

# Hoquiam Timberland Library

## 2013 Action Plan

### Services, Programs & Outreach:

- Provide quality customer service to all users of the Hoquiam Timberland Library.
- Provide Adult programs in addition to district initiatives and PageTurners groups.
- Introduce library materials and services outside the library.
- Ensure all staff receives quality training to maintain service goals.
- Provide quality programs for children in each age group.

### Partnerships:

- Maintain partnerships within the community
- Create new partnerships within the community and TRL staff in other buildings.

### Accomplishments: January – June 2013:

#### Services, Programs & Outreach:

- We work very hard at customer service. We often review how to have better served a patron, or we collaborate to make sure patrons receive a complete answer.
- I attend any meeting to which I can get an invitation.
- I belong to the Lions, the Hoquiam Business Association, and the Board of the 7<sup>th</sup> Street Theatre.
- I encourage all staff to attend in-person or webinar training that will help them meet service goals. Staff also helps one another learn new skills and maintain those skills that are rarely used.
- Sarah has created great rapport with youth of all ages. She includes them in program planning by having them volunteer, help with crafts, and create the library displays.
- Sarah has been invited to many of the Hoquiam schools to present Story Times and Summer Reading Program visits. She provides quality story times.
- Sarah has also met with other Youth Services staff in several Grays Harbor libraries to collaborate and see how Youth Services works in other TRL libraries.



## Partnerships:

- I keep in touch with those organizations that we have worked with in the past.
- I met with the Hoquiam High School Principal and Library staff to collaborate on plans to help students and teachers make better use of TRL resources. The principal would like to see this sort of cooperation in all schools.
- Sarah and I have discussed providing orientation workshops for students entering middle or high school.
- Earlier in the school year Sarah provided iPad training for primary school teachers at Emerson School.
- In an attempt to revitalize our pet show, we are reaching out to other organizations. This includes local businesses and PAWS.

## Accomplishments: July - December 2013:

### Services, Programs & Outreach

- Provide two genealogy programs.
- Started a knitting class right with good attendance.
- Presented five programs to organizations who might benefit from the Washington Assistive Technology Act Program (WATAP) devices in the library collection.
- Attended Grays Harbor Early Learning Coalition meetings.
- Provided an afterschool program once a month at Central Elementary School.

### Partnerships

- Worked closely with the schools, focusing efforts on individual teachers and special projects.

