



## **TRL BOARD OF TRUSTEES MANUAL**

### **A HISTORY OF TIMBERLAND REGIONAL LIBRARY**

#### **BACKGROUND**

Until 1941, residents of rural (unincorporated) areas of Washington State had no way of taxing themselves to provide library service. The Washington State Legislature passed a law that year which was permissive in nature. It gave citizens a way to establish library districts and to tax themselves for the support of those districts; it established the method by which the districts would be governed; and it established the property tax as the basic means of support.

The passage of this permissive legislation resulted in a quantum leap for library service. During the next few years, over 15 library districts were formed by a vote of the people in various counties in Washington. An even bigger boost to library service came in 1956 when Congress passed the first Library Services Act (LSA), which later was expanded into the Library Services and Construction Act (LSCA). This influx of federal dollars was destined to have a profound impact on library service in Washington State. LSCA has been replaced by the Library Services and Technology Act (LSTA), and the focus of the funding has changed from construction to access.

The State of Washington decided to spend its federal funds on large projects with statewide impact. Library leaders felt that through "demonstrations" of total library service in different areas of the state, people would understand what services they could expect if they voted to establish larger library districts. The first area for such a demonstration project was in central Washington in Chelan, Douglas, Ferry, Grant, and Okanogan Counties. Chelan County had established a library district in 1944 but Douglas, Ferry, Grant and Okanogan Counties still had no library service. The Columbia River Regional Library Demonstration showed people what library service could be in a five-county district and the North Central Regional Library was established by the voters in 1960 as a result of that demonstration. Snohomish County Library (which also was established in 1944) extended its services to Island County in a second demonstration project partially funded by LSCA money. This project resulted in the establishment in 1962 of what is now the Sno-Isle Regional Library.

The last of the big demonstration projects was yet another approach. This was the Timberland Library Demonstration, which combined four counties that already had library service with a fifth county that did not have library service.

#### **TIMBERLAND LIBRARY DEMONSTRATION (1964-1968)**

The Timberland Library Demonstration involved Grays Harbor, Lewis, Mason, Pacific, and Thurston Counties, which now form the service area of the Timberland Regional Library. When the Demonstration began, Grays Harbor County Rural Library District served the entire

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county with the exception of the Cities of Aberdeen and Hoquiam, which at that time had independent municipal libraries. Lewis County had no County library service; the Cities of Centralia, Chehalis, Morton, and Winlock each had an independent municipal library. The unincorporated areas of Mason and Thurston Counties and the City of Olympia comprised the South Puget Sound Regional Library. The City of Shelton (the only incorporated city in Mason County) chose to continue with an independent municipal library for its citizens. In Thurston County, the Town of Bucoda and the Town of Yelm contracted with South Puget Sound Regional Library for service. Neither the Town of Rainier nor the City of Tumwater provided library service for their residents and the City of Lacey did not incorporate until November 1966. The City of Tenino provided an independent municipal library for its citizens. Pacific County Rural Library District served all of unincorporated Pacific County and the incorporated Cities of Ilwaco, Raymond, and South Bend. Long Beach contracted with the Pacific County Rural Library District at one time, but an excess levy for this service failed in the early 1960's and Long Beach was unable to continue funding the contract.

As with previous demonstrations, funding for the Timberland Library Demonstration was provided by a combination of local, state and federal funds, the latter from the Library Services and Construction Act. Lewis County, as the one unserved county, was most in need of the establishment of countywide service. Citizens in the eastern end of Lewis County had made several unsuccessful attempts to establish a county library district prior to the Timberland Library Demonstration. It was largely the impetus provided by these citizens and their enthusiasm that convinced library officials in the other four counties that they should participate in a project to demonstrate regional library service. Federal and state funds were available to add to the local funds from the four counties with library service.

During the demonstration period, all cities and towns in Lewis County were served with the exception of Chehalis, which opted not to participate. Bookmobile service, based at the Centralia Library, was established in unincorporated Lewis County and in the smaller towns which previously had not provided library service for their residents. Federal/state funds augmented the materials collection budgets of Centralia, Morton, and Winlock and provided materials for the extended service by bookmobile. Demonstration funds also paid for the cost of the vehicle.

In Thurston County, the Town of Tenino chose not to participate in the demonstration. Library service was provided in the new "demonstration" library established in Tumwater with the city paying for the cost of building rental and maintenance and LSCA funds paying for the cost of staff, materials, and services. What was to become the City of Lacey received library service through the South Puget Sound Regional Library in a building rented by the Friends of the North Thurston Library. In 1967 the newly incorporated City of Lacey assumed the responsibility for the rented building and began paying the equivalent of a contract fee to the South Puget Sound Regional Library. The Town of Yelm continued to be served as a contract city of South Puget Sound Regional Library. The Olympia Public Library (as headquarters for South Puget Sound Regional Library) continued to be served and early in 1967 it became the headquarters for the Timberland Library Demonstration. Additional reference staff had already been added at the Olympia Library to handle demonstration-wide questions which could not be answered at the local level.

In Grays Harbor County, both Aberdeen and Hoquiam opted to be part of the demonstration,

making it the only county of the five with complete service to both the unincorporated area and to all of its cities and towns. (In 1971, Ocean Shores incorporated and decided to provide its own municipal library rather than contract with TRL.)

The main features of the Timberland Library Demonstration were: (1) the provision of 16mm film service in four locations throughout the district in Aberdeen, Centralia, Olympia, and Raymond; (2) provision of bookmobile service in Lewis County; (3) the establishment of central ordering, cataloging and processing of materials through pooled book budgets, with the State Library serving as a central processing center because of limited space in other library buildings; (4) provision of a joint book catalog which listed the holdings of the participating libraries; (5) provision of a request system which referred requests for materials to the libraries which owned them and sent the materials back to the patron's nearest library through the courier system established by the demonstration; and (6) provision of considerable in-service training for staff.

The key to the demonstration was the access to a much broader range of materials through the joint book catalog and the gradual realization that there were more similarities than differences among a diverse group of libraries. The various boards and staffs discovered that their most important shared value was that patrons receive the best library service that could be provided.

The original intent was to put a measure on the ballot in November 1966, but this was delayed. In November 1968 residents of the unincorporated areas of the five counties voted on the same general election day on the proposition "SHALL AN INTERCOUNTY RURAL LIBRARY DISTRICT BE FORMED COMPRISING THE UNINCORPORATED AREAS OF GRAYS HARBOR, LEWIS, MASON, PACIFIC AND THURSTON COUNTIES?" Four of the counties were voting on what kind of library service they would have in the future. Only Lewis County was imposing a new tax on itself in order to support library service for the first time. The vote was successful by a comfortable margin in Grays Harbor, Mason, Pacific and Thurston Counties, and by a 621-vote margin in Lewis County. In December 1968 the library district was declared established.

#### ORGANIZATION AND LEGAL STRUCTURE

Once established by the voters and officially declared established by the county commissioners, as required by law, Timberland Regional Library began operation as a single administrative unit. It is governed by a seven-member Board of Trustees as provided by law ([RCW 27.12.130](#)). Trustee appointments are made through the joint action of the Boards of County Commissioners of the five counties that comprise Timberland. One trustee is appointed from each of the five counties and there are two at-large positions. Traditionally these at-large positions have been filled by one representative from Thurston County and the other from Lewis County. Initial appointments to the Timberland Regional Library Board of trustees in December 1968 were Jane Dowdle Smith, Olympia; Andrew Ponsteen, Elma; Marcel King, Ocean Park; Robert Baker, Packwood; Philip N. Krueger, Olympia; Rita McArthur, Shelton; and Dr. William H. Lawrence, Centralia. These trustees were appointed to serve one, two, three, four, five, six, and seven years and thereafter one term expired each year. Board terms are now seven years and trustees may serve two consecutive terms.

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In addition to the TRL Board of Trustees, which is the governing and policy-making board for the library district, there are local library boards that are appointed by the various cities that annex to or contract with TRL. A local library board serves in an advisory capacity to the city and TRL. Not all cities have a local library board. All financial resources of the library district are pooled into a single budget that is expended under the policies of the TRL Board.

The administrative functions of the library district are carried out by the Administrative Team consisting of the Library Director, Public Services Manager, Collection Services Manager, Business Manager, Information Technology Manager, Communications Manager, Human Resources Manager, Adult Services Coordinator and Youth Services Coordinator.

### PHYSICAL FACILITIES

Numerous changes have taken place within Timberland since the district was established in December 1968. Some very small libraries which were open only two or three hours a week have been consolidated into larger libraries which have better materials collections, better trained staff, and more open hours. Better library service has been established in the far corners of the district.

The library district "headquarters" was housed on the second floor of the original Carnegie library in Olympia until August 1970. At that time it was moved to rented quarters of 3,600 square feet at Sleater-Kinney and Pacific in Lacey. An Economic Development Administration grant of \$870,015 was awarded to TRL in December 1976 for the construction of a new building to house administrative and support services. In mid December 1977 staff and equipment were moved into the district's new 25,344 square foot Service Center at the Thurston Airdustrial Park, Port of Olympia property near the Olympia Airport. The Service Center is owned by TRL and the property is leased from the Port. This new building made possible many services that TRL had not been able to provide for its public service outlets. In April 1979, TRL assumed total responsibility for acquisitions, processing and distribution of books - services that had been provided by the Washington State Library. A central mending operation was provides to keep materials in good physical condition. The Service Center has space for storage of a professional collection, last copies, some back issues of magazines, equipment, programs kits, etc., which relieves the congestion in the local libraries. The Communications Department produces its forms, flyers, brochures, reports from the print shop in the Service Center. A Service Center annex was constructed in the summer of 1999. The annex building is used as a maintenance shop and for office space for the facilities maintenance staff. It is also used for storage of surplus inventory, supplies, records, equipment and tools.

Several new or remodeled libraries have opened since Timberland was established. See the [Timberland Regional Library – Locations](#) pages on the [TRL website](#) for additional information about each of the libraries.

In April 1989 "kiosks" were opened as pilot projects in the Town of Bucoda and City of Rainier. The early kiosks were open-sided structures which sheltered a book return and offered information about TRL's services and a bulletin board for public use. The book return was emptied by the couriers. The kiosk in Bucoda was closed a year later because it was not being used and was frequently vandalized.

Timberland opened its first "access station" as a pilot project at the Mineral Fire Hall in July 1991. The station, operated by volunteers, housed a library computer terminal that Mineral residents could use to access TRL's online catalog of resources. Materials were returned to a book drop at the Mineral General Store. The access station closed May 1, 1993, because it did not attract enough usage to be an efficient method for providing library services to rural areas.

In 2000, TRL participated with Educational Service District (ESD) 113 in a 21st Century grant application. ESD 113 serves the same 5 counties as TRL. One possible component of that grant was providing public library services through schools. TRL participated in the grant with the ESD and 6 school districts (Boistfort, Mary M. Knight (Matklock), North River, Rochester, Taholah, and Wishkah Valley) to provide limited public library service in the schools. The school districts were in areas where TRL didn't have a library building and all had been previously identified as possible locations for providing library service in cooperation with school districts. The grant provided computers for the schools, money for TRL to purchase small public library collections, and some financial support to the schools for staff. TRL did not provide staffing. Two schools (Taholah and Rochester) discontinued the service when the grant funding for staffing ended. In 2011 TRL discontinued service in three school districts either because they were no longer able to support the staffing or the level of use didn't justify the expense of supporting the location. The schools varied their approach to open hours. Some were only open 2 hours per week to the public. Others had more public hours. In 2013, TRL still has a relationship with North River School District. The North River School library is open to the public Tues. and Thurs. from 4-8. TRL provides the collection, courier service, training and support on the TRL library system. The school provides the space and staff.

In 2013, Timberland provides service in 27 community libraries, 3 kiosks and 2 partnership libraries.

- Community libraries – Nineteen community libraries are located in cities and 8 are located in unincorporated areas. TRL has annexation agreements or contracts with cities to provide services in incorporated areas. In cities, TRL provides staff, collections and services; the cities provide library buildings, building maintenance, utilities and janitorial services. In unincorporated areas, TRL provides buildings and services.
- Kiosks - TRL also provides service through three kiosks in the Rochester Community Center, South Puget Sound Community College – Hawks Prairie Center and the Nisqually Tribal Library. The kiosk hosting organization provides staff, a network connection and hold shelves. TRL provides a book drop, kiosk cabinet with 2 computers – one for the online library catalog and reference databases; one for patron Self-Checkout – as well as courier service to deliver holds for patron pickup and to pick up returned items.
- Partnership libraries – TRL has a partnership with the North River School District and the Shoalwater Bay Tribal Library. The partner libraries provide staff, a network connection and PCs to access TRL's systems. TRL provides training and support to staff, a small library collection, a book drop and courier service to deliver holds to library patrons and to pick up returned items.

### RESTRUCTURING due to budget shortfall (1986)

TRL was faced with a 13%, or \$634,000, reduction in revenue in 1986, primarily as a result of the decline in the timber industry and timber revenue to TRL. This necessitated a financial and services restructuring of the district including a 26% reduction in library staff (42.6 FTEs), reduction in library hours, and elimination of outreach, bookmobiles, 16mm film service, and book talks and some other on-site activities at schools. The toll-free telephone line was transferred from the Olympia Library to the Aberdeen Library.

As part of the restructuring, the McCleary Library was closed on December 13, 1985, and on January 11, 1986, the McCleary Book Nook was opened (not a full-service library, but instead a convenient access and referral point to a full range of TRL's resources and services, and staffed by volunteers). The Book Nook was closed December 1986 and the McCleary Library reopened as a full service library on February 29, 1988.

The Cosmopolis Library was closed on December 31, 1985. Cosmopolis city residents have access to all the services and resources of other TRL libraries.

The North Beach Library was closed on October 31, 1985. Residents in that unincorporated area continue to have access to all of TRL's services and resources.

TRL opened three "mini-libraries" in 1986 at Naselle, Glenoma (Rainey Valley), and Salkum. The mini-libraries were experiments that offered small changing collections for small population clusters in geographically isolated areas. These were not full-service libraries, but they had access to all of the resources of the library district.

In December 1986, the TRL board authorized operation of the Rainey Valley (moved to Randle and reopened as the Mountain View Library on March 29, 1988) and Salkum libraries on a continuing basis, and in December 1987 authorized operation of the Naselle Library on a continuing basis.

### ANNEXATION

Since 1977 cities have been able to annex to library districts with the consent of the governing board of the library district and the successful vote of the residents in the city wishing to annex. Annexation is the process for becoming a legal part of a taxing district. Cities have annexed to TRL because they wish to provide library service to their residents or, in the case of cities that have been contracting with TRL, they wish to shift the cost for library service from the city's general fund to a direct levy by the library district. This shift allows cities to allocate general fund money previously earmarked for library service to other city concerns. Since Fall 1981, the following cities and towns have annexed to TRL: Aberdeen, Bucoda, Centralia, Chehalis, Cosmopolis, Elma, Hoquiam, Ilwaco, Lacey, Long Beach, McCleary, Montesano, Morton, Oakville, Olympia, Rainier, Shelton, South Bend, Tenino, Tumwater, Westport, and Yelm. The Cities of Raymond and Winlock continue to contract with TRL.

FURTHER LEGISLATION affecting libraries in Washington

Proration – Until 1990, Washington State law limited the combined tax levies of taxing districts in any given area to \$9.15 per \$1,000 of assessed valuation, though the limit varied for each taxing district. Rural library districts, as junior taxing districts, could levy up to 50 cents per \$1,000 of assessed valuation. Major taxing entities, such as cities, had guaranteed amounts within the \$9.15 limit. There was no limit, however, on the number of junior taxing districts that could be voted or legislated into existence to use the remaining funds.

Property values have fluctuated over the years due to changing local, regional and global economic conditions. Some areas of the library district have experienced declines in property values. Because declining property values causes a proportionate increase in levy rates, taxing districts began to collectively exceed the \$9.15 limit. County assessors had to prorate the junior taxing districts, that is, reduce the levy rate of each agency. Major taxing districts were not subject to proration.

TRL was faced with proration situations beginning in 1986 in Grays Harbor, Lewis and Pacific Counties. Because TRL is required to levy a consistent rate across the 5-county district, proration would have affected, i.e., reduced, its levy rate in all five counties. TRL managed to postpone prorating through negotiations with other junior taxing districts, specifically the hospital districts, fire districts and various cities. This was an expensive "band-aid" approach authorized by the Legislature until it could develop other solutions.

1987 Ballot Measure - TRL placed a measure on the September 15, 1987 ballot as follows: "SHALL THE CUMULATIVE LIMITATION ON MOST REGULAR PROPERTY TAX RATES BE INCREASED BY AN AMOUNT NOT EXCEEDING THIRTY-FIVE CENTS PER THOUSAND DOLLARS OF ASSESSED VALUATION FOR A FIVE CONSECUTIVE YEAR PERIOD ALLOWING THE TIMBERLAND REGIONAL LIBRARY, INTERCOUNTY RURAL LIBRARY DISTRICT, TO MAINTAIN ITS OTHERWISE AUTHORIZED PROPERTY TAX RATE?" Voters in the unincorporated areas of Grays Harbor, Lewis, Mason, Pacific and Thurston Counties and in those cities which were annexed to TRL at the time approved the ballot measure by 60%. Approval of this ballot measure meant that the library's levy would be protected for five years and enabled the library district to maintain its current maximum assessment rate of 50 cents per \$1,000 of assessed valuation even when proration occurred.

Deannexation/Reannexation - The Legislature enacted a measure (Chapter 138, Washington Laws, 1987) called deannexation as an emergency measure to further help junior taxing districts avoid or diminish the effects of prorating. Deannexation was the process of temporarily removing an annexed city from legal partnership in a junior taxing district. When a city deannexed, it ceased to be under the taxing authority of the library district so it could contract with the library district for services as it did before it annexed. Once the proration crisis passed, the city could reannex to the library district. Under the provisions of this measure, the Cities of Elma, Ilwaco, and McCleary deannexed from TRL, effective December 31, 1987, and were reannexed to the library district on January 1, 1988. These cities received library services in 1988 through Library Services Agreements.

1991 HB 2330 – End of prorating; maximum levy rate to \$9.50 - In the 1990 legislative session, the Legislature passed HB 2330 which eradicated prorating in 1991. This

legislation raised the maximum tax levy from \$9.15 to \$9.50 per \$1,000 of assessed valuation.

Library Capital Facilities Areas (LCFA) - The Legislature passed a law in 1995, which enabled voter-approved establishment of special districts and passage of bond measures to finance the construction of libraries. These LCFA districts would allow bond financing to be extended beyond city limits in order to incorporate the actual service area of a library. The first area to hold an election for a LCFA district was the City of Granite Falls in the Sno-Isle Regional Library District. The bond measure passed; however bond counsel gave their opinion that the act, as it was written, was unconstitutional. A declaratory judgment action suit was filed which sought to establish that a LCFA is a separate taxing district and, therefore, constitutional. The case was appealed as far as the Washington Supreme Court in order to make the decision applicable throughout the entire state. The Washington Supreme Court ruled that the act is constitutional.

On May 20, 1997 voters approved the establishment of the Olympia Library Capital Facility Area. The second proposition in that election was for a bond measure to finance the building of a new Olympia Library. That proposition did not pass. The proposition for a new Olympia Library was placed on the ballot again on November 4, 1997, and again the proposition failed.

Referendum 47 (1997) – Since 1985 the regular property tax levy of local taxing districts had been limited to six percent above the highest amount levied, with an additional amount added for new construction each year and for any increase in assessed value of state assessed property. Referendum 47, passed in 1997, added that any property tax increase exceeding the implicit price deflator (IPD), up to the 106 percent limit, required that an additional resolution finding “substantial need” be approved by a supermajority of the members of the legislative authority (i.e., the TRL Board). (IPD is a measure of the cost of goods and services to the consumer, similar to the Consumer Price Index (CPI)). See below under Initiative 747 for information on further limitations.

Initiative 695 (1999) – Washington voters approved Initiative 695 in November 1999. This Initiative reduced the price of annual vehicle tabs to \$30 and eliminated the variable annual fee based on the vehicle value; and required that all future state and local tax and fee increases be submitted to voters. The Washington Supreme Court in October 2000 struck down Initiative 695, ruling it unconstitutional. However, the \$30 vehicle tabs remained because the legislature passed a law guaranteeing that rate.

Initiative 722 (2000) – Washington voters approved Initiative 722 in November 2000. This initiative contained five parts: (1) increase in property taxes be limited to no more than 2%; (2) the value of property be based on its 1999 value with increases limited to 2% a year; (3) local taxing districts give up the right to save their taxing capacity for the future; (4) motor vehicles continue to be free from property taxes; (5) most tax and fee increases adopted from July 2, 1999 through December 31, 1999, be refunded unless voter approved. The Washington Supreme Court in September 2001 ruled Initiative 722 unconstitutional.

Initiative 747 (2001) – Washington voters approved Initiative 747 in November 2001, which took effect in 2002. This measure requires state and local governments to limit property tax increases to 1% per year, unless an increase greater than this limit is approved by voters at an election.

Children's Internet Protection Act (CIPA) – CIPA, including NCIPA (Neighborhood Children's Protection Act), is a federal law. The Act became effective April 20, 2001. CIPA requires schools and libraries that receive certain federal funds to adopt and implement an Internet Safety Policy that includes the operation of Internet filtering or blocking software on all public and staff computers with Internet access. The American Library Association filed a lawsuit to overturn CIPA because CIPA mandates the use of blocking (filtering) technology in libraries. The suit was filed on grounds of unconstitutionality as the law restricts access to constitutionally protected information available on the Internet in public libraries. The ACLU also filed suit against CIPA. On June 23, 2003, the U. S. Supreme Court handed down a ruling that upheld the CIPA law as it pertains to children and modified it slightly as regards adults. On December 17, 2003, the TRL Board moved that TRL be fully compliant with CIPA

### TECHNOLOGY SERVICES

In the early 1970's TRL began preliminary planning for the eventual installation of an automated circulation and inventory control system. These plans moved along sporadically, hampered principally by lack of funding, until the late 1970's when planning began in earnest. A joint task force began to identify alternatives. Early automation led to the production of a book catalog of TRL library materials, followed by a COM (Computer Output Microfiche) catalog, then a CD-ROM catalog.

In January 1981, TRL, the Washington State Library, and The Evergreen State College (TESC) Library entered into an Interlocal Cooperation Agreement for the establishment of the Consortium for Automated Library Services (CALS) to allow the joint purchase of an automated circulation system. A Request for Proposals was sent out in March 1981, and in October of that year the participants signed a contract with DataPhase for the purchase of that company's Automated Library Information System (nicknamed ALIS). By mutual agreement, the computer was housed at The Evergreen State College when it was delivered in April 1982. TRL began converting its holdings into its first automated circulation system at the Tumwater Library on August 23, 1982.

By the time the majority of TESC Library and TRL materials had been entered into the database and libraries had begun circulating materials online, it was apparent that the computer system was underpowered and that the vendor (DataPhase) was not in compliance with the contract. Lengthy discussion and negotiation continued until DataPhase upgraded to a larger computer in April 1984. However, within a few months system performance was again unacceptable. Further negotiations with DataPhase failed to resolve the problems, the vendor withdrew from the library automation marketplace in 1987 and CALS initiated a suit for recovery of costs and damages. The lawsuit was settled in September 1990 for \$367,000.

In 1988 CALS issued a RFP for a new system to replace the DataPhase system and add state-of-the-art features, including an online public catalog. A contract was signed with Dynix, Inc. of Provo, Utah, on February 15, 1989, and the new system was installed in June 1989.

Direct-To-Patron Mail Service was one of TRL's most popular services and was the most efficient way to get the materials into the patrons' hands. However, due to increases in

postage costs, a new procedure began in January, 1992, which mailed pickup notices to library users instead of mailing the actual materials. The pickup notices advised patrons that their materials were ready to pick up at the library they had requested. The materials were delivered to the libraries for pickup through TRL's courier system. The change did not totally eliminate mailing. Homebound library users can still have their materials mailed.

TRL had expansion plans that it would not be able to accomplish as a member of CALS, so TRL gave notice to CALS that it would withdraw from the Consortium effective November 1994. TRL signed an agreement with Dynix for its own system. In 1994, TRL built a computer room at the Service Center, purchased and installed Dynix and installed a new data communications network.

In March 1997, TRL began using Telecirc, an automated voice messaging system that automatically calls patrons to tell them they have overdue materials or items ready to pick up. Patrons can also call Telecirc with a regular telephone to find out what they have checked out and overdue, to find out what holds are ready to pick up and to renew items. In 1998 TRL began sending email notification to patrons about overdues and items ready to pick up.

In November 2000, TRL installed the Library Online PC Management system, which provides a reservation system for library Internet PCs, a patron PC session timer, and patron authentication.

In 2001, Dynix Inc. announced plans to discontinue development on the Dynix Library System, a 20-year old system that was based on proprietary technology, to concentrate their development efforts on their newer integrated library system (ILS), Horizon. In January 2005, TRL migrated from the Dynix Library System to the Horizon ILS to take advantage of improved functionality, ongoing development efforts, and lower annual maintenance fees. Dialup access to the library catalog was available for patrons without Internet access until the system upgrade in 2005.

In 2005 Dynix merged with Sirsi, another library automation company, and announced their intent to focus development on their Symphony ILS. In 2010 TRL migrated from the Horizon ILS to Symphony.

In 2009, TRL began charging overdue fees for materials returned after the due date. In 2010, the Library Online Print Management system was installed to limit patrons to 50 free pages per week printed from public PCs, then charge \$.10/page. In 2011 the Library Online PayIt system was installed to allow patrons to pay overdue fees and printing fees online by credit or debit card.

In 2013 Timberland has a high-speed 100mb fiber connection to the Internet. The Internet connection allows patrons inside the libraries to use public PCs to access to the Internet and allows patrons at home, school or work to access library resources online. Public computers have access to the Internet, plus Microsoft Word, Excel, PowerPoint and Publisher, children's educational games and over 80 databases of online magazines, newspapers, ebooks, encyclopedias, and reference resources. Remote patrons can access the library catalog and the online databases from home, school, or office via the Internet.

### LONG-RANGE PLAN

A planning task force, appointed by the Library Director for the purpose of drafting a Long-Range Plan for the library district, first met in January 1987. The task force began by researching plans from other libraries, national and state standards for excellence in library service, and current thinking in library literature. Local library boards, Friends groups, and library staff were asked to discuss the libraries' current and possible future roles in their communities. By July 1987 the task force identified seven areas of major concern. Task force members developed initial problem statements in these areas, gradually working toward more comprehensive drafts. These drafts were widely distributed for review. In May 1988 the completed draft document was distributed to local boards, Friends groups, and staff for discussion and comment. At its June 1988 meeting, the TRL Board of Trustees accepted the TRL Planning Task Force's report entitled "Library Assessment and Development Plan." The plan was discussed at a number of public forums throughout the district. The report and the public comments were then given to a committee to use in preparation of a Long-Range Plan. The TRL board adopted "Reaching for the 21st Century: Timberland Regional Library Long-Range Plan, 1989-2000" at its September 27, 1989 meeting.

At the time of the plan's adoption, the TRL Board determined it would formally revise the plan every two years. Early in 1991, the Board began this revision process. A Board task force scheduled five public hearings and work sessions to solicit public and staff input. A revised "Reaching for the 21st Century: Timberland Regional Library Long-Range Plan, 1992-2000" was adopted by the TRL Board on December 18, 1991.

Early in 1995 TRL began the process of again revising the Long-Range Plan. A committee was established to outline the process to update the LRP. Five large display units were developed and used at "library fairs" in each of the five counties in the district, including shopping malls, a high school, and a TRL library. The display units addressed the following topics: What is TRL? Who does TRL serve? Is TRL Meeting Your Needs? Where are your libraries? How do you help? Public surveys were made available at the fairs and in the libraries. In addition, each Community Library Coordinator worked with staff in their areas to develop a report of ideas and recommendations for the revised LRP. Several interest groups were identified which also provided reports addressing service area trends. All of the information gathered from the public surveys and reports was collated. A Goal Setting Committee met regularly to address the topics identified for the LRP. A narrative Long-Range Plan "Charting Our Course Into 2000" was adopted by the Timberland Regional Library Board on November 29, 1995. A detailed implementation plan was also developed as a working document and revised annually.

Early in 1998, TRL began a new planning process, focusing on services and facilities in the district. Several working groups were created to identify standards and models of services in the following areas: Borrower Services; Collections; Facilities; Adult Services; and Youth Services. A Community Advisory Committee composed of TRL Staff, TRL Board members and community representatives from the five counties reviewed the work of the five working groups and helped develop recommendations. The products of these committees were presented to the TRL Board of Trustees on May 8, 1999 in a document called "Services and Facilities Needs Assessment." The Needs Assessment looked at both services and facilities

needs for the next 20 years, prioritized by staff.

In 2004, TRL began its next Long Range Planning process, entitled Bridge to Tomorrow. The process included several studies of demographics and services, which were analyzed and resulted in the publication and marketing of a Strategic Plan that covered the next five years – 2005-2010. Annual Action Plans were developed to report progress to the TRL Board.

In 2010 there was discussion about the next strategic planning process. Given the rapid changes in technology, especially in the areas of digital publishing, it was determined that rather than embark on a long range plan, it was prudent to do more focused, detailed annual services and budget planning. In 2011, a new Action Plan for 2012 and Beyond was developed as the services and budget planning/reporting mechanism for TRL. In 2012, the 2013 Action Plan for services and budget was developed and it was determined that in 2013 a consultant would be hired to assist with the development of a 3 to 5-year strategic plan.

#### PARTNERSHIP PROGRAM FOR LIBRARY FACILITIES

In December 1988, the TRL Board of Trustees adopted a resolution establishing a policy to use unbudgeted forest tax revenues to financially participate with cities in the provision of new and enlarged library facilities. The purpose of this program was to facilitate the purchase or construction of new and enlarged library facilities to better serve the library district's rapidly growing population. It was also intended to facilitate making all library facilities accessible to the handicapped and/or to provide for major remodeling of facilities. Annually the TRL Board may determine to set aside unbudgeted forest tax revenues into the Building Fund for this purpose. In October 2001, the TRL Board of Trustees adopted a new resolution superseding the provisions of the 1988 resolution. In 2008 and 2009 respectively the Board approved a [Facilities Policy](#) and a [Building Fund Policy](#) which prescribe how new library Service Points are identified and approved and how TRL funds are used to support new and existing TRL-owned and city-owned library buildings.

#### VOLUNTEER PROGRAM

In 1991, a Volunteer Coordinator was hired to develop and oversee a volunteer program for the library district because TRL did not have sufficient resources to meet all of its service needs. The Coordinator directed volunteer recruitment, screening, orientation, and training. Volunteers are used in both direct and indirect services and staff are encouraged to utilize volunteers in planning programs and activities. Volunteers are not intended to replace existing staff. They are regarded as key members of the library team working in conjunction with staff to lend their skills and ability from a unique perspective; amplify many aspects of TRL's services to the community; make direct contributions to staff effectiveness and ability to provide service; benefit both TRL and the community at large through their added awareness of library services and library advocacy. Typical volunteer tasks include outreach services to shut-ins; shelving and shelf reading; book sorting; assisting with displays; arranging newspapers and magazines; mending materials. The Volunteer Coordinator position was eliminated in 2007 and volunteer activities are now managed at the local libraries.

### CENTRAL REFERENCE/VIRTUAL REFERENCE

Timberland has had a Central Reference (CR) service since 1992 that handles difficult and time-consuming inquiries referred by staff in the 27 branches. Originally located in the Olympia Library, the small Central Reference staff was relocated to the Tumwater Library in the summer of 2000 while the Olympia Library was closed for renovation. In January 2001 Timberland inaugurated a new centralized telephone reference service at the Aberdeen Library with existing staff and one senior librarian from Central Reference to begin a pilot Virtual Reference service. In November 2002, Central Reference and Virtual Reference merged into the Central Reference service at the Service Center. Reference calls are transferred from the 27 branches to this service. CR staff also receive questions from patrons via email, chat and direct telephone calls from both local and toll-free lines.

### TRL FOUNDATION

The Timberland Regional Library Foundation was established as a 501(c)3 non-profit organization in 1997. The Foundation focuses on providing the awareness and financial support for the Timberland Regional Library facilities, programs and collections that enrich lives and livelihoods of our residents. In 2002 the Foundation launched the first comprehensive campaign called, "Building Our Future, The Campaign for Timberland Regional Libraries" that included: local Library Development Initiatives of the Chehalis, McCleary, South Bend and Westport Libraries; Special Program Initiatives for Mother Goose, Talk Time and Veterans History Project; Endowments such as the William H. Lawrence, Relt & Edith McWhorter and Clifton Kruse Endowments; and the Annual Fund to help support the Foundation in launching new programs to improve library services. The Foundation has provided financial support for the mission of Timberland in the belief that support from individuals, corporations, community organizations and foundations is needed to ensure an excellent, accessible library system in the future. TRL provided staff and office space in the Service Center to the TRLF until June 2012.

TIMBERLAND YESTERDAY AND TODAY

	<u>1969</u>	<u>2012</u>
Population served	209,476	475,865
Circulation	1,364,585	4,303,338
Hours open to the public weekly (excluding bookmobiles and Service Center)	654	
Number of libraries	28	27
Collection	409,636	1,365,079
<u>STAFF</u>	<u>FTEs</u>	<u>FTEs</u>
Professional Librarians (MLS degree)	16.0	
All other paid staff	100.5	
	—	—
TOTAL	116.5	