

## Who You Gonna Call: Help for Success

“There will only be successful libraries in the future—because if libraries are not successful, they will cease to exist.” Walt Crawford & Michael Gorman

Here are some resources that can provide you with answers to your questions

**Washington State Library.** -Karen Goettling, Rand Simmons, Susan Barrett can answer all your questions about library elections, selecting a director, dealing with legal issues, how to deal with board issues, and more. Reach them toll free at (866) 538-4996 or at (360) 570-5560, or call the receptionist at (360) 704-5200

On the website <http://www.secstate.wa.gov/library/> you can find past and current library statistics, grant opportunities, workshop schedules, and links to everyone at WSL.

***Public Library Trustee Reference Manual*** and ***Public Library Trustee Summary Manual*** .Washington State Library, 2001/2. The bibles: consult them. Available on the WSL website if you don't have in hard copy.

**Webjunction** <http://wa.webjunction.org/do/Navigation?category=498>  
Has a great list of resources for small libraries.

**The Association of Rural and Small Libraries** (<http://arsl.clarion.edu/>) can provide help in many areas to members (\$39 per year).

Read this article: “Customer service and the “rule of 1965” by Karen Hyman and Molly R. Pederson in *American Libraries*, October 1999, page 54. It can be found in its entirety on ProQuest. You will be motivated to change and will learn about merchandizing your library.

Contact your closest library buddies. Attend meetings and conferences.

“How can small libraries be successful” WILL September 2005. Presenters:

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David King, Board Chair; Regan Robinson, Director. Stevens County Rural Library District, PO Box 744, Loon Lake, WA 99148 (509) 233-9621