and Youth

Goal 2: Youth are engaged and have the tools to succeed

Initiative 2: Strengthen partnerships with schools and community youth organizations to support interactive learning and the healthy development of youth

Focus: Work with principal and staff of local elementary school to bring library services and activities to students and bring students to the library. Identify and reach out to community youth organizations in order to build supportive relationships and promote library usefulness

January – June

- Brought (in partnership with the White Pass Elementary PTO) Alex Zerbe the Zaniac to the Elementary Books and Blankets program. It gave us the opportunity to talk to families about library services and programs. They absolutely loved Alex and we promoted it on Facebook live
- Brought SCYS staff to elementary school for an all day workshop introducing 5th and 6th grade students to the BLOXELS™ STEM kits
- Kept the BLOXEL classroom kit at the library for the entire month of April (including Spring Break) to encourage students to come into the library – we had students who had never been to the library come in because of the workshop we did at the school
- Provided STEM activities for all ages (besides BLOXELS also had CODE-A-PILLARS and 3Doodler pens) over Spring Break to encourage families to visit the library
- Coordinated with “Parents as Teachers” coach Sheryl Low. She comes to our library during “Stay and Play” time twice a month, interacts with parents, answers questions and provides information on early childhood development
- Hosted drop-in crafts for families on Valentine’s Day and St. Patrick’s Day
• Gave presentation to Elementary School staff on Wandoo for this year’s Summer Reading Program, encouraging them to use the library as a way to keep their students engaged in learning over the summer

July – December
• Offered interactive learning activities every Saturday in July (ozobots, builder boxes, LEGOs, shapescapes, brain flakes and more)
• Offered Summer Reading Performers who were interactive in nature with record-breaking attendance
• Met with parents, teachers and staff at White Pass School District Open House in August to discuss library resources
• Attended the Association of Rural and Small Libraries annual conference, participating in workshops related to building community partnerships and outreach
• Participated in the Open House at Centralia College East in September, interacting with students and the Morton Community
• Gave presentation to 8 homeschool families on how a library card can help them educate their children. They are now very frequent users of our library
• Offered weekly Storytime/Stay and Play activities for families
• Offered teen nights twice a month
• Offered a presentation on Bigfoot in October for families in the Glenoma service area, using the Glenoma Fire Hall to bring library services to that community
• Visited the 4-6th graders at Morton Elementary school in October to demonstrate our online resources and give book talks. Read books recommended by the students then visited them after their Veterans Day assembly to tell them how much I enjoyed the books they recommended. Building wonderful relationships along the way
• Offered viewing of the documentary “Screenagers” to families followed by an insightful discussion amongst all patrons in attendance
• Met with White Pass High School seniors on multiple occasions to discuss library services that can help them plan their futures
• Attended Early Literacy Training to better serve our youngest patrons and their caregivers
• Participated in “Christmas in Glenoma”, a community event with hundreds in attendance to offer a survey and library information as well as highlighting different library services with little “public service announcements” throughout the evening
• Offered many STEM activities and games for patrons of all ages during the two-week Winter Break from school so families had a place to go and interact over the holidays
Participated in the “Toy and Joy Giveaway and Resource Fair” in Morton, serving lower income families in East Lewis County. Had information table set up, issued library cards and conversed with attendees about library services.

Naselle

Service Priority: Promote the Library as a Community Gathering Place

Goal: People view the library as a center of the community offering vibrant collections, services, events, and spaces that encourage social interaction.

Initiative: Strengthen resources, services, and events that promote community interaction.

Focus:

- Offer consistent, high-quality events and activities for patrons of all ages, beginning with the adult spring series ‘Bountiful Backyards,’ and continuing into summer’s ‘Concerts on the Lawn’ series; as well as active and engaging youth programs such as Play Group, Family Movie Matinees, and others.
- Update the Library floor plan and layout, to include a renovated and relocated circulation/information desk area, teen area, and patron computer use area. This increased functionality for staff and increased space for patrons with allow patrons to view and interact with the library collections, events, and other patrons in a more accessible and comfortable environment.

January – June

- Presented a successful four-part series for adults titled ‘Bountiful Backyards,’ focusing on pollinators, gardening, and other micro-local outdoor activities.
- Hosted showings of recently-released movies for youth, consistent Play Group and outreach Storytimes, as well as other programs for youth.
- Planned and publicized the upcoming ‘Music on the Lawn’ July concert series.
- Began work on visioning a new library layout, engaging in one-on-one conversations with users, relocating collections, reallocating spaces (particularly for teens), and analyzing the essential local needs of a circulation desk.

Service Priority: Promote the Library as a Community Gathering Place

Goal: People view the library as a center of the community offering vibrant collections, services, events, and spaces that encourage social interaction.

Initiative: Strengthen resources, services, and events that promote community interaction.
Focus:
- Offer consistent, high-quality events and activities for patrons of all ages, beginning with the adult spring series ‘Bountiful Backyards,’ and continuing into summer’s ‘Concerts on the Lawn’ series; as well as active and engaging youth programs such as Play Group, Family Movie Matinees, and others.
- Update the Library floor plan and layout, to include a renovated and relocated circulation/information desk area, teen area, and patron computer use area. This increased functionality for staff and increased space for patrons with allow patrons to view and interact with the library collections, events, and other patrons in a more accessible and comfortable environment.

July – December 2017
- Hosted a successful ‘Music on the Lawn’ concert series.
- Produced an engaging and fun Summer Reading program with a variety of programs, events, and activities for all ages, including a short weekly series of ‘Big Builds.’
- Hosted the 10th annual Library Picnic.
- Presented a monthly series of movies for kids.
- Hosted a weekly series of movies for adults.
- Presented a monthly LEGO Club program.
- Provided monthly outreach storytimes to local childcares and preschools.
- Hosted programs for adults including a Genealogy Café, Quilling, and Winter Holiday Centerpieces.
- Arranged two ‘Read with Bennett the Dog’ events for children.
- Presented programs for children, including ‘Build Your Gnome a Home’ and the very popular ‘Gingerbread Houses.’
- Presented a 6-week Art Lab series for children.
- Presented a 2-month Storytime series.
- Presented a variety of coding opportunities at the library, including Bloxels and Cubelets, as well as visiting the Coding Club at the Naselle School.
- Began a Teen Tech Tutor program.
- Hosted a showing of “Screenagers: the movie.”
- Moved the Naselle Library remodel project forward, finalizing details for a new service desk, teen space, internet and library catalog access, new lighting and blinds, and much more comfortable seating; work is in progress at this moment!

Service Priority: Support Local Economies

Goal: Individuals find information, services and opportunities to enhance education, career and job skills.

Initiative: Support individuals as they seek to improve their employment opportunities.
Focus: Promote the library’s employment and education resources through the PacMtn Chromebook pilot program, connecting with local organizations such as the Naselle-Grays River School, community churches, and Food Bank.

Accomplished:
- Shared PacMtn Chromebook information via FaceBook and local poster distribution.
- Engaged in one-on-one conversations with users and jobseekers in the library, promoting library resources and assisting as needed.

Service Priority: Support Local Economies

Goal: Individuals find information, services and opportunities to enhance education, career and job skills.

Initiative: Support individuals as they seek to improve their employment opportunities.

Focus: Promote the library’s employment and education resources through the PacMtn Chromebook pilot program, connecting with local organizations such as the Naselle-Grays River School, community churches, and Food Bank.

January – June

- Shared PacMtn Chromebook information via FaceBook and local poster distribution.
- Engaged in one-on-one conversations with users and jobseekers in the library, promoting library resources and assisting as needed.

North Mason

Service Priority: Promote the Library as a Community Gathering Place

Goal: People learn to view the library as a hub for positive inter-generational, multi-cultural interaction that facilitates learning and creativity for all ages

Initiative: Broaden the scope of the community’s perception of the library and its purpose

Focus:
- Increase efforts to inform the Guatemalan community of ongoing programming and offer programs/opportunities of interest to that community
- Create a dedicated area for a Makerspace and offer programming intended to increase interaction between patrons of varying ages, as well as offering the opportunity to learn new skills and hobbies.
January – June
- Developed contacts within the Guatemalan community
- Identified more favorable locations for visual program information for that community
- Work continues to develop a program specifically of interest to that community, and to present it in a way that is aligned with their family life (i.e. present a children's program simultaneously)
- Weeded and relocated collections in the proposed makerspace area.
- Arranged for Facilities to move shelves that will facilitate changes associated with the changes caused by the different use for the space
- Developed a SRP program (Wonderworks) to take place in that space to get patrons used to the change in space arrangement and use.

July – December
- In partnership with a Spanish-speaking volunteer, developed an opportunity for Guatemalan women to obtain an Internet card and learn how to use computers and the TRL website / databases to study for the driver’s test.
- Moved shelves and collections to create a larger teen area and a makerspace (Discovery Zone), as well as a more inviting reading area and easier browsing of new fiction.
- In partnership with the Olympic-Kitsap Peninsula Early Learning Coalition, started a new Play and Learn program on Saturday mornings.
- Introduced signage into the Discovery Zone explaining the purpose prior to the arrival of furniture.
- Planned multiple “artist in residence” experiences for the Discovery Zone in the Spring.

Oakville

Service Priority: Promote the Library as a Community Gathering Place

Goal: People view the library as a center of the community offering vibrant collections, services, events, outreach, and spaces that encourage social interaction.

Initiative: Enhance public recognition that the library is a community gathering place.

Focus: Improve participation in outreach activities and festivals in the community to promote, gain recognition, and increase visibility of the library.

January – June
- Worked with TRL Parent Education Early Literacy Committee
- Continue Maker Station with weekly play as learning activities-Attendance
- Coding/Learning Activities
- AWE Station introduction and programing
- Created & presented Acrylic & Painting Adult Programs contributing to cultural awareness
• Joint programing with cross promotion literary based performances and TRL collection with the Oakville Chamber, Government Agencies, Oakville School, Chehalis Tribal Headstart, Back to School Bash Rochester & Grand Mound Schools and Oakville Senior Lunch Programs.

Ocean Park

Service Priority: Promote the Library as a Community Gathering Place

Goal: People view the library as a center of the community offering vibrant collections, services, events, and spaces that encourage social interaction.

Initiative: Enhance public recognition that the library is a community gathering place.

Focus: Provide programming that promotes a sense of community, such as concerts, crafts and learning opportunities. Maintain and increase participation in outreach activities and festivals in the community to promote, gain recognition, and increase visibility of the library.

January – June
• Provided seven music concerts in the library.
• Provided programs about gardening for our patrons.
• Participated as a board member in the Ocean Park Area Chamber of Commerce and Peninsula Poverty Response.
• Joined the local Rotary.
• We have an active outreach program, particularly with Ocean Park Elementary. Along with Susan Carney and Michelle Zilli, I participated in Project Homeless Connect.

July – December
• Continued Maker Station with weekly play as learning activities-Attendance (20 activities)
• Continued Anytime Story Time
• Coding/STEAM Learning Activities (6 programs)
• Created & presented Acrylic & Painting Adult Programs contributing to cultural awareness (15 programs)
• Grays Harbor Management Preparedness Forum, Mr. Tambourine Man, Salute to Veterans, Art Contest & Show,
• Hosted Volunteer Dinner for all volunteers in the community with crafts and a Holiday Pot Luck for Staff, FOTL, and City Employees.
• Joint programing with cross promotion literary based performances and TRL collection with the Oakville Chamber, GM/RO Chamber, Oakville School, Chehalis Tribal Headstart, Chehalis Tribal Health Fair, Oakville’s Harvest Festival, RO Swede Days
• Designed and ordered resources for new Teen Refresh
Olympia

Service Priority: Promote the Library as a Community Gathering Place

Goal: People view the library as a center of the community offering vibrant collections, services, events, and spaces that encourage social interaction.

Initiative: Strive for all libraries to be physically inviting and convenient places to visit.

Focus: Create welcoming, functional spaces by relocating collections and computers throughout the library.

January – June
- Resumed weekly Book Babies and Preschool Storytimes
- Continued LEGO Crew monthly programs
- Started monthly Teen Book Group
- Offered individualized storytime sessions for school groups visiting the library
- Presented monthly storytimes at Head Start
- Presented Valentine Card Making craft event
- Held Teen After Hours: Game Night
- Held Teen After Hours: Anime Night
- Held Teen After Hours: Scavenger Hunt
- Held Beauty and the Beast Tea Party event
- Held enormously successful Teen After Hours: Masquerade in Monte Carlo event
- Presented Crazy Hair Day craft event for children
- Offered Lego Building Block Poetry for children and teens each Saturday during April
- Held STEM Planet Science children’s event

July – December
- Continued Space Planning project by having discussions with Olympia staff on the goals and desired outcomes of the project
- Installed and additional security camera to monitor the new moved smoking area
- Created endcap and wayfinding signs throughout the building to allow patrons to locate materials themselves
- Added a new compact shelving unit for courtesy collection books
- Reorganized staff areas with the goal of reducing the size of the staff workroom area so that more space can be allocated for patron use
- Expanded the Friends of the Library workroom area for book sale processing
- Changed shelving workflows with several benefits including materials are more quickly available to patrons and reduced shelving backlog
- Removed end caps from some shelving units to open up the building and let more light into the stacks
• Moved Picture Book shelves to provide better spacing for browsing patrons and create broader aisles
• Interfiled Oversize collection to Adult Nonfiction which allowed for the removal of an unneeded shelving unit and created a broader aisle
• Moved Young Adult Fiction shelving to create a larger teen area and create broader aisles for patron browsing
• Purchased/Refinished teen area furniture including comfortable chairs, a laptop bar, and a large group study table
• Requested new parking signage from the City of Olympia to be installed in 2018
• Signed contract with architect to begin the branch’s space planning project in 2018.

Packwood

Promote the Library as a Community Gathering Place

Goal – Expand awareness of the Library as the heart of each community.

Initiative: Strengthen resources, services, and events that promote community interaction.

Focus: Improve participation in outreach activities and festivals in the community to promote, gain recognition, and increase visibility of the library.

January – June

• Participating in monthly Packwood Business Owners Committee (PBOC) meetings. Also did a presentation on Library Services during Highlighted Business portion of the meeting.
• Participating in monthly Steering Committee Meetings for the PBOC.
• Participating, when scheduling allows, in the Infrastructure Committee meetings for the PBOC.
• Participating, when scheduling allows, in the Marketing Committee meetings for the PBOC.
• Recently have become a Board Member of the Destination Packwood Association, and participate in monthly meetings.
• Hosted the White Pass Elementary 2nd Graders on their Field Trip to the Mountain Festival, in collaboration with the White Pass Historical Society and Museum.
• Hosted the 10k, 5k, 1k Fun Runs during the Mountain Festival in collaboration with the White Pass Historical Society and Museum.
July – December

- Participating in monthly Packwood Business Owners Committee (PBOC) meetings. Also did a presentation on Library Services during Highlighted Business portion of the meeting.
- Participating in monthly Steering Committee Meetings for the PBOC.
- Participating, when scheduling allows, in the Infrastructure Committee meetings for the PBOC.
- Participating, when scheduling allows, in the Marketing Committee meetings for the PBOC.
- Became a Board Member of the Destination Packwood Association, and participate in monthly meetings.
- Presented 1 Summer Reading Program for teens.
- Presented 1 Family Summer Concert in the Park.
- Presented 3 Family aged Summer Reading Programs.
- Presented 18 Preschool aged storytimes.
- Presented 3 Writers Perspective workshops for both adults and teens.
- Presented 3 Needlework workshops for both adults and teens
- Hosted and Holiday Open House with crafts for all ages and a family movie.

*Raymond*

Service Priority: Promote the library as a community gathering place

Goal: People view the library as a center of the community offering vibrant collections, services, events, and spaces that encourage social interaction.

Initiative: Strengthen resources, services, and events that promote community interaction.

Focus: Offer theme-centered programs for adults and youth programs that tie in to the general theme of “Bountiful Backyards”. Provide programs that highlight resources and celebrates the local community.

January – June – No report submitted

July – December
- Provided summer programming each week on Wednesdays, Thursdays, and Fridays.
- Hosted the Pacific County Geokinomicon for teens.
- Showed movies in Spanish on Fridays during the summer.
- Presented 6 outreach story times to 2 elementary schools and Basics Northwest.
- Provided weekly story times September-December.
- Provided 4 programs for adults.
- Offered weekly Sensory Story Times September-October.
- Continued Wednesday afternoon art for teens through the end of the year.
- Provided several one-on-one computer classes and device instructions.
- Provided crafts during the 2 weeks of winter break.

**Salkum**

**Service Priority: Strengthen Families and Youth**

**Goal:** Preschool children enter school ready to read. Parents and caregivers have the tools to help their children develop literacy skills.

**Initiative:** Support parents and caregivers in preparing children to be ready to read when they enter school.

**Focus:** Develop and expand outreach to include Morton preschools. Refresh children’s area to make a larger and more inviting place with hands on developmental learning activities. Provide monthly family programs with modeled early learning best practices for parents to learn and imitate.

**January – June**
- Delivered Monthly Outreach Storytimes to Onalaska, Salkum, and Morton preschools
- Offered a Monthly Kids Educational/Craft program on Wednesday afternoon (local school’s half-day) and/or Saturday afternoon, including taking full advantage of State Library offerings (e.g. Makey-Make Kits, Ozobots) and TRL resource kits (e.g. Blockplay)
- Delivered a full slate of weekly Family Storytimes from January through May
- Continue to refresh early literacy ideas in our Children’s area with displays and activities
- Participated in the initial planning for the Young Adult area refresh with Lewis County Youth Services staff
- Attended Onalaska School District Community Dinners, bringing a theme-appropriate craft to each
- Started a Teen Book Discussion Group at Onalaska High School
- Starting this month, a Teen Books and Sundaes group will meet at the Library
- Library Manager (formerly on the Lewis County Head Start Policy Council) assisted the Salkum Head Start with its Annual Assessment

**July – December**
- Completed full slate of Summer Reading Program activities
- through an internal promotion, hired a new Youth Services Associate and completed necessary trainings
- Offered 13 weekly Storytimes
- Offered 3 outreach preschool Storytimes
- Offered 1 school outreach visit
- Offered monthly craft and learning activities on a Saturday afternoon
Librarian hosted an outreach event for grandparents wanting to learn about coding resources available to grandkids
- Received and arranged new teen furnishings and continued monthly outreach to the high school book group

Service Priority: Promote the Library as a Community Gathering Place

Goal: People view the Library as a center of the community offering vibrant collections, services, events and spaces that encourage social interaction.

Initiative: Strengthen resources, services and events that promote community interaction.

Focus: Expand adult programming to include informal opportunities for interaction, such as community coloring and conversation, Scrabble and other games, and family movie matinees. Refresh selected furnishings using Salkum foundation monies. Expand programming using local expertise such as Master Gardeners and local businesses/farms/nurseries as speakers.

January – June
- Increased publicity of our Community Coloring and Games and grew participation, and changed the format to include a brief “Did you know?” about the Library at each meeting
- Began a monthly hosting of WorkSource with high visibility publicity posters and our Facebook page and highway 12 reader-board sign; our first event had four attendees
- Continued to offer one-on-one computer classes by appointment, as well as resume and cover letter assistance. Several patrons have found jobs, and have kept in touch
- Took delivery of our new furniture, all paid for with donated monies
- The Master Gardeners’ Salkum Demonstration Garden continues to be a destination and popular place to access Wi-Fi, and the Master Gardeners have so far presented 3 programs this year related to gardening
- The PageTurners Book Discussion group is growing, and we are hosting a Book Bingo beginning this month with prizes from local businesses
- Continued to Host the Weekly Knitting Circle, and involved the participants in community events, such as making baby hats for the Morton General Hospital Foundation’s “Mommy and Me” shower and the Friends of the Salkum Timberland Library Silent Auction
- Spoke about Library Services and Resources to various community groups, such as a local PEO chapter wanting to learn more about downloadable resources
- Hosted 2 family movies, and a 2nd visit from the State Poet Laureate
- Promoted our public meeting room especially to social service groups. We now have A.A., N.A., NAMI, TOPS, PTA, two 4-H groups (Rabbits and Sewing) all meeting regularly—our room is used 7 days/week!
- Continue to grow Friends group, they held a successful book and plant sale in May, and have an ongoing book sale which is highly valued by our community
Hosted our 2nd annual Chocolate Tasting for Adults on the Saturday before Valentine’s Day, with a large turnout. We are planning a cheese tasting later this year, featuring local cheeses.

July – December
- Offered 34 one-on-one resume and job search, or computer assistance sessions
- Partnered with WorkSource to promote local meeting space for staff and clients each month
- Offered one monthly adult or family program on a Saturday afternoon, with a special emphasis on live music
- Offered monthly book discussion group
- Offered a technology outreach session to a group of retired teachers (PEO)
- Hosted Friends of the Library Silent Auction with local donations; all proceeds support our local programs
- Began hosting monthly Ask a Master Gardener/Composter/Recycler First Tuesday program

Shelton

Service Priority: Support Local Economies

Goal: Nurture relationships with local businesses and organizations; share the Library’s vast resources and services to help them achieve their goals.

Initiative: Position the Library as a primary resource for job seekers, entrepreneurs, and existing businesses.

Focus: Enhance awareness and use of pertinent library resources in the community through outreach, new and existing partnerships, and in-house classes.

January – June
- Partnered with WSU Extension to offer food preparation on a budget and tech tutoring.
- Partnered with Smokin’ Mo’s to offer a trivia night.
- Attended Shelton/Mason Chamber of Commerce events and have a Reference USA training scheduled in June.
- Offered library businesses resource training to Enterprise for Equity students.

July – December
- Partnered with Smokin’ Mo’s to offer a trivia night.
- Attended Shelton/Mason Chamber of Commerce events.
- Offered library businesses resource training to Enterprise for Equity students.
- Trained a new volunteer who is working at Shelton WorkSource and has been able to refer job seekers between our two organizations for assistance.
• Announced availability of Microsoft Office Specialist certification test proctoring on iFiberone radio interview.
• Attended Regional Economic Forecast and Innovation Expo (Library Manager).
• Partnered with Washington Center for Women in Business to offer two classes on starting a home-based or small business. Program included presentation about library resources for entrepreneurs.

South Bend

Service Priority: Support Local Economies

Goal: Individuals find information, services, and opportunities to enhance education, career, and job skills.

Initiative: Support individuals as they seek to improve their employment opportunities.

Focus: Promote the PacMtn Chromebook pilot program, and TRL employment and educational resources, through partnership building, outreach and social media. Collaborate with local schools to identify barriers to employment and continuing education and provide support or develop programs to help students succeed after graduation.

January – June
• Assisted with Pac Mountain Rapid Response event at Raymond Timberland Library after closure of local mill.
• Continue to promote Pac Mountain Chromebooks in branch, on Facebook, and with posters in town.
• Recruited Friends volunteers to help SB seniors write and edit scholarship packets.
• Outreach to SBHS Career Choices class. Created internet cards for all students and presented TRL career databases.
• Joined board of Pacific County Youth Alliance.
• With Know and Grow Early Learning Coalition, planning Fall training on professionalism in Early Childhood settings for local care providers and school staff.

July – December
• Outreach to South Bend High School 9th grade and Junior High Career Choices classes to present TRL career planning resources.
• Planned regular class visits to SBHS English classes to support digital literacy and research skills, to begin in January 2018.
• Participated in SBHS Career and Technical Education Advisory Board.
• Outreach at the Pacific County Fair.
• Assisted with Know and Grow Early Learning Coalition’s training on professionalism in Early Childhood settings for local care providers and school staff.
Tenino

Service Priority: Strengthen Families and Youth

Goal: School age youth are engaged and have the tools to succeed.

Initiative: Strengthen partnerships with schools and community youth organizations to support interactive learning and the healthy development of youth.

Focus: Increase amount of training provided to staff and students in the Tumwater and Tenino School Districts as part of the digital library card project. Establish relationship with local Boys & Girls Clubs. Find more opportunities to partner with local organizations to provide outreach at family events.

June – December
- Connected with over 400 youth at 38 programs for youth and families at the library
- Participated in Oregon Trail Days, a communitywide event, connecting with over 250 people at the library’s free booth
- Presented fourteen storytimes, thirteen children’s and four family programs at the library
- Held at STEAM Night at Parkside Elementary, connecting 50 children with a wide variety of STEAM activities
- Held five library programs for teens at the library
- Attended the Fall Festival at Tenino High School talking with 67 individuals
- Had sixty youth and their caregivers at the Summer Reading Party
- Have begun planning for three movie nights to be held at the Tenino City Park in the summer of 2018. This requires the development and strengthening of a number of community partnerships in order to be a success.

Tumwater

Service Priority: Strengthen Families and Youth

Goal: School age youth are engaged and have the tools to succeed.

Initiative: Strengthen partnerships with schools and community youth organizations to support interactive learning and the healthy development of youth.

Focus: Increase amount of training provided to staff and students in the Tumwater and Tenino School Districts as part of the digital library card project. Establish relationship with local Boys & Girls Clubs. Find more opportunities to partner with local organizations to provide outreach at family events.
January – June – No report*

June – December
- Presented 96 storytimes reaching 2,703 patrons
- Participated in 18 outreach events reaching over 1,700 people.
- Connected with 1,077 people during Tumwater’s Fourth of July celebration.
- Held 27 additional Children’s and Family programs at the library with 2,093 patrons in attendance.
- Had a record breaking 365 in attendance at the annual Fairy Tea Party.
- Held 16 YA events with 228 youth in attendance. Additionally reached over 500 students through YA outreach events.
- Students in the Tumwater School District were signed up for myTRL cards in November
- Welcomed students from New Market Skills Center culinary class at the library who prepared a holiday breakfast for library staff

Westport

Service Priority: Foster a Supportive Work Environment

Goal: Staff have an opportunity to identify and solve problems.

Initiative: Provide staff with channels of communication to provide input on concerns, current issues, and solutions.

Focus: Relaunch monthly supervisor meetings, reinvigorate the idea board, and start regular surveying of staff to track concerns, morale, and engagement.

January – June
- Relaunched monthly supervisor meetings
- Increased staff meetings to once per month, rather than every other month
- Staff are responsible for meeting agendas
- Staff are reading professional development books/articles to help meet their goals of effective and positive communication
- Lead Library Assistant meets quarterly with programming librarians to plan upcoming events, and programming wants/needs of the WE team

July – December
- Front-line staff participated in hiring team to recruit new team member, providing greater input into the process that develops their team
- Front-line staff engaged in the primary role of training their new team members
- Continued individual connect meetings to track staff concerns, morale, and engagement
- Staff attended trainings related to communication and conflict resolution
- Continued monthly staff meetings
- Lead Library Assistants meets quarterly with programming librarians to discuss upcoming events, and programming wants/needs of the AM team
• Staff are reading professional development books/articles to help meet their goals of effective and positive communication

Winlock

Service Priority: Enhance Technology

Goal: People served by TRL have access to robust collections and technology.

Initiative: Provide innovative technology that meets the needs of patrons and staff.

Focus: Continue to expand our STEAM program within our library and pursue opportunities for outreach and connections with organizations in our community.

January – June
• Hosted four Robot’s Rock sessions, providing an opportunity for middle school and high school students to build and program Legos Mindstorms EV3 robots. A total of 63 teens attended these programs.
• On an ongoing basis, provide access to on-demand robotics, snap circuits, squishy circuits, and a wide variety of construction toys.
• Provide on-demand computer instruction for patrons of all ages. During the first half of 2017, assisted 43 patrons with in-depth computer assistance.
• Conducted a Prezi training with a group of high school students.
• Participated in Lewis County Thrives, a collective impact subset of RALLY (Regional Alliance for Youth). This participation includes being part of the group’s STEM task force and the newly formed Capital Area Regional STEAM Network, one of the eleven networks associated with Washington STEM.
• Hosted three STEAMtastic Family Nights. Each session focused on a different science concept, such as electricity, earth science, or robotics.

July – December
• Hosted four Robot’s Rock sessions, providing an opportunity for middle school and high school students to build and program Legos Mindstorms EV3 robots. A total of 61 teens attended these programs.
• On an ongoing basis, we provide access to on-demand robotics, snap circuits, squishy circuits, and a wide variety of construction toys.
• Provided on-demand computer instruction for patrons of all ages. During the second half of 2017, we assisted 38 patrons with in-depth computer assistance.
• Participated in Lewis County Thrives, a collective impact subset of RALLY (Regional Alliance for Youth). This participation includes being part of the group’s STEM task force and the newly formed Capital Area Regional STEAM Network, one of the eleven networks associated with Washington STEM. I was selected to serve as secretary/treasurer of Lewis County Thrives starting January 2018.
• Presented STEAM: Tiny Libraries Can Do it Too! at WLA Conference, along with Timberland's Teen Services Librarian, Karlyn Spevacek and Jenny Penoyar, South Bend Library Manager.
• Hosted three STEAMtastic Family Nights. Each session focused on a different science concept, such as electricity, earth science, or robotics.

**Yelm**

**Service Priority:** Promote the Library as a Community Gathering Place

**Goal:** People view the library as the center of the community offering vibrant collections, services, events and spaces that encourage social interaction.

**Initiative:** Strengthen resources, services and events that promote community interaction.

**Focus:** Strengthen positive patron interaction by fostering an increasingly welcoming environment for all and improving participation in outreach activities and festivals in the community to promote, gain recognition, and increase visibility of the library.

**January – June**
• Increased outreach to senior communities by expanding our efforts to include the Nisqually Senior Center and Sophie's Choice senior community. We now visit 4 senior communities on a bi-weekly basis.
• Focused on positive patron experiences with all staff through meetings, trainings and coaching.
• Secured space at the Yelm Farmer's Market for the summer. Partnering with the Friends of the Yelm Library to provide library and FOYL information to the community.
• Attended the Best of the Nisqually Gala, making connections and community partnerships.
• Offer continually diversified programming to appeal to all members of the community, including Laughter Yoga, Chair Yoga, Adult Movie Nights, Zentagles, Resume Rescue, One-on-One Computer Classes, an ongoing Yelm Writer's Circle and a Tarot Card Series.
• Partnered with Pierce Conservation District and the Dept. of Natural Resources to reach our patrons that live in Pierce County and raise awareness of fire safety for all communities served.
• Incorporated a tea station in the Magazine Reading Room to enhance the ambiance of community interaction and sharing.
• Partnered with Yelm School District providing both outreach/school visits and hosting school groups at the library.
• Stepped up our game in the downstairs display cases, as this space is visible to everyone, even when the library is closed.
• Diversified youth programming with Dungeons and Dragons Programs, cultivating a Teen Council and incorporating technology into our children's and teen programming.
• Honing collections by expanding Spinners to include youth materials and adding more local authors into the collection.
• Increased all of our computers that can be reserved to one hour stations. Plan to add additional 15 minute station in the Teen Area, next to the current 15 minute station.
• Partnered with Thurston County Elections to provide assisted voting through Automark and encouraging voting through displays, coloring books and pamphlets.
• Partnered with Connect Hearing to provide free hearing screenings.

July – December
• Presented 24 Story/Toddler Times
• Presented 10 Builders and Tinkerers highlighting Legos, robotics and coding gadgets
• Presented 12 Creative Playtimes
• Hosted 4 Headstart library visits
• Partnered with Raising a Reader and Headstart
• Connected with over a thousand patrons of all ages during our Solar Eclipse Fun program
• Partnered with South Sound Parent to Parent creating 4 successful events
• Increased visibility of the library by expanding Outreach to: Senior Centers, Yelm Farmer's Market and tripling our efforts with Yelm Community Schools
• Supported local business by partnering with the Yelm Area Chamber of Commerce for Small Business Saturday
• Continued providing tea station in magazine reading area that contributes to our welcoming atmosphere
• Weekly Saturday Chair Yoga programs
• Provided informative adult programming, such as our Astrology Series, Tech-Knowledge and Senior Tech Connect
• Offered programs that sparked conversation and inspired community, such as English Conversation Circle and "Appy Hour"
• Building community through creative programming, events and spaces for all members of the community: provided 255 events, and welcomed 6807 attendees
• Expanded community involvement and interaction by maintaining the free magazine rack and coupon exchange while adding free food donation bins, a free "Take It or Leave It" table and a puzzle exchange
### Appendix B: Leading Indicators 2012-2018

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Grays Harbor</td>
<td>72,797</td>
<td>72,900</td>
<td>73,150</td>
<td>73,200</td>
<td>73,300</td>
<td>73,575</td>
<td>73,757</td>
<td>74,035</td>
<td>74,408</td>
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<tr>
<td>Lewis</td>
<td>75,455</td>
<td>76,000</td>
<td>76,300</td>
<td>76,200</td>
<td>76,300</td>
<td>77,621</td>
<td>80,385</td>
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<tr>
<td>Mason</td>
<td>60,699</td>
<td>61,100</td>
<td>61,450</td>
<td>61,800</td>
<td>62,000</td>
<td>63,203</td>
<td>71,929</td>
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<tr>
<td>Pacific</td>
<td>20,920</td>
<td>20,900</td>
<td>20,970</td>
<td>21,000</td>
<td>21,100</td>
<td>20,860</td>
<td>20,990</td>
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<tr>
<td>Thurston</td>
<td>252,264</td>
<td>254,100</td>
<td>256,800</td>
<td>260,100</td>
<td>264,000</td>
<td>266,224</td>
<td>288,265</td>
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<tr>
<td></td>
<td>482,135</td>
<td>485,000</td>
<td>488,670</td>
<td>492,300</td>
<td>496,700</td>
<td>501,483</td>
<td>531,593</td>
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</tbody>
</table>


<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pop. est. – TRL District</strong></td>
<td>478,390</td>
<td>481,965</td>
<td>486,990</td>
<td>491,708</td>
<td>497,018</td>
<td>502,765</td>
<td></td>
</tr>
<tr>
<td><strong>Pop. est. – 5 counties</strong></td>
<td>488,670</td>
<td>492,300</td>
<td>496,700</td>
<td>501,483</td>
<td>505,900</td>
<td>511,750</td>
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</tr>
</tbody>
</table>


Note - TRL District Population is less due to unannexed, uncontracted cities in Grays Harbor and Lewis Counties.

<table>
<thead>
<tr>
<th>Counties</th>
<th>OFM Pop. Est. 2013</th>
<th>% of Pop. with library cards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grays Harbor</td>
<td>73,200</td>
<td>43%</td>
</tr>
<tr>
<td>Lewis</td>
<td>76,200</td>
<td>43%</td>
</tr>
<tr>
<td>Mason</td>
<td>61,800</td>
<td>44%</td>
</tr>
<tr>
<td>Pacific</td>
<td>21,000</td>
<td>46%</td>
</tr>
<tr>
<td>Thurston</td>
<td>260,100</td>
<td>47%</td>
</tr>
<tr>
<td>Total</td>
<td>492,300</td>
<td>45%</td>
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</tbody>
</table>

Based on OFM estimates of 2013 Pop., # cards by county at the end of 2013
<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Library Cards</strong></td>
<td>284,679</td>
<td>241,018</td>
<td>232,152</td>
<td>240,216</td>
<td>253,213</td>
<td>275,440</td>
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</tr>
<tr>
<td><strong>Open Hours/Week</strong></td>
<td>963</td>
<td>963</td>
<td>1020</td>
<td>1020</td>
<td>1020</td>
<td>1020</td>
<td></td>
</tr>
<tr>
<td><strong>Checkouts</strong></td>
<td>4,315,965</td>
<td>4,353,138</td>
<td>4,096,152</td>
<td>3,959,119</td>
<td>3,910,619</td>
<td>3,656,303</td>
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<tr>
<td><strong>Visitors</strong></td>
<td>2,654,262</td>
<td>2,812,677</td>
<td>2,492,618</td>
<td>2,424,389</td>
<td>2,382,190</td>
<td>No data</td>
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<tr>
<td><strong>Collection</strong></td>
<td>1,053,247</td>
<td>1,149,568</td>
<td>1,242,190</td>
<td>1,191,768</td>
<td>1,147,384</td>
<td>1,086,768</td>
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<tr>
<td><strong>Digital Collection</strong></td>
<td>22,458</td>
<td>28,652</td>
<td>264,506</td>
<td>435,714</td>
<td>548,447</td>
<td>67,337</td>
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</tr>
<tr>
<td><strong>Digital Checkouts</strong></td>
<td>293,888</td>
<td>379,576</td>
<td>385,138</td>
<td>546,650</td>
<td>692,752</td>
<td>698,966</td>
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<tr>
<td><strong>Library Programs</strong></td>
<td>3,000</td>
<td>3,357</td>
<td>2,923</td>
<td>3,079</td>
<td>2,486</td>
<td>2,564</td>
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<tr>
<td><strong>Library Program Attendance</strong></td>
<td>63,670</td>
<td>82,295</td>
<td>77,755</td>
<td>81,288</td>
<td>61,405</td>
<td>62,857</td>
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<tr>
<td><strong>Reference Questions Answered</strong></td>
<td>383,045</td>
<td>433,030</td>
<td>440,544</td>
<td>443,196</td>
<td>399,799</td>
<td>No data</td>
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<tr>
<td><strong>Public Computer Sessions</strong></td>
<td>524,083</td>
<td>512,761</td>
<td>492,191</td>
<td>469,421</td>
<td>440,945</td>
<td>346,222</td>
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<tr>
<td><strong>Public Wi-Fi Sessions</strong></td>
<td>190,881</td>
<td>351,964</td>
<td>437,961</td>
<td>No data</td>
<td>No data</td>
<td>2,200,000</td>
<td></td>
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<tr>
<td><strong>ILL items borrowed from other Libraries for TRL Patrons</strong></td>
<td>15,206</td>
<td>17,625</td>
<td>18,743</td>
<td>19,763</td>
<td>19,890</td>
<td>20,696</td>
<td></td>
</tr>
<tr>
<td><strong>ILL items loaned to other libraries by TRL</strong></td>
<td>10,258</td>
<td>9,563</td>
<td>9,383</td>
<td>8,999</td>
<td>7,323</td>
<td>8,520</td>
<td></td>
</tr>
</tbody>
</table>

Open Hours – Expanded 9/1/2014 – 1020/week  
Digital Collection – Does not include more than 7 million songs in Freegal  
Digital Checkouts – Includes OverDrive checkouts and Freegal downloads  
2012 & 2013 - Checkouts includes spinner checkouts and checkouts by Branch cards  
2014 and later – Checkouts does not include spinners or checkouts by Branch cards  
2014 and later – Changed method for counting in-library and outreach events resulting in reduced counts
Appendix C: Outcome measures from TRL 2017 Impact Survey

In 2017, TRL is conducting the Impact Survey again in February to measure changes in perception and satisfaction with public technology services.

Outcome measures from the online UW Impact Survey conducted by TRL in February 2016:

These are examples of outcome measures that demonstrate how TRL public access technology services impact people’s lives.

Major uses for library computers in our community included:

Education
Of public technology respondents, 19% used library technology for educational purposes. Of those that used public technology for educational purposes, 6% took an online class, did research or did homework for a class.

2% of users applied for degree or certificate program; of those, 26 were admitted to the program.

3% of users took a school-related test online; of those, 4 had a librarian serve as a proctor.

1% of users applied for financial aid; of those, 26 received financial aid.

Respondents also reported:
- Learned about a degree or certificate program - 7% / 142
- Took an online class or workshop - 6% / 125
- Did research for a class - 11% / 223
- Completed coursework or homework - 10% / 209

Employment
17% of public technology users at Timberland Regional Library used these resources for employment or career purposes in the last 12 months.

8% of users used the library’s technology resources to apply for a job.

98 were granted an interview, and

67 were hired for a new position.

Respondents also reported:
- Looked for a job - 12% / 250
- Worked on a resume - 9% / 189
- Received skill-based training - 5% / 104
- Found information related to a job or profession - 11% / 229
- Did work for a current job - 7% / 146

Entrepreneurship
5% of public technology users at Timberland Regional Library used these resources for entrepreneurship purposes.

Respondents also reported:
- Performed business-related research - 4% / 78
Health and Wellness
18% of public technology users at Timberland Regional Library used these resources for health or wellness purposes.
11% of users reported learning about diet and nutrition; 9% made a change to their diet.
169 users reported learning about exercise or fitness; 138 made a change in their exercise habits.
Respondents also reported:
- Learned about an illness, disease or medical condition - 15% / 296
- Learned about a medical procedures - 9% / 180

eGovernment
21% of public technology users at Timberland Regional Library used these resources for eGovernment purposes.
12% of users got government forms online; of those, 5% submitted those forms online.
155 users learned about permits/licenses; of those, 53 applied for that permit/license.
Respondents also reported:
- Learned about government programs or services - 13% / 260
- Learned about local, state, or federal laws or regulations - 13% / 255

Civic Engagement
21% of public technology users at Timberland Regional Library used these resources for civic engagement purposes.
14% of users learned about a political activity/candidate or social cause; of those, 8% got involved with a political activity, candidate or cause.
Respondents also reported:
- Kept up with current news/events - 17% / 333

eCommerce
19% of public technology users at Timberland Regional Library used these resources for civic eCommerce purposes.
13% of users researched or compared products/services.
Respondents also reported:
- Made travel arrangements - 10% / 208
- Banked online - 9% / 181

Social Inclusion
23% of public technology users at Timberland Regional Library used these resources for a social purpose.
18% of users communicated with friends and family.
Respondents also reported:
- Pursued a hobby or interest
- Found reviews of movies, books or music
Appendix D: Statistics Summary 2017

2017 Checkouts by Material Type

**Pie Chart:**
- Adult AV: 32%
- YA and J Books: 30%
- Adult Books: 32%
- YA and J AV: 6%

**Bar Chart:**

<table>
<thead>
<tr>
<th>Material Type</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Books</td>
<td>1219977</td>
<td>1134970</td>
</tr>
<tr>
<td>YA and J Books</td>
<td>1101863</td>
<td>1074781</td>
</tr>
<tr>
<td>Adult AV</td>
<td>1220397</td>
<td>1115776</td>
</tr>
<tr>
<td>YA and J AV</td>
<td>255758</td>
<td>225037</td>
</tr>
<tr>
<td>Adult Other</td>
<td>102177</td>
<td>94711</td>
</tr>
<tr>
<td>YA and J Other</td>
<td>10447</td>
<td>10026</td>
</tr>
</tbody>
</table>