



## Dear Library Supporters, Patrons, and Friends,



2019 was a very important learning & planning year for Timberland Regional Library. We focused our efforts on listening to the needs of our communities and providing relevant library resources to the residents of our five counties. This work resulted in the 2020-22 Strategic Direction.

While we always make every effort to live within our means and be good stewards of public funds, our expenditures have been outpacing our revenues since 2001 with the Initiative 747 placing limitations on property tax increases. The gap has increased annually as costs go up, with the largest impacts coming from salaries and benefits. To bridge this gap, we implemented a soft hiring freeze in January 2019 and took a close look at each position as it opened through attrition. Throughout 2019 we were able to save approximately \$700,000 in thanks to this fiscally responsible decision-making process.

We invited everyone to follow along with our 2020 Budget discussions that took place at our Board of Trustees meetings and have all stages of the budget document posted on our website. We continue to work with a concentration on current needs as well as looking 10 years down the line; our focus is on continued fiscal responsibility, an increase in accessibility, with ongoing efforts to establish a sustainable staffing model.

Yours in Service,

Cheryl Heywood, Executive Director

## Board of Trustees

Appointed by the commissioners of the five counties in TRL's district, with a trustee from each county and two additional trustees in at-large positions.

### Joe Wheeler

2019 President (Jan. – Aug.)  
Thurston County

### Jenna Noll

2019 President (Sept. – Dec.)  
Thurston County

### Brenda Hirschi

2020 President-Elect  
Mason County Representative

### Hal Blanton

Member-at-Large  
Lewis County

### Bob Hall

Pacific County Representative

### Corby Varness

Grays Harbor County  
Representative

### Brian Zylstra

Lewis County Representative

## eLibrary Use

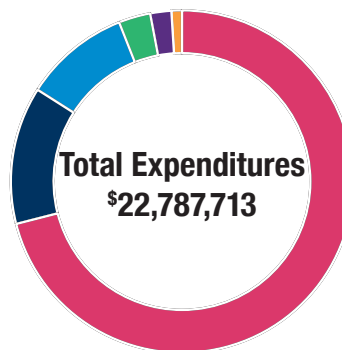
	2019	2018	2017
Overdrive (eBooks & media)	988,462	843,459	698,965
RBdigital (eMagazines)	59,247	33,186	25,318

## New Items Added

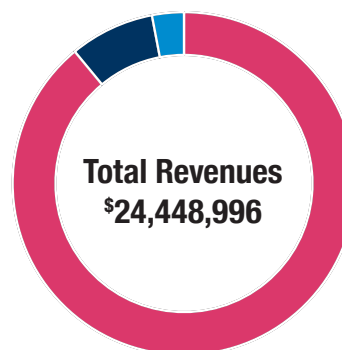
	2019	2018	2017
Print Items	63,110	50,897	74,999
Audiovisual (CD & DVD)	33,996	27,151	25,004
OverDrive eBooks	8,357	14,806	15,616

## All Libraries

	2019	2018	2017
New Cardholders	51,983	59,226	58,040
Patrons	343,644	300,667	275,440
Events	5,488	5,019	2,564
Event Attendance	92,229	93,334	62,857
Computer Sessions	708,876	421,911	420,000



71%	Salaries & Benefits ....	\$16,339,185
13%	Books & Materials .....	\$3,034,387
10%	Professional Services .....	\$2,224,395
3%	Supplies .....	\$600,911
2%	Other .....	\$588,835
1%	Capital Expenditures .....	\$191,447



89%	Property Taxes .....	\$21,640,294
8%	Timber .....	\$2,175,266
3%	Other .....	\$633,436

Timberland Regional **LIBRARY** provides for the entertainment, information, and lifelong learning needs of Grays Harbor, Lewis, Mason, Pacific, and Thurston county residents at 27 community public libraries and six library service partner locations. The library system is funded mainly by local property taxes, timber tax, fundraising efforts of TRL Friends of the Library, and generous donations by individual supporters.





TRL's Community Engagement Initiative reached out across our five-county district to gather data and feedback which was used to formulate our 2020-2022 Strategic Direction. We received over 1,500 responses to two surveys, met with 79 residents at 13 locations for Community Conversations, and hosted five Community Check-ins.

## OPEN DATA PORTAL



Open Data Portal on TRL.org was launched to provide citizens, organizations, and local governments public access to library records and information data sets.

## TIMBERLAND READS TOGETHER



This year, for our district-wide book club, we chose to highlight Native authors and craftspeople. Approximately 300 people attended our main TRT event with Tommy Orange, best-selling author of "There There", at the

Washington Center for the Performing Arts.

## SUMMER LIBRARY PROGRAM Universe of Stories



Our Summer Library Program was an Out-of-this-World experience for 17,221

kids, teens, and adults! 1,408 programs & special events were attended by 35,206 people, with additional activities and rewards for all ages! New software made signing up online convenient although thousands signed up at their local library or community outreach events!

## VETERANS CONNECTION CAFÉ



Mountain View Timberland Library offers professional tele-services to rural Veterans who can receive virtual

assistance with benefits. Hour long appointments are booked with a local Host Navigator that works directly with the Veteran, and remote Veteran Service Officer (VSO) to answer questions and assist with filing claims. The WestCare Foundation/Washington Serves with a grant from Home Depot, partnered with the Lacey Veterans Service Hub and American Legion Lacey Post 94 to create this partnership.

## EXPANDED ACCESS

Expanded Access Hours arrived in McCleary which allows registered patrons to visit the library 7 days a week, 365 days a year with self-service hours. Open hours were expanded from 4 days/ 27 hours a week to 7 days/ 91 hours per week. The pilot project was so well received it is being considered for additional locations!



## KANOPY & KANOPY KIDS



Introduced as our new streaming movie service, Kanopy and Kanopy Kids allows patrons to stream up to 5 films per month for free – no wait

times! 25,508 classic cinema, foreign & indie films, and documentaries were streamed in 2019!

