

# Community Check-ins II:

## Narrative Summaries

For the 2020-2022 Strategic Directions, Draft II

### **Vision: Our Communities Connected**

*County and counties, rural and urban communities, people and their interests, job-seekers and employers, people and books.*

### **Mission: Connecting people, places, and things\***

*\*Books, birding backpacks, meeting spaces, bus passes, computer help, events and programs, legal and tax forms, soft chairs, printers, movies, charging portals, friendly faces, live music, and much more! #whatsyourasterisk*

### **We Value:**

- **Access for all.**
- **Working together.**
- **Diverse communities and ideas.**
- **Responsible use of public resources.**

### **We Will Focus On:**

#### **Equity, diversity, and inclusion.**

- Accessibility for those with disabilities.
- Collaborating with our diverse communities and organizations.
- Reflecting underrepresented groups in our collections, staff, and services.

#### **Local communities.**

- Celebrating local culture.
- Providing services for all district residents.
- Partnering with local agencies and organizations.

#### **Children, teens, and young adults.**

- Providing appealing spaces and engaging experiences.
- Reaching out to find out what they need and providing for those needs.
- Empowering them to build relationships with the library and within their communities.

## Mason County

Shelton Timberland Library – 8 attendees

### **Vision**

- Important to see children represented in the vision.
- Important to see people of all ages. Statement needs to be all-inclusive.
- What TRL offers is local and regional and beyond – ILL and reciprocal library cards give access to materials from several states and across the world.

Updated: 10/02/19

- These services open doors (draw a door!) to information and imagination.
- “People and books” needs to include other materials, not just books: media. The explanation needs to be broader.

### Mission

- People, places, things should include mention of the human help that patrons receive like reference and phone assistance.
- Statement should mention training and online education for job seekers, lifelong learners, and those seeking educational resources for school.
- What about art on the walls in the library and displays?
- Public restrooms and Wi-Fi are also a big deal in this community.

### Values

- Volunteers, contributions and public resources: think money, staff, and donations.
- Working together – with whom?
- Some preferred the term sustainable in lieu of the word responsible.

### Focus Areas

- Specific to: Children, Teens, & Young Adults
  - Combining these age groups could create distance. Teens and young adults may resent being lumped in with children.
  - Focus on fulfillment for certain ages (transitioning) and age specific programming.
  - Narrow this age range down to one group.
  - Be aware of labels for age groups. 20’s and 30’s age group could be highlighted in the “Local Communities” focus area.
- Explore collaboration with transit system to help with mobile services.
- Safe place/opportunity to explore and talk about controversial ideas.
- Comment: Match warm tone of Values and Focus Area section in Vision and Mission by adding “Our”: Our Vision, Our Mission

## Grays Harbor County

### Hoquiam Timberland Library – 32 attendees

#### Vision

- Would like to see the vision mention children and safety, working with schools, education (especially lifelong learning).
- “People and books” library is more than books – remember collection is physical AND digital. Preservation of materials also important. As is the history of the district (rural importance key to the demonstration project).
- Staff are important, too!
- The audience mentioned the importance of access to physical libraries. Libraries provide social connections/community hub. Suggestions to maintain access, expand access, consider evening access.

- TRL should address the financial situation with the public.

### Mission

- Physical displays in libraries also important (think display cases and connection ALA and museums).
- Consider adding more to explain why "...to improve our lives and stimulate our curiosity".
- Remember that librarians are trusted curators/guides of information. Help people find fact-based info. Maintain that role.

### Values

- Diversity is good. Think about age, as well.
- In terms of accessibility, work needs to be done on the TRL catalog and web page.
- Working together. Work on library networks and support of rural schools.
- What about including valuing quality of life and/or enlightenment.

### Focus Areas

- Local Communities:
  - Consider smaller rural museums for partnerships (example: WE Aquarium for SRP)
  - District partnerships. (examples: Washington Talking Book and Braille Library)
- Missing:
  - Communication across district/branches and with communities.
  - Building support/advocacy/funding
  - Building trust.
  - Preserving collections, old technology, and media.
    - Keeping book on CDs @ AB

### Parking Lot Comments

- Dislike loss of collection to make space for people to visit.
- Dislike loss of confidence in TRL as a district.
- Concerned about privacy issues with online resources. Physical collection less open to privacy issues.
- Need to bring back the Friends & Board Forum. Missing out on the opportunity to work more closely with advocates.
- All materials need to float (example: Folktales need to be refreshed at some branches!)
- Form more local advisory groups to help with local and district issues.
- Can't connect without a library.
- Focus on Library Legislative Day. Need advocates to work on this. League of Women Voters could help train volunteers and coordinate.
- Work on transparency and dialogue with communities.
- Library staff (current and past) on frontlines need respect and to be listened to. Allow them to voice the unique community opinions.

# Pacific County

Ilwaco Timberland Library – 7 attendees

## Vision

- Wonderful!
- Remember balance
  - Purpose of TRL is rural library service where access is so important.
- Speaks to diverse communities.
- Speaks to physical distance across the district.
- “People and books” change to “people and materials”.

## Mission

- A library is sometimes just a place to be with people without being with people.
- A library is a second living room and therefore a personal space. People become covetous of their space.
- A library is also about experiences and not just physical things.
- Intergenerational connection should be highlighted. Person mentioned beauty of watching a children’s storytime and not being related to any of the children or parents there.

## Values

- Public resources -> what does that mean? May as well just say money and make it clearer.
- Lost something by moving away from the word sustainable. It was clearer. Maybe framing it as management of money or sustainable growth. Or making wise choices with public funds.

## Focus Areas

- EDI
  - “Accessibility for all at all stages of life and ability.”
  - Who are the underrepresented? Make this clearer.
  - Visual problems for folks is a big deal – can we address this by other means? Explore.
  - Work on networking with organizations/partners to provide resources and share what they may have rather than reinventing the wheel.
  - Bring solutions to light through outreach and promotion – better advertising.
- Children, Teens, and YA
  - Focus on valuing.
  - This is a large age group. Makes seniors feel left out. Maybe you should focus on a particular/more narrow age range and address a specific thing with that age group?  
Suggestions included:
    - 11 - 16 year olds
    - Middle school aged (5-8<sup>th</sup> grade)
    - 18 - 20-somethings
  - Term empowering is kind of vague. Empowering them to what/in what way?
  - Too many “outs” in the “Reaching out...” goal. Reword.

- Is there really a lack of engagement for teens? Maybe they are getting access in different ways (online).
- Focus on building relationships among teens, community, and libraries. With caring adults in their community. Act as important guides in their lives.
- The library doesn't always "provide" sometimes it should just "connect". Don't do everything.

#### Parking Lot Comments

- Make sure the emphasis stays on rural libraries.
- Everyone should have more libraries!
- Would like to see the voters take more of a responsibility in funding better libraries.

## Lewis County

### Chehalis Timberland Library – 5 attendees

#### Vision

- Add connecting to the beginning of the sentence "Connecting Our Communities"
- Librarians are also a resource for our communities, not just the books.

#### Mission

- Can you make it rhyme? Might be catchier.
- "A librarian connecting people, places, things..."
- Where is TRL or libraries in the mission? Implied but not stated. It should be more obvious.
- In hashtag: should "whats" have an apostrophe?
- #whatsyourTRL

#### Values

- Learning!
- Safe spaces!
- Wise use of resources instead of responsible use?

#### Focus Areas

- Look good!

#### Parking Lot Comments

- Keep in mind that libraries are important in rural areas. They are limited in resources.
- Important to celebrate being different – libraries welcome and make safe those that are different.
- Focus on sustainability – this includes the budget.
  - Consider creating a special card that people could donate/pay to have.
  - Share amnesty day – people donate to erase fines.
- Library needs to provide quiet space in addition to community space.
- Ideas:
  - Bring back the TRL passport to show people how large and diverse the district is.
  - Consider bookmobiles to reach underserved areas.

- “Whitman’s sampler” of books – mailed out or for pick up at libraries to expand genre reading.
- Partner with other organizations/businesses to establish holds pick-up in unserved communities.
- Find ways for volunteers to do more!
- Figure out how to work with partners to help parents help kids – more parent education. Maybe the Boys & Girls clubs?
- Advertising:
  - Have you been to the library lately? Campaign. Show all ages represented.
  - Library Open Houses periodically.
  - Library Overnight Fundraiser

## Thurston County

Lacey Timberland Library – 9 attendees

### Vision

- Not clear enough.
- Strike county & counties.
- Would be better as statements/sentences and not phrases.
- Bringing communities together or interconnecting communities.
- Keep in mind that county represents political boundaries. We are not political.

### Mission

- Want to see an intergenerational connection
  - Connecting to other people (storytimes)
- Use examples for people and places.
- Books and media or learning (more than books!)
- Would like to see something about censorship or free speech and freedom of information represented.

### Values

- Definitely should have freedom of information here.
- Access for all
  - Some excluded by fines – how do they have access?
- Helping those with less
- “Effective use of resources”. Would be less reactive.

### Focus Areas

They are good.

- EDI
  - “Reflecting underrepresented” – attempting to? This should show that TRL is taking action but is not there yet.
  - “Celebrating local culture” change to “sharing local culture”
- Children, Teens, and YA
  - Want to see intergenerational focus somewhere
  - Adding materials that focus on training/ed (Codepillars)

Updated: 10/02/19

- Focus on partnering with schools & sharing educational materials (learning boxes)
- Reach out to learn what they need first!
- Focus on safety (online/digital)
- Break up this category/focus on different things for different age groups
  - Middle school
  - Grade school
    - Early literacy/early learning
  - Parenting skills
  - Providing resources for the next phase of life (changes as you grow)