

Community Check-ins: Narrative Summaries

Grays Harbor County

Montesano Timberland Library – 26 attendees

Vision: Our Communities Connected

Comments included the concern that the vision felt like it was a dangling phrase and not connected to anything. Some felt a full sentence would be more appropriate or helpful for understanding. Attendees felt TRL needed to be added to the vision. Concerns were expressed about the lack of specifics for measurement/reporting purposes.

Mission: Connecting people, places, and things*

Felt the mission statement is very broad as well as too closely resembling the vision (connected and connecting); it seemed redundant and repetitive. Attendees did not feel like the statement explains why we are connecting people, places, and things (to share information and resources?) and wanted more specificity. Feels like the mission should mention serving communities and emphasize the synergistic relationship between communities and the library. Leverage those relationships; the community offers something, too. Someone suggests adding "in the local communities, counties, and throughout the TRL region" to the mission statement. Others worried that the mission statement was missing the human/caring component.

Values: Welcoming, Accessible, Sustainable, Diverse, Collaborative

Attendee asked if these were internal organizational values or values for how the organization interacts with the community. Someone suggested using the term inclusive instead of diverse as a value. Someone suggested that if we scrap the mission statement that these words could serve in its place.

Directions: Cultivating Diversity and Inclusion, Investing in Local Communities, Supporting Youth Engagement

Feels more like a mission. Not specific enough for goals – how do you measure these? Wanted to see staff recognition/support highlighted.

Overall:

Attendees felt the need communicate the preservation of community uniqueness/individuality of the community while fostering connection. Recommended we include core services in the strategic plan as some might assume those things are being cut and replaced with directions.

Parking Lot:

- Complaints were made about the level of communication from TRL to the community. Marketing of events needs to be better and include those in the community that are best reached by mail or newspaper. Don't rely on social media. Someone recommended creating a flyer for local businesses to post that listed library events.
- Suggestion to have 24/7 Wi-Fi.
- Suggestion for library staff to partner with local schools for better success in the school libraries.

- Suggestion that TRL have a dedicated POI (POC?) for the district.

Lewis County

Salkum Timberland Library – 7 attendees

Vision: Our Communities Connected

Attendees felt it could use more detail. A few sentences to explain it would be helpful. Attendees had ideas to reach this vision:

- Rotate DMs through counties as supervisors. They can share info/connection from previous county and bring expertise to each county when they rotate in.
- Bring back dedicated LMs for libraries (WI/SA split was mentioned) to maintain better connection/relationships in their communities. If not possible then rotate supervisory responsibility with nearby LMs.
- Webcam/Skype to connect communities. Broadcasting of event at one library to others across the district (Facebook live).
- Utilize the Friends groups for more than just organizing book sales.

Mission: Connecting people, places, and things*

Attendees liked the mission statement. Felt like it complemented the vision. Would like to see examples of what that might look like. Attendees suggested improving our marketing to become more visible as well as making sure events are posted outside of the library.

Values: Welcoming, Accessible, Sustainable, Diverse, Collaborative

Attendees felt that the values represented the library.

Directions: Cultivating Diversity and Inclusion, Investing in Local Communities, Supporting Youth Engagement

Attendees liked the directions. They had the following suggestions:

- App of the week to assist adults with tech knowledge and create an opportunity for youth to assist. Staff education important.
- Create opportunities for youth internships.
- Create better relationships/partnerships with tribal groups.
- Have district-based seasonal program blocks in addition to SLP but maybe not as intense. Branches can work together to develop programs and rotate them around the district. Create these experiences all year long, not just in the summer.
- Work to identify who feels excluded from the library and why?
 - Working adults that can't make it during open hours.
 - People that feel stupid trying to interact with our systems.
- Better identify age groups/interests. Adults 18+ is a huge category! How can you better categorize needs/interests for this group?
- Better marketing!
 - Monthly update multi-media (email, mail, social media, etc.) push for events.
 - Post office posting of events.

Overall:

Attendees were very happy that TRL is involving the community in this process. They spoke highly of the interactions they've had with Trisha Cronin and Cheryl Heywood. They feel that

their Trustee members are very engaged in their counties and asked if that was the same in other counties across the district because they felt it was very important.

Pacific County

Naselle Timberland Library – 2 attendees

Vision: Our Communities Connected

Attendees felt like this vision statement makes sense for TRL. Attendee spoke to Naselle Timberland Library already connecting homeschooling families in particular through Pacific County but also into Grays Rive and Astoria. The other attendee said that SB is already seen as community connection location, especially with loss of businesses/resources. Especially important with lack of cell service and high-speed wireless throughout the county. Both attendees mentioned that more could be done to connect with communities that have less. Bay Center was mentioned; they just lost their school. Naselle just lost their bank. Businesses have limited hours. The library could do more.

Mission: Connecting people, places, and things*

Attendees liked the mission statement was applicable today and would be appropriate for expanding services. Mentioned meeting rooms as important connection sites for people, especially in rural areas. Mentioned ILL as a connection to other libraries in the US and abroad. Mentioned children's programs and connecting children with items they might not be able to afford.

Values: Welcoming, Accessible, Sustainable, Diverse, Collaborative

One attendee spoke to accessibility being a physical issue but also a social issue. Do people feel comfortable and safe at their library? Would they rather receive services in another way? For the value of sustainability one attendee made the recommendation that TRL work with local community experts (volunteers) to bring grant consultancy forward as a means for TRL to assist cities with their crumbling library infrastructure. These folks could also spark another Foundation.

Directions: Cultivating Diversity and Inclusion, Investing in Local Communities, Supporting Youth Engagement

Directions were acceptable to attendees. They could see projects and goals underneath the 3 main directions. Mentioned taking lack of/poor transportation into consideration in rural areas when planning for youth engagement.

Listen to staff/local community expertise when purchasing land or situating buildings.

Listen to local expertise about community needs.

Can support all directions with consistency: services, open hours (Mondays at some libraries in Pac Co would be great).

Thurston County

Tumwater Timberland Library – 21 attendees

Vision: Our Communities Connected

Attendees mentioned discussing how local needs would be addressed (maybe not in the vision but in the document somewhere). Some felt the vision does not mention general library

functions – it is not library specific – concern that library is moving away from being a library. Suggestion to call out core services that will be continuing so folks understand those things are not going away.

Mission: Connecting people, places, and things*

Attendee thought including exploring and/or learning would be helpful. Some felt the mission undervalues libraries and the unique things that they offer. It does not seem connected to what libraries actually do. Concern that connection being used so frequently was a knee-jerk response to bad feelings expressed after the CFP – wants more user-investment in the library and not just the district doing things for people. Another attendee felt the mission was very broad and that it could apply to many businesses/agencies – even a transit agency.

Values: Welcoming, Accessible, Sustainable, Diverse, Collaborative

The group approved of the values as shown. We ran short on time, as well.

Directions: Cultivating Diversity and Inclusion, Investing in Local Communities, Supporting Youth Engagement

Suggestion to focus on communication (Friends groups mentioned). Discussion about more focus groups to better understand communities and their needs – don't make assumptions. Reach out to teens through book groups and volunteer programs for HS credit. Look for outside funding for the library (outside of the library field) and be more creative in seeking funds. Could the Friends groups work together to reestablish the Foundation? Could we appeal to community competitive nature to achieve goals?

Overall:

Suggestions to work on our marketing, building advocacy, and developing a better awareness of our communities.

Mason County

North Mason Timberland Library – 5 attendees

Vision: Our Communities Connected

Bring TRL libraries together with something that is in all libraries (logo, vision statement, etc.). We need something to link the libraries. Maybe something like the verse written around the North Mason meeting room – can this be done at other libraries? Would help to join libraries together and create community within the branches. Think about something to connect the branches: sister libraries in other counties, Friends group connections, passport program revamped, ect. Connected to ? Marketing campaign: Connected to...make them stronger, make them safer, to open doors, to support/create opportunity, to educate/inform, to dispel fear and provide creative solutions.

Mission: Connecting people, places, and things*

Does it say enough? Things implies physical objects – what about ideas, opportunities, and experiences? It's missing the more emotional/experiential piece to libraries. Could apply to a swap meet.

Values: Welcoming, Accessible, Sustainable, Diverse, Collaborative

Welcoming and safe. Focus a little on the library as a safe space and supportive of those in need. Attendees mentioned those experiencing domestic violence, LGBTQ youth, sex trafficking victims. How can we create safe spaces and resources for those folks. More explanation needed

– maybe a short paragraph or bullet list explaining the meaning behind each? Consider adding innovating/adapting to show our ability to grow and change over time.

Directions: Cultivating Diversity and Inclusion, Investing in Local Communities, Supporting Youth Engagement

Attendees liked the directions. Advocated for more explanation for each one.

Investing: also includes time, energy, not just \$ Friends could act as stronger advocates here. Get other people to donate time (youth). Invest by participating in parades/festivals. Help out school libraries – spread the message of their initiatives (Reading Olympics). How could we help?

Support: Look to bridging generations as one of the goals.

Cultivate: Enhance programs around sharing of cultures (food, music, etc.).