Timberland Regional Library (TRL) recognizes that we operate within the traditional territories of the Nisqually Indian Tribe, Shoalwater Bay Indian Tribe, Confederated Tribes of the Chehalis Reservation, Quinault Indian Nation, Skokomish Indian Tribe, and Squaxin Island Tribe who have been stewards of these lands since time immemorial. TRL provides library services to Indigenous tribes, extending beyond the geographic limits of Lewis, Mason, Pacific, and Thurston Counties. This acknowledgment reminds us to strive for respectful partnerships with all people as we search for collective healing and learn how to be better stewards of the indigenous lands we inhabit.

Timberland Regional Library’s 245 staff, 29 public libraries, and mobile services provides services to the 550,000+ residents of five counties in Southwest Washington State: Grays Harbor, Lewis, Mason, Pacific, and Thurston Counties.
Vibrant, interactive, and fun are 3 words that describe the new services, collections, and programs our staff introduced in 2023. As I reflect on the 4th and final year of TRL’s current Strategic Direction, I want to share some highlights of the amazing things that TRL did this past year as we worked together with the support of our staff, volunteers, local communities, and partners to provide the best possible services to our patrons and supporters that know the value of a public library in their communities. Check it out:

- **Expanded Access Hours** came to Westport, Elma, Tenino, Ilwaco, and Ocean Park Libraries, providing library access beyond regularly staffed hours for eligible patrons ages 14 and up.
- **Anywhere Library – mobile services** launched in Thurston, Pacific and Mason counties – visiting Head Starts, ECEAPS, Senior Centers, Churches, and more; Anywhere Library services for Lewis/Grays Harbor counties will be coming in early 2024.
- **McCleary, Ilwaco, West Olympia, North Mason (Belfair), and Hoodsport Libraries** underwent building improvements to enhance and revitalize their spaces to benefit their patrons and communities.
- **Library Card Design Contest for three age groups:** Birth-5, 6-11, and 12-18 with 3 winning designs selected in time for September Library Card Sign Up Month.
- **Books by Mail** service expanded to increase ease of access for patrons with transportation and other barriers.
- **New Website** launched with beautifully redesigned interface, improved user-experience, and user-friendly features translated into Spanish, Korean, Vietnamese, and Chinese.
- **Increased Social Media Reach** with engaging content, and viral reach on multiple platforms.
- **Korean and Vietnamese physical materials** added to collections at Lacey, Olympia, Tumwater libraries.
- **Purchased land in Randle for the construction of a new Mountain View Library** with construction scheduled to be completed in 2024!

TRL’s approach to workplace excellence with an eye towards continuous improvement, extends into the 29 libraries, community outreach, and mobile services.

**Every day,** we connect with people in our communities across our 5-county district.

**Every day,** we strive to provide 21st century services, diverse resources, and innovative programming to all residents.

**Every day,** we work with community partners across the region and in our local communities. Together we are moving our communities forward.

It is also exciting to see that our work and what we do is being noticed by many of our partners, within our local communities, and our patrons. One example of this, is in 2023, TRL received the Nancie Payne Workplace Excellence Award from the Pacific Mountain Workforce Development, recognizing TRL for “Demonstrating workplace excellence and customer service, meaningful employee engagement and a constructive, diverse and progressive workforce culture that works to better business management.”

Thank you to the staff and to the Board of Trustees for an eventful year.

See you at the library!

Cheryl
2020-2024 STRATEGIC DIRECTION

The Timberland Regional Library Strategic Direction for 2020-2024 was developed through community and staff participation with our Board of Trustees strategic planning committee.

We appreciate the time and effort that was given to understand the needs within the community, identify areas of focus that we assist with, and then align our resources to create positive change in those areas.

MISSION
Welcoming everyone to a vibrant world of possibilities.
Connecting people, places, and ideas.
Evolving to meet the needs of our communities.

VISION
Libraries connecting to our communities.

WE VALUE
Access for all. Working together.
Diverse communities and ideas.
Responsible use of public resources.

LOCAL COMMUNITIES
• Sharing local culture.
• Increasing our presence in under-served communities.
• Creating opportunities for inter-generational connection.

EQUITY, DIVERSITY, AND INCLUSION
• Reaching those with disabilities and other access barriers.
• Reflecting under-represented groups in our collections, staff, and services.
• Partnering with local agencies and organizations to support diverse communities.

CHILDREN FROM BIRTH TO FIVE
• Providing appealing spaces and engaging experiences.
• Clarifying what they need and how to provide for those needs.
• Empowering them to build relationships with the library & within their communities.
### Financial Breakdown

- **Salaries & Benefits**
  - Amount: $18,253,691
  - Percentage: 67.46%

- **Books & Materials**
  - Amount: $4,026,834
  - Percentage: 14.88%

- **Other**
  - Amount: $2,429,868
  - Percentage: 8.98%

- **Professional Services**
  - Amount: $1,616,454
  - Percentage: 5.97%

- **Supplies**
  - Amount: $385,606
  - Percentage: 1.43%

- **Capital Expenditures**
  - Amount: $345,259
  - Percentage: 1.28%

**Total Expenditures**

- Amount: $27,057,712

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### Revenue Breakdown

- **Total Revenues**
  - Amount: $26,109,656

**Property Taxes**
- Amount: $1,855,777
- Percentage: 91.3%

**Timber**
- Amount: $407,059
- Percentage: 7.1%

**Other**
- Amount: $34,820
- Percentage: 1.6%

**Total**
- Amount: $23,846,819

---

### Physical Statistics

- **Total Checkouts**
  - 2,701,351

- **OverDrive Total**
  - 1,853,704

- **Kanopy**
  - 85,128

**Total Circulation**

- Amount: 4,640,183

- **Print Jobs**
  - 632,239

- **Sheets of Paper Used**
  - 2,663,548

- **New Patrons**
  - 96,680

- **New OverDrive Patrons**
  - 13,892

- **Active Patrons**
  - 274,938

- **Physical Collection**
  - 705,589

- **New Items – Orders**
  - 108,018

- **New Items – Added**
  - 104,991

**Physical Checkouts**

- Amount: 2,701,351

**OverDrive Total**

- Amount: 1,853,704

**Kanopy**

- Amount: 85,128

**Total Circulation**

- Amount: 4,640,183

**Computer Sessions**

- 205,804

**Wi-Fi Sessions**

- 145,063

**Physical Collection Total**

- Amount: 705,589

**New Items – Orders**

- Amount: 108,018

**New Items – Added**

- Amount: 104,991

**New Patrons**

- Amount: 96,680

**New OverDrive Patrons**

- Amount: 13,892

**Active Patrons**

- Amount: 274,938

**Physical Checkouts**

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- Amount: 96,680

**New OverDrive Patrons**

- Amount: 13,892

**Active Patrons**

- Amount: 274,938

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### Performance Metrics

- **Total Items Requested via Interlibrary Loan**
  - 27,500

- **Total Items Ordered**
  - 108,018

- **Total Boxes Received**
  - 3,742

- **Total Items Received**
  - 107,542

- **Total Items Cataloged**
  - 104,991

- **Average Out to Branches Time**
  - 0 Days

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**AskLib**

- 3,443 emails

**Live Chat**

- 7,042 Chats

**Grab Bags**

- 239 Bags

**Grab & Go**

- 239 Bags

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**Turnaround Time for New Collection Items**

- **Items Requested via Interlibrary Loan**
  - 27,500
- **Items Ordered**
  - 108,018
- **Boxes Received**
  - 3,742
- **Items Received**
  - 107,542
- **Items Cataloged**
  - 104,991
- **Average Time Out to Branches**
  - 0 Days
NEW CATALOG, WEBSITE, & APP

When you visit TRL.org, you’ll be welcomed by our beautifully redesigned website. We can’t wait for you to experience the new site, featuring a user-friendly interface, extensive catalog access, streamlined navigation, personalized user accounts, an up-to-date event calendar, live chat with staff, and so much more!

LIVE OCTOBER 23

Dynamic Tools for Engagement:

Staff Blogs:
Our dedicated staff share their expertise, experiences, and passions, offering you a unique glimpse into the vibrant world of TRL.

Staff Lists:
Curated collection of recommendations crafted by our staff. Covering a wide array of genres, topics, and formats.

Visit: TRL.org/Explore

I found this website easier to navigate and more visually appealing than the current one. Good job! Rebecca S

Seemed easy and intuitive to navigate. I found things I didn’t know TRL provided which has excited me about discovering new things as we head into fall and winter. Terry G

I am so excited to have the “more like this” or “if you liked this, check these out” links back!!!! I find so many great books through the library website, and I have really missed that feature! THANK YOU! Clayann L

I love the new look and feel. It feels much more inviting and I like the larger buttons for the links to books, movies, etc. The account section looks great, and I’m anxious to use the collections and community portions. Very well done! Heather M

I am totally psyched that you have a 3D printing feature now. What a great library! Susan L

Awesome, love the new look, especially the colorful buttons to find specific items. I also like reading the staff picks, there’s nothing like a good book recommendation from a fellow reader. Louise R

I like the easy access to audiobook CDs! Very colorful website. Thank you! Alice D

The new layout looks fresh and new - beautiful and easy to locate books/authors. I also liked the info provided with each book regarding copies available, format and requesting a hold. Good job by our library staff - we are very fortunate. Julianne A
“Big” history was made this January when one of the most prestigious awards in children’s literature, the Randolph Caldecott Medal, was awarded to Vashti Harrison, illustrator of the picture book, Big.

TRL Deputy Director, Kendra Jones, had the privilege to serve on the 2024 Randolph Caldecott Committee. Committee members review every eligible picture book published in 2023, which was around 700 titles.

Viral Facebook Post about the Overdue Book
The story of a patron returning a book to the Aberdeen Timberland Library 81 years overdue garnered a local, national, and even international audience. Within days of the story being posted to TRL’s Facebook Page, Kiro 7 & King 5 had both traveled to Aberdeen to run a story on their 5 o’clock news.
We’re looking forward to it!

Rochester UMC

Awesome service provided by TRL!

Ron G

Thank you to Nisqually Indian Tribe for the generous donation of laptops to give away at our Thurston County Anywhere stops for developing digital literacy.

Anywhere Library is a mobile library that brings TRL materials and services directly to community sites.

Visit: TRL.org/Anywhere

Korean and Vietnamese materials added to the collection at
Olympia Library
Lacey Library
Tumwater Library

View online: Featured Languages

JUNE – DECEMBER

93 LIBRARY STOPS
25 SPECIAL EVENTS
1,150 CHECKOUTS
4,100 ATTENDANCE
17+ LAPTOPS GIVEN AWAY
58 STORYTIMES & CLASSES
369 SUMMER LIBRARY BOOKS DISTRIBUTED
600 ECLIPSE GLASSES DISTRIBUTED
Dolly Parton’s Imagination Library mails free high-quality, age-appropriate books to children from birth to age five!

Grays Harbor & Pacific Counties
1,773 Enrolled
37.6% Eligible Population

Lewis County
2,816 Enrolled
59.7% Eligible Population

Mason County
1,202 Enrolled
30% Eligible Population

Thurston County
4,640 Enrolled
28.2% Eligible Population

I'm homebound and this is my entertainment, so if I couldn't get things from the library I'd be so depressed and lonely.

Thanks to everyone who works on this!

Expanded Service: Books by Mail
Launched June 2023.
The Books by Mail service helps remove barriers and increase ease of access for patrons who cannot visit their library due to physical disability or lack of transportation.

Visit: TRL.org/books-by-mail

Thank you for all that you did to keep my Mom in books, she was an avid reader! It was wonderful for her to receive the books in the mail, she looked forward to their arrival. What a wonderful program for seniors-thank you!
Toy shopping carts make selecting library books even more engaging for kids!

Toy shopping carts are a fun way to encourage brain development, interaction, literacy, and STEM learning through play. Count the number of books in the cart, look for items on the list and more.

Expanded Access Hours (EAH) is available from 7 am until the library opens and after the library closes until 8 pm, seven days a week (including holidays). During EAH hours, staff will not be in the building.

The Board of Trustees approved the age eligibility to 14 years old.

Locations added in 2023:
• Elma Library
• Ilwaco Library
• Ocean Park Library
• Tenino Library
• Westport Library

Mountain View Timberland Library has leased space in Randle since March 1988.

For updates to the project, visit: TRL.org/new-mountain-view-library/
Libraries are vibrant because our communities are vibrant! The Ilwaco Library had a major refresh this year, and you can see their patrons and community members are still LOVING the updated space!

Holly Beller, city administrator for the City of Ilwaco, which owns the building, gave the collaborative program a huge thumbs up. “We would like to thank the library for everything they provide for our community,” said Beller. “This is such a great thing. I congratulate you.”

1,642 people came through the Ilwaco Library doors during July, checking out 2,160 items. New library cards have been issued to 196 people this year.

Updates to the Ilwaco Library building also prepared the library for Expanded Access Hours (EAH) which will allow library patrons to utilize resources at the library beyond standard operating hours.
“More than 30 people came to see what the library had to offer visually and to celebrate the joyous occasion. From new lighting, flooring, wiring, furniture and staff rooms among other items, an argument could be made that the library interior is more modern in its design than any other building in the rural East County town.”

The history of the McCleary Timberland Library spans back to 1969. After 20 years in their current space, a recently completed $250,000 upgrade, with countless hours of help from staff, has resulted in a beautifully refreshed space.

The McCleary Library also offers expanded access hours (EAH) from 7am - 8pm daily, including holidays, to truly serve as a “community living room.”
The new early learning space at the West Olympia Library is a must-stop at the Capital Mall! The library had its grand reopening showcasing doubled floorspace, new lighting, an innovative new child’s area, fixtures, artwork, and more!

Complete with a life-size “Lite-Brite”, a computer workspace with an attached play space for families, and items and features that encourage social emotional development, fine and gross motor skills, independent and collaborative play, and a love of all things library and literacy.

The Library is open 7 days a week from 10 am-6 pm!
“We deeply appreciate the City of Lacey’s care of our Library,” says Library Manager, Holly Paxson. “As the building’s owners, they make sure the facility is clean, safe, and always looks fantastic. The City has done everything in their power to ensure the interior painting is completed as quickly as possible.”

Aberdeen Library
Security Fencing.

Chehalis Library
Staff Workroom refresh.

Elma Library
Bathroom refresh.

Hoodsport Library
New Manager’s Office, deck improvements, and bathroom refresh.

Lacey Library
New interior painting provided by the City of Lacey.

North Mason Library
Exterior repainted.

Packwood
Bathroom refresh.

TRL Headquarters
New office spaces, improved Youth Services space, meeting room refresh, and new flooring.

“Sunset and Stars” by Scott Stapp
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Sunday Hours Added

In 2023, in effort to expand and adapt library access to the needs of local communities, Hawks Prairie and Shelton Libraries added Sunday Hours.

Locations with Sunday hours:
Mason County:
Shelton

Thurston County:
Hawks Prairie
West Olympia

Enjoy watching TRL Highlights: Renovations and Refreshes on YouTube Channel.
Summer Library Program (SLP) is about more than reading, it’s about exploring nature and our imagination, creating crafts and new opportunities, and learning about new things and about ourselves.

StoryTrails
Area residents looking for a unique outdoor experience this summer should try Timberland Regional Library StoryTrails, interactive outdoor events. Visit TRL.org/Storytrails

I love @timberlandlibrary. Your core mission is a culture of creative generosity which is so rare and precious in these times.
rebeca_jane

Looks like great fun, and easy to fill your activity log. I had some kids tell me they played Rock ‘Em Sock ‘Em Robots at the Air BnB where they stayed. Old school games.
Stefan A

I love how TRL engages the WHOLE community!!
Diane Marriott F

22,363 ATTENDED PROGRAMS
906 PROGRAMS
9,500+ BOOKS DISTRIBUTED
From June 1–July 15, library patrons ages 18 and under were invited to participate in a library card contest. In September, three new library card designs were unveiled, featuring artwork submitted during the contest. Entries were divided into three age groups: 0-5, 6-11, and 12-18 providing opportunities for children of various ages to take part.

Madison’s Mom, Gloria, on the experience of the library card art contest: “It was a great home-school teaching experience for her, and I think this will be something she can look back on to see all the learning that was involved, the self-growth, and the rewards that come from putting a lot of effort into something.”

Ari on their inspiration for their design and interpretation of the prompt: “Libraries really do bring you together. Reading is a great way to learn about different cultures and different aspects of life that you aren’t going to get elsewhere. Often times we are afraid of what we don’t know, so reading for me is the easiest way to get to know the world.”

Patron response to Isaac’s card design: “This is my favorite library card design! It inspired me to get a library card again. Thanks, Isaac.”

“Can we update our card with this? It’s amazing!”

“Just got my library card 2 weeks ago and this was the design I picked for it!”

Over 600 submissions across 5 counties.
As we celebrate the 70th anniversary of the Freedom to Read statement, Timberland Regional Library encourages all citizens to support the fundamental right to read freely. The library system invites the public to participate in Banned Books Week, taking a stand for intellectual freedom and the unimpeded exploration of diverse ideas and perspectives.

“Timberland Regional Library promotes and defends the principles of intellectual freedom based on the First Amendment of the U.S. Constitution. We believe that the ability to freely choose what to read is a cornerstone of democracy and of a free society.”

-Executive Director, Cheryl Heywood

I’m glad you are leaving it up to the individual what to read and to decide what their children can read.

Marsha H

So grateful for our banned books that my wife and I got today. This is a community I’m proud to raise our daughter in.

Whitney K

In the top 55 public libraries worldwide is such an amazing accomplishment, we love Timberland library!

mrs.crystalspencer’
Library Giving Day
Tuesday, April 4
Thanks to your efforts, Library Giving Day was a huge success with donations doubling from last year to $11,676. One-day, national, fundraising event that encourages people who depend on and enjoy public libraries to donate to their individual library system.

MARY BETH HARRINGTON
President
Thurston County
Term expires: 12/2030

TONI GWIN
President Elect
Pacific County
Term expires: 12/2028

KENNETH SEBBY
Mason County
Term expires: 12/2024

HAL BLANTON
Member-at-Large
Lewis County
Term expires: 12/2025

BRIAN MITTGE
Lewis County
Term expires: 12/2029

NICOLETTE OLIVER
Member-at-Large
Thurston County
Term expires: 12/2026

DUSTIN LOUP
Grays Harbor County
Term expires: 12/2027

TONI GWIN
President Elect
Pacific County
Term expires: 12/2028

KENNETH SEBBY
Mason County
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Term expires: 12/2025

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Lewis County
Term expires: 12/2029

NICOLETTE OLIVER
Member-at-Large
Thurston County
Term expires: 12/2026

DUSTIN LOUP
Grays Harbor County
Term expires: 12/2027
GRAYS HARBOR COUNTY

Aberdeen Timberland Library
121 East Market Street; 360.533.2360
Amanda Park Timberland Library
6118 US Highway 101; 360.288.2725
Elma Timberland Library
119 North 1st Street; 360.482.3737
Hoquiam Timberland Library
420 7th Street; 360.532.1710
McCleary Timberland Library
121 South 4th Street; 360.495.3368
Montesano Timberland Library
W.H. Abel Memorial Library
125 Main Street South; 360.249.4211
Oakville Timberland Library
204 Main Street; 360.273.5305
Westport Timberland Library
101 East Harms Drive; 360.268.0521

PACIFIC COUNTY

Ilwaco Timberland Library
158 1st Avenue North; 360.642.3908
Naselle Timberland Library
4 Parpala Road; 360.539.3327
Ocean Park Timberland Library
1308 256th Place; 360.665.4184
Raymond Timberland Library
507 Duryea Street; 360.942.2408
South Bend Timberland Library
1st and Pacific; 360.875.5532
Shoalwater Bay Tribal Community Library
4115 State Route 105, Tokeland; 360.267.8190

MASON COUNTY

Hoodsport Timberland Library
40 N Schoolhouse Hill Road; 360.877.9339
North Mason Timberland Library (Belfair)
23081 NE State Rt 3; 360.275.3232
Shelton Timberland Library
William G. Reed Public Library
710 W Alder Street; 360.426.1362

THURSTON COUNTY

Hawks Prairie Timberland Library
8205 Martin Way; 360.252.9658
Lacey Timberland Library
500 College Street Southeast; 360.491.3860
Olympia Timberland Library
313 8th Avenue Southeast; 360.352.0595
Tenino Timberland Library
172 Central Avenue West; 360.539.3329
Tumwater Timberland Library
7023 New Market Street; 360.943.7790
West Olympia Timberland Library
625 Black Lake Blvd SW; 360.764.4440
Yelm Timberland Library
210 Prairie Park Street; 360.539.3330
Book Return - Fire District 3, Station 35
3701 Willamette Drive, Lacey
Book Return - West Olympia
1313 Cooper Point Road Southwest
Rainier Book Drop at Rainier City Hall
102 Rochester Street West, Rainier

LEWIS COUNTY

Centralia Timberland Library
110 South Silver Street; 360.736.0183
Vernetta Smith Chehalis Timberland Library
400 North Market Boulevard; 360.748.3301
Mountain View Timberland Library (Randle)
210 Silverbrook Road; 360.497.2665
Packwood Timberland Library
109 West Main Street; 360.494.5111
Salkum Timberland Library
2480 US Hwy 12; 360.539.3328
Winlock Timberland Library
322 Northeast 1st Street; 360.785.3461
Morton Centralia College East Kiosk
701 Airport Way; 360.496.5022
Toledo Community Library Kiosk
241 Cowlitz Street; 360.864.4247

As a convenience to you, most checked out items can be returned to any TRL book returns. A few specifically labeled items need to be returned to their original location.