



## Amanda Park Q&A Response

Here is the process the Administration follows in bringing ideas, issues, and financial matters to the Board of Trustees.

- Administration brings issues and topics to the appropriate committee.
- The committee then decides to advance a topic to bring to the full Board of Trustees.

### Review of Process:

- The role of the Board of Trustees is to represent their community as well the entire district.
- The Executive Director reports to the Board of Trustees.
- Administration reports to the Executive Director.
- The Executive Director and Administration bring to the Board of Trustees attention issues and financial matters that require their approval and or/direction regarding, among other subjects, library facilities and the budget.
- Key to the Board of Trustees and Administration's roles are to keep our eyes on the present and to plan and strategize for the future. It is key, in each of these roles, to be able to discuss different options and possibilities.

This is the process Administration has followed. As stewards of the budget and physical spaces, the Board of Trustees decides how to direct Administration on how or if to proceed. As evident in the recordings of the May 16<sup>th</sup> Facilities Committee Meeting, May 24<sup>th</sup> Board of Trustees Meeting, and June 13<sup>th</sup> Facilities Committee Meeting, Administration has asked for the Facilities Committee and the Board of Trustees to provide direction and input into a process by which we review our current facilities as well as the how we review requests for new facilities.

Just as the public and the Board of Trustees ask hard questions, Administration must ask them as well. It is an essential function of each Director's job to continuously keep an eye to the future, while administering each area efficiently and effectively within our current fiscal reality.

**To be clear, at no time has an official recommendation been made to close the Amanda Park Timberland Library.** Administration, the Facilities Committee, and the Board of Trustees are discussing how to approach this scenario and are discussing potential ideas. This includes **discussing how the Board of Trustees should review all our existing facilities.** It would require the full vote from the Board of Trustees to either open or close a service point. Administration and the Board of Trustees need the ability to have these discussions, brainstorm ideas for a sustainable future, bring those ideas to the communities, and move forward together.

**Questions and comments received to [librarydirector@trl.org](mailto:librarydirector@trl.org) June 9, 2023**

**Comment:** "At our last board meeting we were told this was "just a discussion." It seems very shifty to go from a discussion to disassembling a building and moving it to another town."

**Response:** We cannot move forward without a motion and approval by the full Board of Trustees. Our process is to bring issues and topics to the appropriate committee, the

committee then decides to bring to the full Board of Trustees. This is the process we followed. Administration needs direction from the Board of Trustees on how, or if, to proceed. As fiduciary stewards, all parties can and should work together.

As we also discussed at the May 15<sup>th</sup> Facilities Committee Meeting, May 24<sup>th</sup> Board of Trustees Meeting, and June 13<sup>th</sup> Facilities Committee Meeting, Administration is asking for the Facilities Committee and the Board of Trustees to provide direction and input into a process by which we review our current facilities as well as how we review requests for new facilities.

**Question:** Where did this idea come from to begin with and when? The county gave \$250k for Amanda Park not long ago. I'm trying to reconcile that ask and expense with this shift.

**Response:** In May, prior to the Facilities Committee meeting, Administration discussed possible alternatives to offset the high costs of building in Mountain View over and above the current Board of Trustees discussed amount. The idea to move a TRL-owned library in an area with little use and continuous high maintenance costs was brought forward for discussion. Administration also talked about Anywhere Library services as well as mailout services that will serve a wider population in this area. Administration decided to bring this discussion to the Facilities Committee before proceeding further.

**Question:** Why at no point in discussing opening a library in Randal was this mentioned? As is evidenced by the recent unfolding of information. Had this been brought forward at the start I'm curious how things would have unfolded as far as discussion and possible support. For both towns.

**Response:** Administration did not have costs of Mountain View buildout at that time. The Board of Trustees has had numerous discussions on how to fund the new Mountain View Library.

**Question:** After watching the facilities meeting from this month, I am curious if any board members have expressed support for this idea. If so, who? I do intend to ask in the board meeting as well.

**Response:** You are watching in real time, in the Facilities Committee recordings, as they are being apprised of this. It would be helpful to understand the goal of this question.

**Question:** I would love more information about the cost to disassemble and relocate the facility. As well as any possible utility hookup costs. As well as the permits to do so.

**Response:** Administration has been asked by the Facilities Committee to gather data and are doing so. As Administration continues to gather information, it will be provided to the Facilities Committee to share with the full Board of Trustees as per the process.

## Frequently Asked Questions

**Numbers:** Administration understands that numbers tell a part of a story. This is a starting place when we need to understand a complete picture that includes both the numbers and services/delivery of those services as needed. Numbers and community need, and support must be reconciled against an actual budget. How we remain a sustainable, relevant organization requires we look at evolving ways to provide services throughout our 7,000 square miles of the intercounty rural library district.

**Question:** Why are there differences between the population numbers that were shared in the Facility Committee meeting on May 16<sup>th</sup> and the budget document for Amanda Park?

**Response:** Brenda Lane was clear in the Facilities Committee meeting on May 16<sup>th</sup>, she did not have all the exact numbers. According to [DataUSA, there are 84 people living in Amanda Park](#) (datausa uses American Community Survey (ACS)). The [official 2020 Census numbers are 162 residents](#).

### 2020 Census Population Numbers for Northwest Grays Harbor Communities (CDP)

Amanda Park, 162	Ocean City, 232
Copalis Beach, 447	Pacific Beach/Seabrook, 280
Humtulpis, 236	Santiago, 52
Moclips, 211	Taholah, 776
Neilton, 299	Quinault, not found

The Annual Budget population area used for figuring out the costs of staffing the building is described below.

### TRL Annual Budget Population Numbers:

These numbers are used, as described below, to help the Board of Trustees, Administration, the Finance Administrator, and Library Managers understand appropriate staffing levels for budgeting purposes.

For the **district population**, we used the April 1<sup>st</sup> population number from Office of Financial Management (OFM) <https://ofm.wa.gov/washington-data-research/population-demographics/population-estimates/april-1-official-population-estimates>. It's the official state population number used for revenue distribution.

For the **estimated service population for each library**, we use the school district population. (<https://ofm.wa.gov/washington-data-research/population-demographics/population-estimates/april-1-official-population-estimates>)

[estimates/small-area-estimates-program](#)) and the percentage of card holders (using user's registered library) to allocate a percentage of each school district population to each library. We started using this number in the 2020 Annual Budget. This number was recommended as part of the staffing metrics discussion in 2019. The group that reviewed this included Library Managers. They discussed methods to calculate the estimated service population. It went to Administration and was adopted per the recommendation. So, when we refer to the library's estimated service population (includes surrounding areas, not limited to the city limits) it's that calculation.

**Question:** They have zero data to show if it [mobile services] is even successful. And if Amanda Park is like Randle, it may be the only Wi-Fi hotspot in that area.

**Response:** Anywhere Library Coordinator, Brenda McGuigan explains how we are selecting locations to ensure success.

**“We are choosing places in the community where people are already gathering and at specific times around programs the community is attending such as meal sites, food banks, schools, childcare facilities, churches, cultural centers, senior and community centers, afterschool programs and residential facilities.**

Some examples: Senior Center or Rainier stop is just after the senior meal as well as our additional storytime being offered.

ROOF Community Services summer stop is at a place where summer childcare, summer school program, summer lunch, food bank and Boys and Girls Clubs have people attending programs.

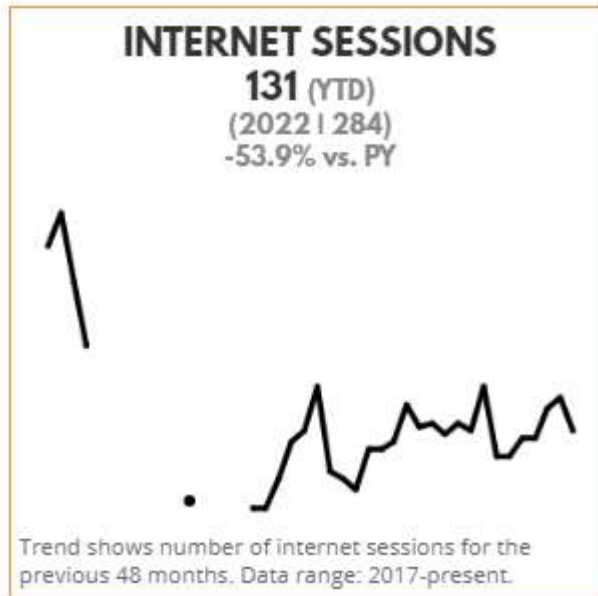
Rochester United Methodist Church is after a senior meal, on the same day that the thrift store is open, and we'll extend our ending time in the fall to accommodate kids walking home past the church on early release day.

Prestige Senior Living Rosemont (Yelm) is just after lunch, at a residential facility housing about 85 seniors and advertised in the newsletter and monthly calendar.

Also, we have several ECEAP and Head Starts on board for monthly visits in the fall. Reaching families and accommodating teaching staff frequently unable to make it to a library after a day at school/work.”

Anywhere Library vehicles are equipped with materials to check out, Wi-Fi, laptops, and knowledgeable staff.

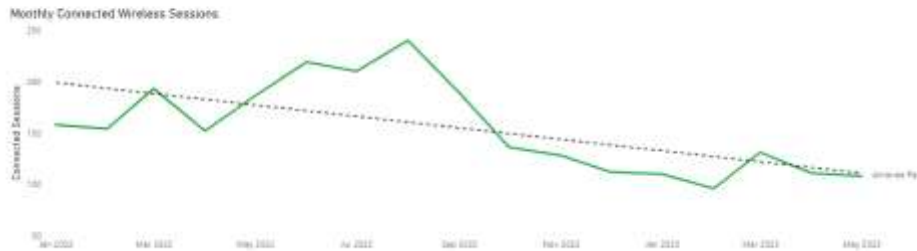
Internet Session and Wireless Use Data for Amanda Park – found on <https://www.trl.org/open-data>



Networks: Amanda Park

Total Sessions: **2633**

Year	Amanda Park	Total
2022	2877	2677
2021	656	564
January	120	133
February	80	94
March	131	131
April	111	151
May	100	100
Total	2633	2633



**Question:** How are Board Meetings set?

**Response:** The Board of Trustees discussed schedules and meeting options about in-person meetings being in person only and they approved the meeting schedule **at the December 21, 2022 – Board of Trustees meeting for 2023.**

For additional transparency, starting in January 2021, we record all our sub-committee meetings which are posted on our website for the public to view.

**Talking Points provided to staff – Provided to TRL supervisors after the Supervisor Check in May 24<sup>th</sup> and to all staff in Cheryl’s Official Highlights to Staff for Official Highlights May 19-26, 2023**

**Frontline Staff Talking Points – *Please give this section to frontline staff.***

As mentioned in the Facilities Committee meeting, this is a beginning conversation with the Board of Trustees. We are asking them to develop a process for when a service point is low performing or is not cost effective. As an information profession, we believe it is important to read and to review information for yourself.

- Watch the Facilities Committee and Board meetings. Located on our Board of Trustees webpage.
- Review available data at <https://www.trl.org/open-data> - The KPI Dashboard is most helpful for a broader overview of a library.
- Review article from the Olympian. Comments and opinions in response to the article are just that, comments, and opinions.

**In general:**

Help people find the information they may need about TRL, the Board of Trustees meetings, and data information etc.

Anytime it feels like it is crossing into personal opinion or conversation, it’s okay and expected that staff can change the conversation or excuse themselves from the conversation.

Remind patrons that they can share their comments and concerns with TRL and the Board of Trustees via the website. <https://www.trl.org/your-comments>

Call on your supervisor for additional assistance if needed, as you would in any other scenario. Prepare to hear emotions; anger, frustration, upset, sadness, fear can all happen. We can be empathetic with them to a point as long as it is respectful and not disruptive to patrons or staff. It’s okay to not have an answer immediately, some patrons are just looking to be heard.

**Staff Well-being**

- Work to keep professional and private roles separate. On work time, do not share personal opinions with patrons.
- Inform yourselves as much as you need and consider the possibility of misinformation or miscommunication in rumors, newspaper articles or social media comments.
- Continue to do the amazing job that you do!
- Talk with Supervisors about concerns, questions. We are here to support you.

**Supervisors: All the above and:**

- Conversations with patrons around this topic should be limited to 5-10 minutes and should not impact you or your staff’s ability to complete the daily operations of the library.
  - If a patron would like to make further comments, please refer patrons to the Your Comments page on our website
- <https://www.trl.org/your-comments>

- You can listen to respectful ideas, thoughts, and questions, but are not solely responsible for the onus of these conversations or for providing answers.
- Prepare ourselves to hear emotions; anger, frustration, upset, sadness, fear can all happen. We can be empathetic with them to a point if it is respectful and not disruptive to patrons or staff. It's okay to not have an answer immediately, some patrons are just looking to be heard.

**Amanda Park Specific:**

This is the beginning of a conversation. There isn't a set outcome in mind. We must be able to talk about things to acknowledge and work through changes in library usage, services, questions, ideas, and possibilities. Admin's purview is to look ahead, consider current and future library services for our region. We asked the Board of Trustees to set that direction and/or give guidance. The full Board of Trustees needs to have further conversations and information and will then set the direction they want to see for TRL.

- What do Library Services look like for North Grays Harbor?
- The TRL Board of Trustees will be asking a lot of questions and is asking for more information to have a healthy, robust conversation about what the future of Library Services look like for North Grays Harbor.
- How do we serve our North Grays Harbor communities while being good financial stewards?
- Mobile Services or other robust service plans are possible.
- Cheryl stated the goal is to provide "more services over more area to more people."